



**Boost Business. Increase profits.**  
Free interactive online training

Last updated: 05:03 PM ET, Tue July 15 2014

2  
Like  
5  
Tweets  
0  
Share  
in  
Share  
Email

# The Best Northern European Airline? Finnair.

AIRLINES & AIRPORTS | RICH THOMASELLI | JULY 15, 2014



Photo courtesy of [Wikipedia](#)

With all the hoopla surrounding Norwegian Air and its ambitious – and, to some, controversial – plan to expand its international flights in the United States, Finnair has quietly emerged as Scandinavia’s best airline.

For the fifth consecutive year, Finnair was named Northern Europe’s Best Airline at the World Airline Awards, held today in New York. The awards are organized by Skytrax, the British airport and airline consultancy that has compiled customer satisfaction rankings since 1999.

The awards are based on an independent survey of 18 million travelers from more than 160 countries.

“We recognize how tough the competition can be, not only in our home region but in the numerous Asian markets we serve as well,” Gregory Kaldahl, Finnair’s SVP resource management, said at the Farnborough Air Show where he collected the award. “It is very gratifying to receive this kind of recognition for our employees’ commitment to the needs of customers and the continued development of our product both on the ground and in the air.”



Become a Switzerland Specialist



ADVERTISEMENT

SIGN UP FREE

for the TravelPulse Daily newsletter delivered directly to your inbox.




FEATURED VIDEO



## Tour the local glass blowing factory in Wertheim, Germany

DESTINATION & TOURISM

RECENT TRAVEL OPINIONS

### Carnival Freedom: Extreme Makeover Cruise Edition Done Right



TIM WOOD

2

Like

5

Tweet

0

Share

in

Share

Email

The World Airline Awards are generally regarded as one of the primary benchmarking tools for passenger satisfaction levels of airlines throughout the world. The passenger survey analyzes customer satisfaction for the overall airline passenger experience, at both the airport and on-board the aircraft. The survey covered more than 200 airlines, from the largest international airlines to small domestic carriers, and measured standards across more than 40 areas of airline front-line product and service.

Part of Finnair's winning the award certainly has been its year-long project to equip its long-haul fleet with seats that convert to fully flat beds in Business Class. Nine routes are currently dedicated to full-flat service: Helsinki to New York, Beijing, Shanghai, Hong Kong, Tokyo, Osaka, Nagoya, Seoul and Hanoi.

In-flight entertainment was also recently upgraded for passengers in both cabin classes, with 72 movies and more than 150 TV shows available on demand. In August, Finnair will open a new Premium Lounge in Helsinki for its most loyal Finnair Plus and oneworld customers. In addition, the carrier will add a new sauna available to be enjoyed by all Business Class passengers.

MORE

For more information on [FINLAND](#)

For more [AIRLINES & AIRPORTS NEWS](#)

COMMENTS

## The Secret To Free Accommodation In Paradise



NICK AND DARIECE

## A Fanfare of British Festivals



PAULL TICKNER

MOST POPULAR NEWS

- 1 Trump Plaza Notices Highlight Wide-scale Atlantic City Layoffs  
HOTEL & RESORT
- 2 Pet Peeves 101: What Not To Do As a Tourist  
DESTINATION & TOURISM
- 3 4 Amazing Exclusive Cruise Ship Enclaves  
CRUISE
- 4 WATCH: Costa Concordia Floats Again  
CRUISE
- 5 How Malta is Attracting American Tourists  
DESTINATION & TOURISM

TravelPulse.com

[NEWS](#) | [DEALS](#) | [VIDEO](#) | [OPINION](#) | [TRENDING](#) | [SUPPLIERS](#) | [DESTINATIONS](#)

Categories

[FEATURES & ADVICE](#) | [CRUISE](#) | [HOTEL & RESORT](#) | [VACATION PACKAGES](#) | [CAR RENTAL & RAIL](#) | [DESTINATION & TOURISM](#) | [TRAVEL AGENT](#) | [TOUR OPERATOR](#) | [AIRLINES & AIRPORTS](#) | [TRAVEL TECHNOLOGY](#) | [HOST AGENCY & CONSORTIA](#) | [BUSINESS TRAVEL](#) | [PEOPLE](#) | [ENTERTAINMENT](#) | [MORE](#)

travAllianceMedia™

[TRAVEL TRIBE](#) | [VIRTUAL TRAVEL EVENTS](#) | [TRAVELPULSE](#) | [HOTEL REWARDS](#) | [TRAVEL AGENT ACADEMY](#) | [VIRTUAL TRAVEL SEMINARS](#) | [SELL SERIES](#) | [AGENT STUDIO](#) | [TRAVALLIANCEMEDIA](#)

Connect

[FACEBOOK](#) | [TWITTER](#) | [LINKEDIN](#) | [GOOGLE+](#) | [PINTEREST](#) | [YOUTUBE](#) | [RSS FEED](#) | [DAILY NEWSLETTER](#) | [SUBSCRIBE AGENT@HOME](#) | [SUBSCRIBE VACATION AGENT](#)

About

[WRITE FOR US](#) | [ADVERTISE](#) | [TERMS OF USE](#) | [PRIVACY POLICY](#) | [CONTACT US](#)

© Copyright 2014 travAllianceMedia™ All Rights Reserved.

