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Ethiopian Airlines Starts Arabic and French Services at its Global Customer Interaction Center

Addis Ababa, 25 April 2023

Ethiopian Airlines, the largest airline in Africa, is pleased to announce that it has started providing its Global Customer Interaction Center services in two additional international languages namely, Arabic and French.

The Global Customer Interaction Center underwent a major reform in 2014, expanding its interaction scope with customers from call handling to an omni-channel interaction leveraging multiple channels including social media.

Regarding the addition of these languages, Ethiopian Airlines Group CEO Mr. Mesfin Tasew said, *"We are excited to further expand the services of our globally acclaimed customer interaction center using Arabic and French as additional international languages for handling the queries of our customers. The addition of these languages is a game changer as it will enable us to cater to our customers with their preferred languages. It will also increase our customer reach to locations where these languages are spoken predominantly. Offering the services of our Global Customer Interaction Center in multiple international languages also proves our commitment and relentless efforts to elevate customers' experience."*

Ethiopian Airlines' Global Customer Interaction Center currently operates 24/7 with its state-of-the-art technology catering to all its customers worldwide from its brand-new multi-floor building located within the headquarters of Ethiopian Airlines Group.

The center has received the 'World Class Contact Center' accolade from Snapshotz, an internationally recognized certifying body for customer service delivery. It won the certificate after onsite completion of Snapshotz's audit process and probing over 800 datapoints.



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About Ethiopian

Ethiopian Airlines (Ethiopian) is the fastest growing Airline in Africa. In its seventy-six plus years of operation, Ethiopian has become one of the continent's leading carriers, unrivalled in efficiency and operational success. In addition to its main hub in Addis Ababa, Ethiopia, it is also pursuing its multi-hub strategy through a hub in Lomé, Togo with ASKY, in Lilongwe, Malawi with Malawi Airlines and in Lusaka, Zambia with Zambia Airways. Ethiopian commands the lion's share of the Pan African passenger and cargo network operating the youngest and most modern fleet to more than 150 domestic and international passenger and cargo destinations across five continents. Ethiopian's fleet consists of ultra-modern and environmentally friendly aircraft such as Boeing 737s, 777s, 787s, Airbus A350-900 and Bombardier Dash 8-400 double cabin with an average fleet age of seven years. In fact, Ethiopian is the first airline in Africa to own and operate most of these aircraft. Having achieved its strategic plan (Vision 2025) ahead of time, Ethiopian is currently implementing a 15-year strategic plan called Vision 2035 that will see it become one of the top 20 most competitive and leading aviation group in the world by providing safe, secured, market driven and customer focused Passenger and Cargo Transport and Logistics Services, Aviation Training, Airport Management and Ground Services, MRO and Aerospace Manufacturing and Travel and Tourism Services. As a multi-award-winning airline, Ethiopian has been winning various coveted awards including Skytrax's 'Best Airline in Africa Award' for five consecutive years. The airline has been a Star Alliance member since 2011, and has been registering more than threefold growth in the past 10 years. For additional information, please visit www.ethiopianairlines.com

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Social Media

Facebook: <https://www.facebook.com/EthiopianAirlines.official>

Twitter: <https://twitter.com/flyethiopian>

Instagram: <https://www.instagram.com/fly.ethiopian/>

YouTube: <https://www.youtube.com/channel/UCCV26xfT57LiOgrZM45ouCg/featured>

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