



Experience The Diamond Difference
AirEliteNetwork.com

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Air Elite[®] Network Reaffirms Commitment to Customer Service FBOs Benchmark The Ritz-Carlton's Customer Service Philosophy

Toluca, Mexico (March 20, 2015) – World Fuel Services' Air Elite Network of Diamond Service FBOs has announced two scheduled Air Elite-customized courses in 2015 through The Ritz-Carlton Leadership Center. By benchmarking The Ritz-Carlton's legendary customer service philosophy, these courses reaffirm the Network's commitment to customer service excellence. Air Elite FBOs understand the importance of consistency for each arrival and departure experience and benchmarking these best-in-class practices ensures that service standards are maintained for all customers.

The first course will be held on June 26, 2015 at the Westchester Ritz-Carlton in White Plains, NY immediately following the NBAA regional forum at Teterboro Airport. The second course will be held on September 18, 2015 at the St. Louis Ritz-Carlton following the NBAA regional forum at St. Louis Downtown Airport, hosted by Jet Aviation (an Air Elite Diamond Service designated FBO).

These customized courses deliver great value to the Air Elite Membership as they explore innovative ways to optimize their FBO's customer service. By joining together, Air Elite members also share ideas and strengthen their relationships. To ensure that the philosophy is adopted and engaged at every level of their daily operations, individuals from a wide range of job specializations are selected to attend from the FBO teams. Attendees include FBO Owners, General Managers, Directors, Customer Service Managers, and Line Service Managers.

Each independently-owned and operated FBO must maintain strict facility and service standards to qualify for and maintain membership. Diamond Service Locations are also required to participate in a stringent audit process in which on-site audits are performed biennially. Thirty-eight locations strong, the Air Elite Network has maintained steady, strategic growth across the globe.

To learn more about the Air Elite Network, please visit World Fuel Services in Stand I-8 at AeroExpo 2015 in Toluca, Mexico from March 19th – 20th or online AirEliteNetwork.com.

About Air Elite[®]

Air Elite[®] is the global network of uniquely exceptional fixed-base operators (FBOs) delivering "diamond level" customer service. This premier network earns brand recognition and customer trust by benchmarking on legendary customer service, and by ensuring that each location follows high quality standards. With established product and service standards, customers can consistently experience "best in class" service at every Air Elite facility around the world. www.AirEliteNetwork.com

Source: World Fuel Services Corporation

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A Global Network of Uniquely Exceptional FBOs



About World Fuel Services Corporation

Headquartered in Miami, Florida, World Fuel Services is a global fuel logistics, transaction and payment processing company, principally engaged in the distribution of fuel and related products and services in the aviation, marine and land transportation industries. World Fuel Services sells fuel and delivers services to its clients at more than 8,000 locations in more than 200 countries and territories worldwide.

The company's global team of market makers provides deep domain expertise in all aspects of aviation, marine and land fuel management. Aviation customers include commercial airlines, cargo carriers, private aircraft and fixed base operators (FBOs), as well as the United States and foreign governments. World Fuel Services' marine customers include international container and tanker fleets, cruise lines and time-charter operators, as well as the United States and foreign governments. Land customers include petroleum distributors, retail petroleum operators, and industrial, commercial, and government accounts. The company also offers transaction management services which consist of card payment solutions and merchant processing services to customers in the aviation, marine and land transportation industries. For more information, call 305-428-8000 or visit www.wfscorp.com.

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