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## Air Elite<sup>®</sup> Network Recognized by Industry Survey & Further Expands

### Provo Air Center & Bismarck Aero Center join the Network

**Geneva, Switzerland (May 24, 2016)** – The Air Elite Network and its members were once again recognized for service excellence in the recently-released Aviation International News (AIN) Americas and Professional Pilot Magazine's PRASE surveys. The network also added two new members: Provo Air Center in the Turks & Caicos Islands and Bismarck Aero Center in Bismarck, North Dakota.

A total of 20 Air Elite FBOs were recognized in the popular, industry-wide surveys. AirElite, in Long Beach, California was honored for maintaining the #1 FBO in the Americas for the third year in a row. Their membership in the global network of uniquely exceptional FBOs was highlighted as a key attribute in the AIN Survey results article.

Air Elite Members that were recognized for excellence in customer service and facilities include:

- Airflite - KLGB
- Cabo San Lucas International Airport - MMSL
- Clay Lacy Aviation - KBFI
- Clay Lacy Aviation - KVNY
- Denver jetCenter - KAPA
- Ft. Collins/Loveland jetCenter - KFNL
- Hill Aircraft - KFTY
- Jackson Jet Center - KBOI
- Jet Aviation - KBED
- Jet Aviation - KCPS
- Jet Aviation - KDAL
- Jet Aviation - KHOU
- Jet Aviation - KPBI
- Jet Aviation - KTEB
- Jet Aviation - MMYN
- Jet Aviation - OMDB
- KaiserAir - KOAK
- Orion Jet Center - KOPF
- Provo Air Center - MBPV
- Swift Aviation Services – KPHX

Provo Air Center ([www.provoaircenter.com](http://www.provoaircenter.com)) is an innovative, world-class FBO with unique offerings in the chic and exclusive Turks and Caicos Islands (Providenciales MBPV). Ranked #1 in the Caribbean by the 2016 AIN survey, the facility's onsite customs and immigration hall offers a first-of-its-kind drive-thru design which makes clearing customs faster and easier. An additional ultra-private VIP lounge within the customs hall offers even more privacy. Guests are served cold towels, beverages and snacks while their paperwork is swiftly processed. A dog park and a special children's lounge featuring a Pirate's Cave ensure that every visitor is treated as an honored guest. Provo Air Center is able to serve aircraft up to a Boeing 777. The FBO's award-winning staff places the highest concern on their attention to detail and upholding the privacy and security of their clientele.

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"We are delighted to become a part of Air Elite's exclusive network of world-class FBOs. We are deeply impressed that they strive to ensure a commitment to service standards of the highest quality, and are looking forward to being a part of this family that clearly shares the same values as we do, while allowing each member to shine individually. Both our facility and geographic location is unique in many ways and we are happy to share what makes us special with this already diverse global network," said Deborah Aharon, CEO of Provo Air Center.

Devoted to adding value to their customers' aviation experience, Bismarck Aero Center ([www.bismarckaero.com](http://www.bismarckaero.com)) is an Ascent branded, full service FBO located at Bismarck Municipal Airport (KBIS) in Bismarck, ND. The FBO is home to the region's largest maintenance facility, 80,000 sq. ft. of hangar space, and prides itself on offering transient customers quick turns in 20 minutes or less. Their staff of over 40 trained aviation professionals strives to provide outstanding, red carpet service to all facets of the industry.

"Our company values have placed a strong emphasis on customer service and the overall customer experience of our guests. Our team has built a reputation here in North Dakota as a result of our work ethic and value added approach to service delivery." said Jon Simmers, CEO for Bismarck Aero Center. "We feel this makes us a perfect fit within Air Elite, where all members share this philosophy and focus. We are very excited to become a member in the prestigious network and we look forward to networking with other members to learn from their experiences and best practices."

"We are very proud of the accomplishments and public recognition of our Air Elite FBOs. The continuous recognition of many Air Elite FBOs in the aviation industry surveys year after year is a true testament to the winning strategies employed at their operations. It is positive to see the network's steady growth and we are pleased to welcome two more unique and impressive FBOs to Air Elite. They bring years of experience, Air Elite-like customer service philosophies, and further variety to an already-exceptional collection of world class operations," said John Rau, World Fuel Services' Executive Vice President, Global Aviation & Marine.

The network now encompasses 53 uniquely exceptional diamond service FBOs worldwide and has been growing steadily since it was established in 2011. Each FBO member must meet a number of airport, facility and service quality standards to qualify for membership.

### **About Air Elite®**

Air Elite® is a global network of uniquely exceptional FBOs. The premier network of Diamond Service locations is strategically positioned around the world. The comfort of consistency is delivered through elevated facility standards and benchmarking The Ritz-Carlton philosophy on customer service. Air Elite offers customers the pleasure of variety with the local expertise and regional nuances of independently owned FBOs. [www.AirEliteNetwork.com](http://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](http://www.wfscorp.com).

Source: World Fuel Services Corporation

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