

# Kraków to host ACI Customer Experience Global Summit in 2022

At the end of the 2021 Customer Experience Global Summit in Montreal, Airports Council International (ACI) World announced that next year's event will be held in partnership with Kraków Airport in Kraków, Poland on 13, 14, and 15 September 2022.

This year's event was a hybrid of physical and virtual, but ACI is planning a live event in Kraków in 2022, allowing for face-to-face discussion of the importance of customer experience as airports pursue continued innovation.

This summit is one of the most significant events of the year for the aviation industry, especially now as meeting customers' needs and expectations has never been more important. The event will allow for enhanced interaction among participants, providing a platform for the exploration of customer experience excellence through the ASQ program.

"After bringing back the ACI Customer Experience Global Summit to the international stage this year, we look forward to working with Kraków Airport next year as the event comes to Europe for the first time," ACI World Director General Luis Felipe de Oliveira said. "Listening to customers to craft customer experiences that reflect their changing needs and expectations has never been more important and continues to develop as one of the most important business tools for airports. Our reinvented global summit remains one of the most important dates on the international aviation calendar for airports and their partners, providing an invaluable resource to help them deliver the safe, healthy, and engaging experience passengers are demanding."

President of the Board of Kraków Airport Radosław Włoszek said: "Being able to host this event is an amazing distinction for our airport. The COVID-19 pandemic has frozen aviation and forced us to redefine our approach to safety standards and customer experience. 'We Are Aviation' is our motto and has translated into our motivation and joint work which was exemplified when a number of global and European airports joined the ACI Airport Health Accreditation Programme. Passenger comfort and safety are our key priorities, and the essence of ACI Customer Experience Global Summit. We can observe passenger traffic levels going up every week. We know that the process of returning to the realities of 2019 will be slow and difficult, but the revival we can already observe today lets us look forward with optimism."

The Customer Excellence Global Summit will also include a gala dinner featuring the celebratory annual ASQ Awards ceremony and the Airport Customer Experience Accreditation ceremony, supported by ACI World's partner Amadeus.