

ACI World's Customer Experience Global Summit 2021: registration open

Airports Council International (ACI) World has announced that its industry-leading Customer Experience Global Summit will return in September 2021 to be hosted as a hybrid event in Montreal, Canada.

The third edition of ACI World's Customer Experience Global Summit will be held at Montreal's Palais des Congres on September 8 and 9. The summit will explore the theme [Gateway to the new travel journey: Share. Rethink. Evolve.](#)

The event will comprise physical and virtual elements to bring together industry leaders to discuss the importance of customer experience, as airports pursue innovation in customer experience in pursuit of a long-term and sustainable recovery from the COVID-19 pandemic.

This year's summit will again include celebration of the 2020 Airport Service Quality Awards, providing an opportunity to pay tribute to those airports that have prioritized customers at a time when meeting their needs and expectations has never been more important.

"We are looking forward to bringing our Customer Experience Global Summit back to the international aviation events calendar to explore the evolving needs and expectations of customers at a crucial time for industry recovery.

"Airports continue to listen to their customers to adapt the services and experiences they offer under very trying circumstances and, as we see signs of optimism on the horizon for recovery, we will come together as an industry to show how a focus on customers will help guide the way.

"The ASQ program is the world's leading airport customer experience measurement and benchmarking program and has been adapted to ensure it remains of the highest quality during the COVID-19 pandemic," says Felipe de Oliveira, Director General, ACI World.

The third edition of the global summit was originally scheduled to be held in Krakow, Poland, hosted by Krakow Airport in September 2020. Following this year's hybrid event in Montreal, the summit will be hosted by Krakow Airport in Poland in September 2022.

To register for the event, please visit the following link: <https://bit.ly/33XWvBL>