

King Fahd intl airport achieves ACI level 3

- A Monitor Desk Report

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Dammam: King Fahd International Airport in Dammam, Saudi Arabia, has received Level 3 Customer Experience Accreditation from Airports Council International (ACI).

This recognition highlights the airport's commitment to enhancing passenger satisfaction through a sustainable customer experience.

The accreditation was awarded to Hisham Hakimi, Vice President of Projects and Technical Affairs at Dammam Airports Company, during the US Customer Experience Summit and Exhibition held in Atlanta from 23 to 26 September.

This achievement reflects the airport's commitment to meeting global standards in customer service, contributing to its broader goal of operational excellence, with ambitions to achieve Levels 4 and 5, the highest levels of certification.

Achieving these levels will further cement King Fahd International Airport's position as a leading airport in the region.

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