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## Oman Air Appoints New General Manager Customer Services

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Oman Air has announced the appointment of Saleem Bin Amanullah Bin Abdul Hussain to the new role of General Manager Customer Services. He will be based at the airline's headquarters in Muscat and will spearhead Oman Air's drive for the highest quality in all direct customer contact.

Mr Amanulla was appointed following a 23-year career in aviation, most recently as Chief Executive Officer - Cargo for RAS-ENT, a Canadian GSA based in Toronto. Prior to this, he held a number of positions with Gulf Air, including Head of Airports. In addition, Mr Amanulla holds Airline Pilot and Flight Dispatch certification from AFDTC in Dallas.

On taking up his appointment, Mr Amanulla said:

"I am delighted to be joining Oman Air and to be taking on such an important role at a time when the airline is attracting such widespread acclaim. Effective Customer Services are a vital part of any successful organisation and this is especially the case for airlines.

"I look forward to bringing my extensive experience of the aviation sector, my commitment to delivering a seamless passenger experience and my dynamic approach to management to Oman Air and to playing a role in the airline's continued and growing success.

Having travelled the world and worked in so many different locations over the years, I am also looking forward to once again working in Oman - it is great to be coming home!"

Don Hunter, Oman Air's Chief Officer Airport Operations, added:

"We are pleased to be welcoming Saleem to the Oman Air team and to be benefitting from his knowledge and proactive approach. His long experience, both within the Gulf region and beyond, together with his commitment to the highest standards of customer service make him a great choice for Oman Air."

Saleem Bin Amanullah Bin Abdul Hussain's appointment comes at the end of a 21-month period in which the national carrier of the Sultanate of Oman has received 21 awards, including 'Best Business Class Seat in the World' and 'Service Excellence, Middle East' (World Airline Awards), 'Airline of the Year' (Laurier d'Or du Voyage d'Affaires) and 'Best Luxury Airline, Middle East (Business Destinations Awards). Oman Air's focus on the quality of its passenger experience has been accompanied by the introduction of new Airbus A330 and Embraer E175 aircraft, the pioneering of complete inflight mobile phone and wi-fi connectivity and the expansion of its network to include 41 destinations worldwide, the latest of which, Zurich, was launched on 2nd December 2011.

Don Hunter concludes:

"This is an exciting time to be joining Oman Air and Saleem Bin Amanullah Bin Abdul Hussain will, I am sure, contribute to ensure that we continue to offer superb value and unrivalled service for every customer."

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