

Top Rated FBOs in Europe, the Middle East, Africa and Asia-Pacific

| FBO | Location | Airport | Airport Code | Overall Average |
|------------------------------------|-----------------------------|------------------------|--------------|-----------------|
| TAG Farnborough Airport | Farnborough, United Kingdom | Farnborough | EGLF | 9.1 |
| Universal Aviation | London, United Kingdom | London Stansted | EGSS | 9.0 |
| ExecuJet Europe | Zurich, Switzerland | Zurich | LSZH | 8.9 |
| Aviapartner | Nice, France | Nice Côte D'Azur Int'l | LFMN | 8.7 |
| Jet Aviation | Geneva, Switzerland | Geneva International | LSGG | 8.7 |
| TAG Aviation | Geneva, Switzerland | Geneva International | LSGG | 8.6 |
| Dassault Falcon Service | Paris, France | Paris Le Bourget | LFPB | 8.3 |
| Hong Kong Business Aviation Centre | Hong Kong, China | Hong Kong Int'l | VHHH | 8.3 |
| Landmark Aviation | Paris, France | Paris Le Bourget | LFPB | 8.3 |
| Swissport Executive | Nice, France | Nice Côte D'Azur Int'l | LFMN | 8.3 |
| Universal Aviation | Paris, France | Paris Le Bourget | LFPB | 8.3 |
| Harrods Aviation | London, United Kingdom | London Luton | EGGW | 8.2 |
| Signature Flight Support | Paris, France | Paris Le Bourget | LFPB | 8.1 |
| Hawker Pacific Flight Centre | Sydney, Australia | Sydney Kingsford Smith | YSSY | 8.0 |
| Landmark Aviation | Nice, France | Nice Côte D'Azur Int'l | LFMN | 8.0 |
| Jet Aviation | Zurich, Switzerland | Zurich | LSZH | 7.6 |
| Jetex Paris FBO | Paris, France | Paris Le Bourget | LFPB | 7.6 |
| Signature Flight Support | London, United Kingdom | London Luton | EGGW | 7.6 |
| VIPPort Vnukovo-3 | Moscow, Russia | Moscow/Vnukovo | UUWW | 6.0 |

What are the three most important factors you look for when choosing an FBO?

(Respondents were asked to choose three)

| | |
|---|-------|
| Excellent customer service | 88.5% |
| Fuel pricing | 62.6% |
| Passenger amenities | 39.9% |
| Cleanliness | 30.7% |
| Pilot amenities | 24.8% |
| Line service training program participation | 18.3% |
| FBO infrastructure/decor | 18.0% |
| Loyalty/rewards program | 6.8% |
| Fuel brand | 1.1% |

What do some FBOs do that make you avoid them?

(Respondents were asked to choose three)

| | |
|--|-------|
| Poor customer service for passengers | 71.0% |
| Unprofessional/improperly trained CSRs | 46.2% |
| Rundown/unclean facility | 45.3% |
| Poor care of aircraft | 41.5% |
| Ramp fees | 26.5% |
| Charging separately for services such as coffee, ice, newspapers, etc. | 25.5% |
| Lack of proper ground-handling equipment | 17.8% |
| Adding a fee for handling of catering | 8.6% |
| Billing errors | 4.5% |
| Spilling fuel on my aircraft | 3.1% |