

Kanoo Travel wins Sheikh Khalifa Excellence Award

By Nirmala D'souza

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Kanoo Travel wins the prestigious award under the Travel and Tourism category for the third time.

Abu Dhabi, United Arab Emirates: Kanoo Travel, the largest travel company in the Middle East, today announced that they have won the coveted Sheikh Khalifa Excellence Award under the Travel and Tourism category for the third time. Mr. Mishal Kanoo, Deputy Chairman of The Kanoo Group along with Mr. Mohammed A.L. Kanoo, Area Executive for Abu Dhabi received the Silver category award from the Advisor of National Security Council H. H. Sheikh Hassa Bin Zayed Al Nahyan at a glittering ceremony held at the Abu Dhabi National Exhibition Centre (ADNEC).

Speaking on their achievement, Mr. Sunil D'Souza, Regional Travel Manager, Kanoo Travel said, "We are honoured to win the Sheikh Khalifa Excellence award once again. This award is a result of our team's dedication and commitment towards maintaining high standards of business excellence, outstanding performance and best practices in every aspect of our business. We are proud of our staff members, who have worked very hard to achieve this feat. Winning this prestigious award has motivated them to strive harder to achieve the highest possible standards of quality, performance and business excellence."

The Sheikh Khalifa Excellence Award is based upon model of Quality and Organisational Excellence, which is based on the EFQM (European Foundation for Quality Management) Excellence model. Kanoo Travel was assessed onsite for two days by a team of six experts who covered the company's main offices, call centre and branches in Dubai and Abu Dhabi.

Kanoo Travel, which was the first travel company to win the SKEA Appreciation under the Tourism category in 2004-05, was measured on its management practices and ability to achieve and sustain outstanding results for all its stakeholders, such as customers, employees, shareholders and the community. The assessment was based on five enabler criteria which include leadership, policy and strategy, people management, partnerships and resources, process management and on four results criteria which include customer results, people results, society results and key performance results.

Kanoo Travel has been the pioneer of the Gulf's travel industry as the Kanoo Group set up its first travel office in this region in 1935. The company has the unique distinction of serving customers throughout the Middle East through its own servicing network. Kanoo Travel's objective is to provide customers top-class professional travel management services using the latest technology with the best customer service. The company, which has over 180 IATA locations in the region, provides the most comprehensive and specialized services in the travel industry, placing special emphasis on servicing and managing relationships with its large customer base in the region for which it has won numerous service-quality Awards in both the leisure and business travel sectors.

About Kanoo Travel:

The Kanoo family's involvement in air travel goes back to 1937 when the company provided refuelling facilities in Bahrain for Imperial Airways seaplanes on route to India and Australia. In 1947 Kanoo Travel became the first IATA agency in the Gulf and in 1997 they became the very first Travel Company in the Middle East to receive the ISO certification.

Today, Kanoo Travel is the largest travel management company in the Middle East, with a team of travel specialists operating a network of over 170 offices in the region and through a global network of world-class travel partners. Kanoo Travel provides the most comprehensive and specialized services in the

travel industry with unmatched quality awards and achievements that guarantees the highest level of customer satisfaction.

Kanoo Travel provides its services in five main specialised areas:

- ? Kanoo Corporate - Business Travel Services.
- ? Kanoo Retail- Travel Services for the individual travellers.
- ? Kanoo Holidays – For all type Leisure Travel
- ? Kanoo Marine - Marine and Offshore Travel Services.
- ? GSA's- General Sales Agents for international airlines.

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