Self-sufficiency and exceptional personnel are the formula for Grafair’s victorious FBO

This year’s survey of EBAN’s readers is simple proof that excellent service can be achieved in all types of locations and facilities, by attention to detail and a strong customer focus. In 2014 this was clearly demonstrated in Scandinavia, as Swedish and Danish specialists topped the poll for the first time.

Both of these are single location operations, with the FBO chains falling away somewhat after a very strong showing last year.

Our readers were much happier with the service they received this year, as the overall scores are considerably higher. No fewer than nine facilities scored eight marks or more, compared with just five last year.

In this feature we report on some of the highest ranking companies, run through the latest news from FBOs and handlers, and provide our usual full survey of contact information and facilities.

We have included all those who responded to our many requests to update and confirm their information. Further details about these and all the other handlers throughout Europe, Russia, the Middle East and Africa can be found online at www.handbook.com.

Coming in first place in the EBAN FBO survey is an enviable achievement, and one which has been the culmination of a decade of hard work from founder and president Bengt Grafström and his team at Grafair.

His facility, based at Bromma airport in Stockholm, Sweden, has been threatening the top spot for some time, and in 2014 he is delighted that the consistency and quality which his staff stands for has been formally recognised: “Of course it is fantastic that we have hit number one, yet we have understood for several years that we were number one! This has come from customers – they have been telling us so,” he says.

“Norges is a big customer of ours; they fly all over Europe, they are always letting us know that we are the best. But we hadn’t been there yet in the EBAN race, so it was certainly very pleasant to be there.”

Grafström moved to Florida in 1976 after finding it extremely tricky to run an aviation business from Sweden. He started a flight school and then a small FBO in Vero Beach, Florida, the home of the Piper factory. Cessna approached him about becoming a dealer and eventually he found himself selling business jets and turboprops to Sweden: “The customers in Sweden were asking me how they should operate the aircraft they were buying from me because they didn’t know any mechanics or pilots. So I thought to myself we had better start a management company,” he explains.

Ten years ago the company which has come to be known as Grafair Jet Center was brought to life, with a key principle being to provide outstanding service. “At the time, the airport at Bromma didn’t have any service, and it was a similar story in all of Sweden. According to the American guidelines of what an FBO is – and the world itself comes from the US – we are the first and only FBO in Sweden, where we take care of private jets exclusively and where you can park jets and cars in the vicinity.”

Grafström puts his FBO victory down to two crucial factors: “The first of these is control. You have to have control over every operation at the airport, because otherwise you get stuck in regulations and the
Continued from previous page

without a superb team of staff to carry out the requisite services. “The most important thing to me is that my employees love to give service. You feel much better if you give something than if you get something, and it is a pleasure to give good service. You just have to pick the people that have that feeling.”

FBO manager Emmonm quickly emerged as the right man: “Johan was working at the fuel station at that time, fueling up aircraft. He gave such a good service that I simply had to have him working for me.”

“He really thinks about the customer and gives good service. That’s why I hired him. He was already a pilot and flight instructor too. He is a fantastic FBO manager and a fantastic man: he works day and night on our projects.”

Grafström also heaps praise on his reception team, especially Malin Novak Eriksson. “These two have been the two key people running the FBO: Malin running the ladies, and Johan running the whole FBO.”

He does not believe that anything has particularly changed in the past year to push the company to the very top. Instead he feels that it has been an ongoing process of self-critiquing which has pushed Grafström on to greatness. “We always keep in mind that we have no competition at the airport, so for that reason we have to compete with ourselves and make every month better than the foregoing month,” he says.

“Very aircraft we have here will have a red carpet in front of the door when they open it, that is our policy. The ladies in reception take care of everything with coffee, ice cream, flight plans and weather. They all deserve this.”

The FBO will now host a celebratory week in mid-February, where it will rearrange the facility and invite its customers to enjoy live entertainment. Grafström’s 24 employees, not to mention resident parrot Peppegojan, will have time to savour the moment.

How the FBO feedback system works

EDAIN keeps track of every business jet, business twin and turboprop aircraft in Europe, Russia, the Middle East and Africa, and builds its distribution database from individuals responsible for all these aircraft.

Voting in the annual FBO feedback survey is strictly restricted to those employees of facilities. Each is able to use the survey form on the magazine miler sheets throughout the second half of the year, or can vote online at any time through their own secure web page. Employees are excluded from rating their own company’s facilities.

Over 1,700 FBOs, handlers and agents are offered on the voting forms, and readers can vote for as many as they like. A rating of nine is given for facilities, service, staff and value, from which an average is taken.

To minimise statistical aberrations only those facilities receiving at least point seven of one per cent of the total number of votes cast is included in our final league table.

Many thanks to all those chief pilots, ops managers and aircraft owners who took the time to complete the survey – your votes have created a fascinating snapshot of FBO standards.

Silver for Roskilde highlights strength of friendly Scandinavian service

A strong showing from Scandinavia has been seen in this year’s FBO survey; and Danish operation Roskilde Executive Handling narrowly missed out on top honours for 2014. FBO manager Berit Jørgensen is nonetheless delighted, having witnessed her operation climb five places from last year. “When I found out we had come second I had a very big smile on my face, jumping around a little bit, and then I started calling my boss. I was extremely happy, let’s put it that way,” she says.

“If of course you always want to be number one and not number two, but we were first time on the list last year when we came seventh. Now we are second and are really pleased. It gives us something to work for next year.”

Jørgensen is pleased that the winner was Scandinavian: “I know that Grafström do a very good job and we are actually quite similar to them. I’m so proud that it is two Scandinavian companies that are first and second. It shows that pilots and passengers really appreciate what we do.”

According to Roskilde Executive Handling, which has been operational since 2003, the Scandinavian FBO environment is extremely ‘easy’ and adopts a down-to-earth approach. “I’m not saying that in the UK or France FBOs are not friendly,” Jørgensen continues. “But in Denmark we have a saying that we ‘walk in to people’, meaning that we are very natural, and we are very good at that. We are constantly smiling and don’t treat people in a snobish manner.

“Facilities here are very nice but it’s not something with lots of fancy adornments. We take a homely approach. Please tell us that they really like to come here – it makes them feel at home and they can relax and do whatever they want here.”

She started at the Copenhagen-based facility in June 2012, giving her only half a year to work towards seventh place. This time around she has had a whole year with the team to ensure that ‘good’ satisfaction – Roskilde never refers to its clientele as customers – is utmost in their minds.

As to the employees, Jørgensen...
European business aircraft handling survey

Austria

Vienna (Schwechat)

Vienna Aircraft Handling
B.A.C.H. FBO
T. +43 1 737 2565
M. wien-aircraft-handling.com
FLIGHT INFO: 24/7 info service. Directly on apron or by taxi to hotel. Direct route within FBO. Direct connection with shuttle service, free WiFi, Internet access. NH, VW, Tesla are available for transfer service.

VIENNA AIRPORT: Jet suites, lounge, restaurant, snackbar, a la carte restaurant. Shops, fast food, snacks, beverages, shops and news kiosk.

PASSENGER: CIP Terminal 3.

PASSENGERS: On-site FBO services, luggage handling, check-in & departure, hotel reservations, limousine service, transfers, special offers.

Oporto

Pafos International

EDF Hangar Services
T. +357 256 8999
M. www.pafosairport.com
FLIGHT INFO: 24/7 info service. Direct route on apron or by taxi to hotel. Direct route within FBO. Direct connection with hotel shuttle. NH, VW, Tesla are available.

PASSENGER: On-site FBO services, luggage handling, check-in & departure, hotel reservations, limousine service, transfers, special offers.

Oman

Czech Republic

Prague (Vaclav Havel)

AERLAv
T. +420 2 725 74997
M. www.aerlav.com
FLIGHT INFO: 24/7 info service. Direct route on apron or by taxi to hotel. Direct route within FBO. Direct connection with hotel shuttle. NH, VW, Tesla are available.

PASSENGER: CIP Terminal 3.

PASSENGERS: On-site FBO services, luggage handling, check-in & departure, hotel reservations, limousine service, transfers, special offers.

Relindeg

Brussels National

Aalbering Handling
T. +32 2 316 1860
M. www.aalbering.be
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PASSENGER: On-site FBO services, luggage handling, check-in & departure, hotel reservations, limousine service, transfers, special offers.

Schiphol

Denmark

Copenhagen (Kastrup)

AIS Handling
T. +45 20 20 9200
M. www.ais-handling.com
FLIGHT INFO: 24/7 info service. Direct route on apron or by taxi to hotel. Direct route within FBO. Direct connection with hotel shuttle. NH, VW, Tesla are available.

PASSENGER: On-site FBO services, luggage handling, check-in & departure, hotel reservations, limousine service, transfers, special offers.

PASSENGERS: CIP Terminal 2.

PASSENGERS: On-site FBO services, luggage handling, check-in & departure, hotel reservations, limousine service, transfers, special offers.

Flightline

London (City Airport)

Grafaire Jet Center

Stockholm’s All Inclusive Full Service FBO

Thank you!
We made it all the way
Grafaire Jet Center is voted
No 1 FBO

EBAN survey 2014

We stand humble to the fact that you have voted us to become the No 1 FBO. This will make our 10 year anniversary extra special and your choice of destination in Stockholm extra easy. Come reach the stars with us!
Harrods Aviation’s endeavours pay off with ISAGO accreditation

Harrods Aviation says it is the first independent, business aviation FBO in the world to be accredited with ISAGO status, having successfully passed the AYA audit procedures. The company is one of only 237 ISAGO registered organisations globally, and both the Turun and Stansted FBOs will be recognised.

Keith Lamoree, Harrods Aviation’s operations director, says: “We are extremely proud to be the first independent FBO to be awarded the ISAGO accreditation. Our staff have worked tirelessly on this project, and the dedication and input from all has been rewarded and internationally recognised.

“I am very pleased that Harrods Aviation can now officially acknowledge the piece of mind that comes with such accreditation.”

Harrods at London Stansted is also enhancing its FBO offering with the introduction of an on-airside x-ray machine and direct airborne and landable vehicular access.

“When this change in our service offering will greatly enhance the customer experience as they travel through our FBO, reducing transit time considerably and providing the opportunity for passengers on designated flights to arrive at the steps of their aircraft without leaving the control, privacy and security of their own vehicle,” comments Harrods Aviation’s Paul Norum.

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Lyon (Hynes)
Signature Flight Support
+33 6 81 25 20 62
www.signatureflights.com

Flugplatz DRP - 20 00 00
www.drpgroup.com

Flughafen DRP - 20 00 00
www.drpgroup.com

Flughafen DRP - 20 00 00
www.drpgroup.com

The Embraer team behind the Legacy 450’s first flight are pilot Edson Carvalho, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, flight engineer Carlos Cosachyan, 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Sky Handling consolidates service in Russia with global ambitions

Germany’s Sky Handling is reporting an increasing demand in Russia for its flight support network, with general manager Daniel Löwenstein emphasizing the need for “increasingly competitive pricing.” The challenge is to execute our services in time, to have no delays for the operators,” he remarks. Löwenstein says that fuel is a particular challenge in Russia: “There is a big challenge to avoid high fuel prices for our customers in this region. In the past we faced some airlines with the airport or invoicing or raising the amounts for fuel or for third party handling.”

He says that the most difficult request the company has had came recently in Russia, where a landing permit for Moscow was required within two hours. “We just about made it. Sky Handling has sourced further investment which could...”
Riga’s VIP centre proves popular with passengers and crew alike

Users of the recently rebuilt VIP centre at Riga airport have lavished praise upon its services, according to centre manager Erita Zerzeme. “We provide a VIP service through the provision of technical and protocol visits, and the service is the same for passengers and crew alike.”

The Riga Airport FBO staff individually meet and greet passengers in the company lounge on the ramp. They then transfer the passengers to the VIP lounge with customs and immigration formalities via the facility’s internal immigration port and security control. “The passengers can wait in the VIP lounge while we take them to tea and coffee, giving them a break if they are waiting for their luggage to be provided,” Zerzeme continues. “We assist in all of their requests, anything the passengers desire.”

Unlike passengers at the airport’s main terminal, business aviation passengers are not required to check-in luggage or be issued with boarding passes when using the VIP centre. This means that Zerzeme and her team can focus fully on giving passengers the service they require. “Passengers can enjoy our pleasant surroundings, then we escort them to their aircraft, which is closely by.”

“Our lounge has several private rooms for the passengers which they can use while meeting their business partners or whoever they want to meet, or they use it simply for leisure and for their privacy.”

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Website: www.vnukovo-airport.ru
FLIGHT OPTIONS: 24hr, one way or round trip from/to hotel.  
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24 hrs to professional levels.

PRAGUE (Prague Vaclav Havel)  
Website: www.vaclavhavelairport.cz
FLIGHT OPTIONS: 24hr, one way or round trip from/to hotel.  
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Airport
+421 2 595 3122  
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South Africa  
Cape Town  
Website: www.capetownairport.co.za
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Signature Flight Support  
Website: www.signatureflightsupport.com
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Johannesburg (Jan Smuts)  
Website: www.johannesburgairport.co.za
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Barcelona  
Website: www.barcelona-airport.com
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Valencia  
Website: www.valenciasource.com
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Overdue FBO the first step in advancing Teuge infrastructure

Special Air Services has been operating aircraft at Teuge in the Netherlands for almost 30 years but just months ago it was asked by the airport authorities to manage a purpose-built FBO on site. Teuge airport had previously dealt with handling itself.

The need for the facility which SAS now manages became apparent after a fleet of three airplanes had experienced handling services at other airports. “We thought to ourselves, why don’t we just do it ourselves.” says FBO manager Martin Middelmeijer.

With an ever-growing aviation traffic at Teuge on the increase, the completion of the FBO was swiftly managed. “We are not bartering that further enhancements are now in the pipeline: To increase business aviation traffic the airport operator is introducing a GPS landing system and an approach light system which is due for this year. “We already have a lot of staff and we also have GPs and cabins.”

Bournemouth
Signature Flight Support
T: +44 1202 480 300
E: info@bournemouth-flight-support.com
F: +44 1202 480 453
Address: Bournemouth FBO, Unit 4, Bournemouth Airport, Poole, Dorset, BH12 9EE

Bristol
Bristol Flying Centre
T: +44 (0)117 956 9711
E: info@bristol-flying-centre.co.uk
F: +44 (0)117 956 9712
Address: Derrymead, Narroways Lane, Filton, Bristol BS34 5RA

Glasgow
Glasgow ( Prestwick )
RSC Air Services
T: +44 1292 573 002
E: info@rasc.co.uk
F: +44 1292 573 003
Address: Prestwick FBO, Prestwick Airport, Ayrshire, KA9 3UN

Hampshire
Weston Aviation
T: +44 1962 693 428
E: info@westonaviation.com
F: +44 1962 693 444
Address: Weston Aviation, West Meon, Petersfield, Hampshire, GU32 9RF

Inverness
Signature Flight Support
T: +44 1463 719 191
E: info@signature-flight-support.com
F: +44 1463 719 192
Address: Signature Flight Support, Inverness FBO, Inverness Airport, Ross-shire, IV4 9LA

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T: +44 844 800 7400
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F: +44 844 800 7401
Address: Monmore FBO, Telford, Shropshire, TF10 8EY

London (Biggin Hill)
Biggin Hill Executive Handling
T: +44 208 390 6264
E: info@bigginhill-executive-handling.com
F: +44 208 390 6266
Address: Biggin Hill Airport, Biggin Hill, Kent, TN16 6NY

Lancashire
Chad Valley
T: +44 1287 386 400
E: info@chadvalleyaviation.com
F: +44 1287 386 440
Address: Chad Valley FBO, Culcheth, Warrington, Cheshire, WA4 4PP

Manchester
Manchester FBO
T: +44 161 769 5815
E: info@manchesterflightupport.com
F: +44 161 769 5817
Address: Manchester FBO, Manchester Airport, Ringway, M18 2DY

Nottinghamshire
Exeter
T: +44 1392 861 610
E: info@exeter-flight-support.com
F: +44 1392 861 611
Address: Exeter FBO, Exeter Airport, Exeter, EX6 8PB

Overdue FBO the first step in advancing Teuge infrastructure