

# PLAZA PREMIUM GROUP

## NEWS RELEASE

### **Plaza Premium Lounge Named ‘Skytrax World’s Best Independent Airport Lounge’ for Fifth Consecutive Year**

*The market leader is committed to driving airport experiences to the next level*

**(Hong Kong, 15 October 2021)** Plaza Premium Lounge at London Heathrow Airport T2 has again been voted “World’s Best Independent Airport Lounge” for the fifth consecutive year at the recent [Skytrax World Airline Awards](#), the industry’s most prestigious recognition. Meanwhile, Plaza Premium Lounge and American Express’s Centurion Lounge, operated by Plaza Premium Lounge, both located in Hong Kong have also placed amongst the Top 10 rankings.

“To be trusted and recognised by travellers not just one year, but for five consecutive years is a testament to our commitment to being the best. As the aviation industry has gone through a catastrophic period since the start of pandemic, we are deeply grateful for those who have voted for us during the past 23 months as the latest Skytrax customer survey took place. I would like to honour this to our dedicated teams around the world who strive to make travel better every day. As the world leader in airport hospitality, we are committed to continuously enhancing our experience to alleviate the pain points of travellers.” **shared Song Hoi-see, Founder and CEO of Plaza Premium Group.** “It is unprecedentedly important for us to stay persistent in rebuilding the future of travel. In the past months, the slowdown in travel has granted us opportunity to rethink and re-engineer our customer experience and service offerings. We are currently undergoing a worldwide business transformation which aims to bring more seamless, innovative, world-class end-to-end airport hospitality experiences to global travellers. Our goal remains unchanged, that is to create a journey to make travel better for all.”

Since 2020, Plaza Premium Group has developed and implemented its “Build Back Better” business transformation strategy - a global, multi-faceted mission to reshape its business offerings from supply and demand growth, end-to-end value proposition, information and technology, to customer experience and service quality. Since then, the Group has announced several global strategic partnerships with industry partners including global meet-and-greet service aggregator YQ Now, Middle East’s leading airport service provider marhaba, leading digital platform provider for airport services, Dragon Pass International, US’s leading financial institution Capital One and renowned airlines such as Virgin Atlantic and Air France.

Plaza Premium Group targets to expand from over 180 lounges to over 500 lounges by 2024/25 through growing both the Plaza Premium Lounge venues and through affiliate lounge networks. In the past 23 months, the Group has also implemented a series of innovative initiatives like Smart Traveller global rewards and membership programme, Smart Order food and beverage ordering

system, Lounge To Go takeaway service and an all-rounded “[We Care for Your Wellbeing](#)” programme to ensure safety and hygiene within all lounges.

Referred to as the “Oscars of the aviation industry”, the prestigious Skytrax World Airline Awards are determined through the largest annual global airline customer satisfaction survey participated by millions of global air passengers. The survey and the award selection are independent and free of any airline influence or interference. The latest customer survey operated for 23 months between September 2019 and July 2021, covering a mix of travel times before and after the start of pandemic. More details at [www.worldairlineawards.com](http://www.worldairlineawards.com).

**Images:**



**World's Best Independent Lounge #1**  
*Plaza Premium Lounge London T2 Departures*



**World's Best Independent Lounge #1**  
*Plaza Premium Lounge London T2 Departures*



**World's Best Independent Lounge Top 10**  
*Centurion Lounge Hong Kong  
(managed by Plaza Premium Lounge)*



**World's Best Independent Lounge Top 10**  
*Plaza Premium Lounge Hong Kong*

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High-resolution image can be downloaded here:

<https://plaza-network.box.com/s/k1gae0clpdy3lwvm0h2f8dss8r3j2zjr>

## About Plaza Premium Group

With a mission to *Make Travel Better*, Plaza Premium Group is the pioneer and industry leader in innovating global airport hospitality services and facilities in over 250 locations of more than 70 international airports across the world. Established in 1998 and headquartered in Hong Kong, the group comprises four core business segments – airport lounges Plaza Premium First and Plaza Premium Lounge; airport terminal hotels Aerotel; airport meet & greet services ALWAYS and a range of Airport Dining concepts. The Group has also developed Smart Traveller, a mobile-app based global airport membership programme that is designed for air travellers, offering uniquely-curated perks, benefits and rewards experience through points earning and redemption. In addition to its own brands, Plaza Premium Group provides airport hospitality solutions to leading airlines, alliances and corporates around the world, including but not limited to Cathay Pacific Airways, Singapore Airlines, China Southern Airlines, Virgin Atlantic, Air France, Star Alliance, SkyTeam, American Express, Capital One and many more.

The Group has won more than 60 accolades in the last five years, including “World’s Best Independent Airport Lounge” for four consecutive years from 2016 to 2021 at the Skytrax World Airline Awards, the global benchmark of aviation excellence, and “Best Airport Lounge Operator” for 2018 & 2019 by *TTG Asia* magazine. In 2020, the Group has successfully been awarded ISO 9001:2015 for Hong Kong Headquarters, proving the quality management in providing airport lounge services. In addition, the group’s Founder and CEO Mr. Song Hoi-see was named Ernst & Young Entrepreneur of The Year and Master Entrepreneur of The Year 2018 Malaysia. Plaza Premium Group currently employs over 5,000 staff and serves more than 20 million global passengers annually. By continuously innovating and striving to surpass travellers’ expectations of airport experiences, the group is growing exponentially across major international airports globally.

To learn more: [www.plazapremiumgroup.com](http://www.plazapremiumgroup.com)

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