

March 19, 2026

## Narita Airport won the top award for the World's Best Airport Staff ! – Skytrax World Airport Awards 2026 –

Narita International Airport is pleased to announce that it has won the top award for the World's Best Airport Staff in the World Airport Awards 2026, an international airport customer service rating program operated by Skytrax.

This is Narita International Airport's third time to receive the top award for the World's Best Airport Staff, after winning it in 2019 and 2024.

As demonstrated by our achievement of a 5-Star Airport Rating, the highest quality achievement under the World Airport Star Rating program, for the third consecutive year in November 2025, the professionalism of our airport staff and our initiatives to improve service quality continue to earn strong recognition from customers around the world.

Narita International Airport staff will continue to work as one to cater to diverse customer needs and deliver the best possible customer experience going forward.



↑ Photo from the award ceremony held in London on March 18

### ▼ Skytrax website

<https://www.worldairportawards.com/worlds-best-airport-staff-2026/>



### World Airport Awards

Awards are determined based on the results of "The world's largest airport customer satisfaction survey," a global airport customer satisfaction survey conducted by Skytrax, a UK-based international air transport rating organization.

The Award for Best Airport Staff is determined based on a comprehensive evaluation of staff services (attitude, friendliness, multilingual support) across all front-line positions at the airport.