

Group Reveals List of Best Airports in 2022

VOCABULARY WORDS

1. Customer (Noun) /'kʌstəmə/ someone who buys something from a shop, company, etc.
Example: Walter is one of our most loyal customers and comes in for breakfast almost every day.
2. Award (Noun) /ə'wɔ:rd/ something that is given to someone as a prize or reward for their achievements
Example: "Parasite" was the first international feature film to win the Academy Award for Best Picture.
3. Category (Noun) /'kætə'gɔ:ri/ a division or group of things that have particular features in common
Example: The competition has separate categories for professional and amateur photographers.
4. Recognize (Verb) /'rɛkəg,nائز/ to acknowledge the existence, quality, legality, etc. of something
Example: Eric Clapton is recognized as one of the best guitar players of all time.
5. Location (Noun) /ləu'keɪʃən/ a specific place or position
Example: Our new office building is in a convenient location close to the train station.
6. Satisfaction (Noun) /,sætəs'fækʃən/ a feeling of happiness because one's wants or needs have been met
Example: I get a lot of satisfaction from helping my students reach their goals.



Airline passengers around the world have given their opinions on the best airports for customer experience in 2022. This included things like how easy it was to find your way around and to check in, as well as the restaurants and shops that were available. People were also asked about airport staff and whether the airports were clean.

A group called Airports Council International (ACI) looked at more than 465,000 passenger surveys to find the best airports for the Airport Service Quality Awards. Since 2006, ACI has asked passengers for their opinions on almost 400 airports in 95 countries. However, ACI didn't find just one winner for 2022, but instead recognized a number of different airports, in categories based on passenger numbers and location.

The airports with the top 20% satisfaction scores were recognized in the awards. Istanbul Airport in Turkey and Fiumicino in Rome were named the best European airports among those with more than 40 million passengers a year.

In Asia, China's Beijing Daxing and South Korea's Gimpo were recognized as the best airports with between 25 million and 40 million passengers. Six larger airports were also named among the best, including three in China and one in India, as well as Singapore Changi.

In North America, Fort Worth in Dallas and San Francisco International did best among the busiest airports. Five airports from Latin America and the Caribbean were recognized, along with three from the Middle East and four from Africa.

DISCUSSION

1. Have you been to any of the airports mentioned in the article?
2. Are there any other airports that you think should have made ACI's list?
3. What is the busiest airport you've ever been to? Did you spend much time there?
4. What is the closest airport to where you live? When did you last go there?
5. What is the worst airport you've ever been to? What did you dislike about it?