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First Aviation Services NEWS

Outstanding Late-Night Care For Medical Flight Earns First Aviation “FBO Of The Week” Honors

Teterboro, NJ – Outstanding late-night service for a surgical team’s organ transplant flight earned First Aviation Services - Teterboro “FBO Of The Week” honors this month.

“We arrived near midnight and the team at First Aviation was absolutely the best,” said Stan Ross, volunteer logistics coordinator for the University of Minnesota’s Schulze Diabetes Institute.

“Your team deserves a great deal of recognition for making a rainy, cold arrival one of the warmest ever received,” said Ross about FIRST night manager Frank Smith and his overnight crew of ramp, customer care and transportation staff.

“(Your) crew made it very obvious from the moment the squad of umbrellas greeted us at the aircraft door. This is a very special place.”

FIRST was caring for an aircraft and crew waiting overnight to return a surgical team from organ transplant duties in the New York area. “...we scramble to get our surgical teams to organ donors and return to the Twin Cities with these life-saving tissues.

“‘Outstanding customer service’ is truly an understatement for (your) quality of service, level of attention and extremely detailed efforts (that) meet or exceed our every need,” said Ross.

“I have the privilege of visiting FBOs around the country. I eagerly look forward to a return visit for more of (your) great hospitality and suggestions for local amenities....

“Top shelf, in every respect,” concluded Ross.

Internet aviation news service AvWeb (www.avweb.com) selects one FBO from among hundreds of nominations for the “FBO Of The Week” honors based on input from its 200,000+ readers, of whom 92% are pilots. Some 93% own, operate or lease aircraft.

