



## AIR MAURITIUS

*From 2nd Class to World Class in 24 Months*

Two years ago the national airline of Mauritius was struggling with financial losses, poor customer service ratings, and low staff morale. Set in a difficult commercial environment, the company faced many business and cultural challenges.

A new CEO and dedicated top team launched a bold attempt to achieve profitability and service reputation in just two years. An audacious element of the plan was inspiring all employees to commit to “Stepping UP Together”.

Air Mauritius engaged UP to work on this challenge. The resulting ‘Go Big, Go Fast’ engagement contributed to Air Mauritius’ profitability in 2013 and achieving the goal of ‘4 Star Skytrax rating in 2 years’.

*“We lacked a common service language and a holistic framework. Uplifting Service provided that. There was initial resistance across the board - but as people attended the UP programs, we could see the change right away.”*

ANDRE VILJOEN  
Chief Executive Officer



**CLIENT**  
Air Mauritius

**PROFILE**  
More than just a national airline, Air Mauritius serves as a global ambassador for the nation.

Created in 1967, Air Mauritius flies direct to and from 26 locations in Europe, Asia, Australia and Africa.

The airline plays a key role in the economic development of Mauritius.

**PARTNERSHIPS**  
Codeshare agreements with Air France, Emirates, Malaysia Airlines, South African Airways and Virgin Australia Airlines.

**TEAM MEMBERS**  
2,800+ employees