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## **RwandAir wins Best Airline Staff in Africa at the 2026 Skytrax World Airline Awards**



Additional images here: [Skytrax Award photos](#)

**Kigali, Rwanda, 18 September 2026:** [RwandAir](#) has been awarded Best Airline Staff in Africa at the 2026 World Airline Awards, presented by Skytrax, recognising its consistently high standards of customer service across its growing network.

The award was presented at the 2026 World Airline Awards ceremony in London, where RwandAir was recognised alongside the world's leading airlines. The award reflects RwandAir's continued focus on service excellence, with its people at the heart of the customer experience. From cabin crew and airport teams to customer service and operational staff, RwandAir's employees play a central role in delivering the warmth, hospitality and professionalism for which the airline is increasingly recognised. Today, RwandAir employs more than 2,300 people, a workforce the airline continues to grow through initiatives such as the RISE Graduate Development Programme and the RwandAir Cadet Pilot Programme.

The award adds to RwandAir's growing list of international accolades. In 2025, the airline was named Best Regional Airline in Africa at the Skytrax World Airline Awards, while in 2026 it was also awarded Best Cabin Service in Africa at the APEX Awards.

**Yvonne Manzi Makolo, CEO, RwandAir**, said: *"We are proud to receive the Skytrax award for Best Airline Staff in Africa. This recognition belongs to our people, whose dedication, professionalism and genuine care for our customers bring RwandAir's service promise to life every day, carrying the spirit of Rwanda with them on every journey."*

*"As we continue to grow and strengthen our position as Africa's gateway to the world, we remain committed to investing in our people and ensuring that every passenger experiences the warmth, care and professionalism that define RwandAir,"* added Makolo.

**Edward Plaisted, CEO of Skytrax**, said: *"We congratulate RwandAir on being awarded the Best Airline Staff Service in Africa which is a great affirmation from customers for the quality of warm Rwandan hospitality provided by their airport staff and cabin crew. This recognition demonstrates the appreciation that customers have for the RwandAir service which is clearly meeting the highest standards."*

The Skytrax World Airline Awards are widely recognised as a global benchmark for airline excellence, assessing the passenger experience across customer service, cabin experience, airport services and overall airline performance.

The recognition comes at an exciting time for RwandAir as the airline continues to expand its network, strengthen its fleet and enhance the customer experience, with service excellence and Rwandan hospitality remaining central to its ambition to connect Africa to the world.

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### About RwandAir

[RwandAir](#), Rwanda's national carrier connects Africa to the world from its Kigali hub, strategically located in the heart of Africa. Founded in 2002, the airline operates a modern fleet of Airbus A330s, Boeing 737-800NGs, Bombardier Q400s and a dedicated freighter, serving 22 destinations across Africa, Europe, and the Middle East, with codeshare and interline partnerships extending connectivity to an additional 150 destinations worldwide.

RwandAir has been recognised by the Skytrax World Airline Awards for its service excellence, including **Best Airline Staff Service in Africa in 2026** and **Best Regional Airline in Africa in 2025**. In 2022, the airline also won **Best Airline Staff in Africa**, **Best Cabin Crew in Africa** and **Best Airline Cabin Cleanliness in Africa**.

RwandAir was also awarded **Best Cabin Service in Africa at the 2026 APEX Awards**. The airline serves as a catalyst for trade, tourism and economic growth across Africa and beyond.

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### THE 2026 WORLD AIRLINE AWARDS

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