NORFOLK
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MEDIA RELEASE

New customer relations and management arrangements for Norfolk Air

At the sitting of the Norfolk Island Legislative Assembly on Wednesday 14 February, Chief Minister David Buffett announced details of new customer relations and management arrangements for Norfolk Air.

The Chief Minister said that it had been decided to locate the position of General Manager, supported by an administrative officer, in Norfolk Island. "Mr Ewan Wilson from the OzJet management team will arrive in Norfolk Island within a few days to undertake this senior management role for up to three months", Mr Buffett said. "During that time, Mr Wilson will assist in the recruitment and training of a professional long-term General Manager for Norfolk Air".

The General Manager role will involve a wide range of management tasks, including planning and strategic development, accounting and management reporting, customer relations, passenger services and marketing; the latter in close cooperation with Mr Steve McInnes, General Manager of Norfolk Tourism.

Mr Buffett said that key priorities of the new manager would be to review all wholesale arrangements and to ensure the smooth operation of the codeshare arrangement between OzJet and Qantas, particularly in relation to the flexibility and accessibility of booking arrangements.

The Chief Minister paid tribute to the outgoing General Manager, Mr John Carlos. "Mr Carlos played a vital role in establishing Norfolk Air and setting up the necessary arrangements with our airline partners," he said. "I am personally grateful to him for the hard work which has helped to stabilise our airline services and to make a successful start on the long task of rebuilding visitor numbers from Australia".

Norfolk Air plans to open an office in Burnt Pine to handle customer enquiries and to deal with issues as they arise. The new management and customer relations team will be located at the new office. Lease negotiations are currently underway.

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