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Bohlke International's Betsaida Santos-Torres Earns AIN's "Above & Beyond" Distinction

Bohlke International Aviation's star supervisor marks ten years with prestigious industry accolade

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Betsaida Santos-Torres By. BOHLKE INTERNATIONAL AVIATION

Betsaida Santos-Torres, a dedicated customer service supervisor at Bohlke International Aviation, has been awarded the prestigious “Above & Beyond” recognition by Aviation International News (AIN), a reflection of her outstanding service in the aviation industry.

Santos-Torres’s commendation stems from the annual AIN FBO Survey, which draws on the experiences of pilots around the globe to assess and rate fixed-base operators (FBOs) based on their performance and service quality over the past year.

William Bohlke, CEO of Bohlke International Aviation, expressed pride in Santos-Torres's accomplishment, noting that it exemplifies the company's commitment to superior customer service. "This is an honor for both Betsy and Bohlke as a whole. She leads a team of professional and personable customer service representatives that take excellent care of our visiting pilots, passengers and aircraft," he said.

With a decade of service at Bohlke set to be celebrated this July, Santos-Torres's role encompasses leading customer service efforts, collaborating with airport personnel for safe operations, and ensuring that flight crews and passengers receive efficient and friendly service. Her commitment to excellence in customer service was previously recognized when she received the National Air Transportation Association Customer Service Representative Award in 2020.

Santos-Torres, attributing her success to her team and clients, said, "It is my pleasure to assist everyone who comes through Bohlke and my mission to go the extra mile every chance I get. I share this recognition with my amazing team, and I'd like to thank all of the customers who made it possible."

The AIN FBO Survey involves evaluating a comprehensive list of 4,500 FBOs worldwide, with Santos-Torres standing out among 62 customer service representatives lauded for their exemplary service.

Bohlke International Aviation has been a cornerstone of Caribbean aviation services since 1959. It is renowned for its expansive charter jet fleet and its commitment to providing world-class service combined with the warmth of Caribbean hospitality. Bohlke proudly supports the U.S. military, corporate, and private aviation sectors and operates an air charter base in San Juan, Puerto Rico, as well as a maintenance facility in Ceiba, Puerto Rico.

For more information on the AIN FBO Survey results and to learn more about Bohlke International Aviation, visit www.ainonline.com/aviation-news/business-aviation/2024-04-01/above-beyond-fbo-survey-2024.