

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

RYANAIR HOLDINGS PLC
Form 6-K
February 22, 2006

SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

FORM 6-K

Report of Foreign Private Issuer

Pursuant to Rule 13a-16 or 15d-16
of the Securities Exchange Act of 1934

For the month of February, 2006

RYANAIR HOLDINGS PLC
(Translation of registrant's name into English)

c/o Ryanair Ltd Corporate Head Office
Dublin Airport
County Dublin Ireland
(Address of principal executive offices)

Indicate by check mark whether the registrant files or will file annual reports under cover Form 20-F or Form 40-F.

Form 20-F..X.. Form 40-F.....

Indicate by check mark whether the registrant by furnishing the information contained in this Form is also thereby furnishing the information to the Commission pursuant to Rule 12g3-2(b) under the Securities Exchange Act of 1934.

Yes No ..X..

If "Yes" is marked, indicate below the file number assigned to the registrant in connection with Rule 12g3-2(b): 82- _____

IT'S OFFICIAL - RYANAIR IS NO. 1 FOR CUSTOMER SERVICE

Ryanair, Europe's No. 1 low fares airline today (Wednesday, 22nd February 2006) welcomed the just released AEA and Ryanair figures for customer service in 2005.

Speaking today, Peter Sherrard, Ryanair's Head of Communications said:

"The comparison between AEA, Ryanair and Easyjet customer service statistics clearly shows that for the third year in a row Ryanair is the most punctual major airline in Europe with the most on time flights, the fewest cancellations and least lost bags.

"The report confirms:

Edgar Filing: RYANAIR HOLDINGS PLC - Form 6-K

Flights: During 2005, nearly 3 in 10 passengers who chose British Airways were delayed compared to just 1 out of 10 with Ryanair.

Mislaid bags: During 2005, 35 passengers in every 2,000 flying with British Airways had their bag mislaid compared to just 1 in every 2,000 with Ryanair.

Cancellations: During 2005, 12 in every 800 British Airways flights were cancelled, compared to less than 5 in every 800 with Ryanair.

"The report also confirms what millions of European consumers already know; if you want the lowest fares, the best customer service and best on-times, fly Ryanair".

Airline	% on time	Bags missing/1,000 pax	% completions
Ryanair	90	0.5	99.4
Air France	83	15.0	97.8
Lufthansa	82	16.3	98.7
Easyjet	80	n/a	n/a
Iberia	78	15.3	98.7
British Airways	74	17.7	98.5

Source: AEA member statistics Jan - Dec 2005 compared to Ryanair and Easyjet statistics Jan to Dec 2005.

Ends. Wednesday, 22nd February 2006

For further information:

Peter Sherrard - Ryanair Pauline McAlester - Murray Consultants

Tel: 00 353 1 812 1228 Tel: 00 353 1 4980 300

SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned, hereunto duly authorized.

RYANAIR HOLDINGS PLC

Date: 22 February 2006

By:____/s/ Howard Millar____

H Millar
Company Secretary & Finance Director