RwandAir has been named the airline with the best staff service in Africa at the 2026 Skytrax World Airline Awards, adding another regional accolade for Rwanda’s national carrier.

The award was presented on Friday at a ceremony in London attended by airline executives from around the world. Skytrax, an international air transport rating organisation, bases the World Airline Awards on its annual passenger survey.

RwandAir said the award recognised the contribution of its employees and the confidence of passengers who use the airline.

“We are incredibly proud to receive the award for the Best Airline Staff Service in Africa,” RwandAir Chief Executive Yvonne Manzi Makolo said. “This recognition belongs to our people, whose dedication, professionalism and genuine care for our customers bring RwandAir’s service promise to life every day.”

Makolo said the airline would continue investing in its employees as it expands its network.

The award recognises frontline staff service across both airport and onboard operations. Skytrax says its 2026 passenger survey covered more than 100 nationalities and ran from September 2025 to August 2026, with more than 300 airlines included in the results.

The recognition comes a year after RwandAir was named Africa’s leading airline in the 2025 World Airline Awards.

This year, Ethiopian Airlines retained the title of Best Airline in Africa, while FlySafair was named the continent’s Best Low-Cost Airline.

Globally, Singapore Airlines was named the World’s Best Airline, replacing Qatar Airways, which moved to second place. Cathay Pacific ranked third, followed by ANA All Nippon Airways and Turkish Airlines.

RwandAir began operations in 2002 as Rwandair Express before adopting its current name in 2009. The airline now operates flights to destinations across Africa, Europe and Asia.