

## Management of AENA VIP lounges

MADRID



Through its subsidiary Multiservicios Aeroportuarios, Clece was awarded the comprehensive management of the services provided in the VIP lounges at the Adolfo Suárez Madrid-Barajas airport, in a new type of contract. Previously there had been five different companies involved in the different activities.

To achieve this integration, a new management and organisation model was designed to integrate and homogenise how the VIP lounges were managed. As a result of this model, with the new service resources are fully integrated and optimised.

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*7 VIP lounges at the Adolfo Suárez  
Madrid-Barajas Airport*

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*1 single contract*

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*500,296 users attended*

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