

Southwest Airlines Honored for Passenger Experience Excellence

Southwest Airlines celebrates its recognition as a top airline for passenger experience in the [APEX Four Star Airline Awards](#) among low-cost carriers.

The APEX Four Star Airline Awards are the only global awards based entirely on passenger feedback and represent the top 100 airlines in the world for passenger experience.

We take pride in being the airline with Heart, and this award highlights our unwavering commitment to delivering Legendary Customer Service and warm Hospitality to Customers every day. We're thrilled to achieve this prestigious recognition and look forward to elevating the Customer Experience even more as we work to transform our product and bring new offerings.

The APEX Five Star™ and APEX Four™ Star are Airline Awards based on neutral, third-party passenger feedback and insights gathered through APEX's partnership with [Triplt® from Concur®](#), the world's highest-rated travel-organizing app. Using a five-star scale, more than one million flights have been rated by passengers across nearly 600 airlines from around the world and independently certified by a professional external auditing company.

