snapshot Words and portrait by Justine Tranfaglia

Happy 7th Birthday Rex!

Regional Express, otherwise known as REX is celebrating its 7th successful year of operation in Orange. Photo News recently caught up with Manager of the Customer Contact Centre, Grace Pereira, who told us about the great seven years REX has had in Orange, and to share her story with us.

REX was formed by the amalgamation of two local airlines, Hazleton's and Kendell Airlines back in 2002 and since then, they have had many achievements including winning numerous awards.

They won the Aviation Week's "Worlds Best Regional Airline" earlier this year and also were named the Centre for Asia Pacific Aviation (CAPA) Regional Airline of the Year for the second year running. REX was also named the Sustainable Small Company Award of the year in 2007 by the Ethical Investor Magazine.

It has also been said to be one of the world's most profitable regional airlines, with outstanding social and economical benefits to the rural communities it serves.

Manager of the Customer Contact Centre, Grace Pereira said that the success of REX in Orange is thanks to all the fabulous staff that work at the contact centre and out at the airport.

"We have a team of 27 at the contact centre here in town, and a number of qualified experience staff out at the airport, some who have been with us since before the amalgamation of the two previous airlines."

Since starting out the company has reduced their air fares by over 30%, also the frequency and passenger numbers have increased dramatically by 80% for many of the routes.

REX also flies to many destinations throughout the country including Ballina, Lismore, Grafton, Taree, Melbourne, Mount Gambia and flights around the Central West to Dubbo, Bathurst, Parkes, Broken Hill and much more.

Grace is more than thrilled at the great success of REX, and is very excited about celebrating its seventh birthday.

"I think that it is amazing that we managed to receive all these awards, we are all more than happy. We have a fantastically efficient team who handle anything and everything at the call centre and who try to help the every need of the customer."

Congratulations to REX and their great team for getting the people of the Central West to their desired destination in safety.

The staff of REX in Orange recently celebrated their seventh successful year of operation