

Dassault Falcon Jet Names Remy St-Martin Senior Director, Customer Experience

(Teterboro, New Jersey, January 14, 2014) – Dassault Falcon Jet recently named Remy St-Martin to the newly created position of Senior Director, Customer Experience.

St-Martin will oversee a wide range of departments and activities within the Dassault Falcon Jet customer service organization, including technical support, after-market product development and spares, and will be responsible for developing new support processes and solutions. He will report to Geoff Chick, Vice President Customer Service.

The appointment of St-Martin, a 25-year aviation veteran, is part of an ongoing reinforcement of the Dassault Falcon global support network intended to keep up with growth of the Falcon fleet, which now surpasses 2,000 aircraft worldwide.

“Exceeding customer expectations requires an exceptional team of individuals dedicated to the mission of providing industry leading customer support,” said Jacques Chauvet, Senior Vice President Worldwide Customer Service. “Remy’s long experience spanning the military, business aviation and high tech arenas will help ensure that we more than meet the expectations of Falcon operators and fully optimize the customer experience.”

In his new role, St-Martin will supervise the Technical Support, Engineering Support and Spares groups. He will also assume responsibility for technical and logistical support.

Prior to joining Dassault Falcon Jet, St-Martin served in several positions at Discovery Air Technical Services in Canada, most recently as President. He previously held a variety of customer service positions with other business aviation companies and served a long stint with the Canadian Forces as Aircraft Maintenance and Aircraft Engineering Officer.

St-Martin is a graduate of the Royal Military College in Kingston, Ontario with a degree in Mechanical Engineering.

Note for the Editors

Dassault Falcon is the recognized global brand for Dassault business jets which are designed, manufactured and supported by Dassault Aviation and Dassault Falcon Jet Corp.

About Dassault Aviation

Dassault Aviation is a leading aerospace company with a presence in over 80 countries across five continents. It produces the Rafale fighter jet as well as the complete line of Falcons. The company employs a workforce of over 11,000 and has assembly and production plants in both France and the United States and service facilities around the globe. Since the rollout of the first Falcon 20 in 1963, over 2,250 Falcon jets have been delivered. The family of Falcon jets currently in production includes the tri-jets— the Falcon 900LX and the 7X— as well as the twin-engine 2000S, the Falcon 2000LXS and the new Falcon 5X.

About Dassault Falcon Jet

Dassault Falcon Jet Corp. is a wholly owned U.S. subsidiary of Dassault Aviation, France. Dassault Falcon Jet markets and supports the Falcon family of business jets throughout North America, South America and the Pacific Rim countries of Asia, including the People's Republic of China.

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Photos

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