



prepared, the scope of our first e-interview finalized. I focused on this theme in my research afterwards. Our research showed that there are a total of 13 Gulfstream business jets in Turkey consisting of 1 G450 and 3 G550s used by operators in general aviation, and 1 G-IV, 1 G150, 4 G450s, 2 G550s, and 1 G650 in the air taxi field used by seven operators. We conducted a detailed review Gulfstream Aircraft company and its products in this field. The company has been developing its product range, placing particular importance on technological superiority.

I had the pleasure of conducting an e-interview with Mr. Scott Neal, the Vice President of the company responsible for global sales, after the mid-term review silence of Gulfstream, a subsidiary of General Dynamics. The anticipated developments in the field of business jets attracted my attention also in this interview.

I would like to thank Mr. Zhang, the company's corporate communications managers, and of course Mr. Neal and my mentors who made this interview possible. We wish you a pleasant reading!

“Gulfstream Aircraft 2020”

with Scott Neal, Senior Vice President, Worldwide Sales, Gulfstream

Enes Kocatopçu (EK): Before the pandemic, how would you evaluate the business jet industry? What were the global trends in the business jet industry at that time?

Scott Neal (SN): Gulfstream entered the pandemic with an innovative product line, strong business and a great deal of interest in our products around the world, all of which have helped us weather the crisis. We are in a strong position thanks to our geographically diverse distribution of products, our unmatched customer service and outstanding support.

As far as trends, business-jet customers around the world are showing increased interest in the ultralong-range, large-cabin aircraft Gulfstream offers – the G500, G600, G650, G650ER and G700. This portfolio provides a compelling mix of range capabilities at high speeds, so customers can choose an aircraft that best

fits their mission requirements.

We also see continued interest in our super-midsized G280 for customers who need a nimble aircraft for shorter trips and one that can access hard-to-reach airports and does so with the performance features of a large-cabin aircraft.

EK: How has COVID-19 affected the Business Jet Industry? How would you evaluate this effect on operators and private ownership?

SN: The COVID-19 crisis and its impact on travel really make the case for business aviation. Business-jet operators and passengers have much more control over schedules and routes as well as health and safety when traveling on a private jet.

EK: What has changed in the customer experience during COVID-19? In terms of customer experience, what changes do you expect in the business jet industry post-COVID-19?

SN: Customers have become increasingly interested in features of the cabin environment that enhance health and wellness. Gulfstream leads the industry in providing a healthy cabin experience with 100% fresh, never recirculated air, low cabin altitudes, whisper-quiet noise levels and an abundance of natural light thanks to Gulfstream's large, panoramic windows.

Gulfstream has recently added even more enhancements to the signature Gulfstream Cabin Experience with an air ionization system. Gulfstream's plasma ionization system, which operates whenever the aircraft environmental control system is active, works by emitting positive and negative oxygen ions that actively seek out and inactivate harmful molecules in the air and on surfaces.

The plasma system is available as a retrofit on the Gulfstream G650 and G650ER, G550, G450 and GV models, with



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Gulfstream G500

additional installation options pending foreign certification. International certifications are currently in development.

EK: Does Gulfstream plan to expand its service network (maintenance center) geographically?

SN: Over the past few years, Gulfstream Customer Support has been expanding significantly around the world, and we have recently seen a number of new service center openings. In July, our new service center in Farnborough, England,

opened, following U.S.-based expansions in Savannah, Georgia; Van Nuys, California; and Appleton, Wisconsin.

These new expansions allow us to enhance service opportunities for our customers and construct even bigger hangars to accommodate the large-cabin Gulfstream aircraft that are in high demand around the world. The new facility at Gulfstream Farnborough, for example, can accommodate up to 13 G650, G650ER or G700 aircraft, once the G700 enters service.

EK: What do you think the most important difference is between you and your competitors?

SN: Gulfstream is a financially strong company, thanks to the backing of our parent company, General Dynamics.

With General Dynamics' support, Gulfstream has consistently

invested in research and development that has allowed us to bring new technologies to the industry. The G500, G600 and G700 are the latest results of that research and development and feature the Symmetry Flight Deck, the most technologically advanced flight deck in the industry, with the only electronically linked



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Gulfstream_G280_Ground



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Gulfstream_G650ER_Ground



active control sidesticks, most extensive use of touchscreen technology and the most robust data concentration network. These are all great safety differentiators for pilots and passengers.

EK: Is there a new Gulfstream aircraft model project in the near or far future?

SN: Our focus is to continue to deliver our outstanding products around the world, increasing deliveries of the G500 and G600 and continuing to progress the flight-test program of the new industry flagship G700.

EK: What would you say about the business jet industry in Turkey?

SN: Gulfstream has seen good interest from potential and existing customers in Turkey and is optimistic about the growth of the business-jet industry in the region. The market has responded well to Gulfstream's large-cabin, long- and ultralong-range aircraft offerings.

EK: Do you have any

advice for the business jet industry in Turkey?

SN: As the world emerges from the COVID-19 pandemic, we expect the business-jet industry to see interest in flying privately increase. It's important to continue to innovate and ensure a solid support system and access for operators in the years to come ☺



Biography of Scott Neal

Scott Neal has been senior vice president of Worldwide Sales since 2011. Before that, he was a top Gulfstream sales executive in the Eastern and Central United States sales regions.

In his earlier years at Gulfstream, Neal served in the pre-owned aircraft sales and sales engineering groups. Prior to joining Gulfstream, Neal held positions of increasing responsibility at Raytheon Corporate Jets and British Aerospace Inc."