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RYANAIR HOLDINGS PLC  
Form 6-K  
June 04, 2004

SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

FORM 6-K

Report of Foreign Private Issuer

Pursuant to Rule 13a-16 or 15d-16  
of the Securities Exchange Act of 1934

For the month of June, 2004

RYANAIR HOLDINGS PLC  
(Translation of registrant's name into English)

c/o Ryanair Ltd Corporate Head Office  
Dublin Airport  
County Dublin Ireland  
(Address of principal executive offices)

Indicate by check mark whether the registrant files or will file annual reports under cover Form 20-F or Form 40-F.

Form 20-F..X.. Form 40-F.....

Indicate by check mark whether the registrant by furnishing the information contained in this Form is also thereby furnishing the information to the Commission pursuant to Rule 12g3-2(b) under the Securities Exchange Act of 1934.

Yes ..... No ..X..

If "Yes" is marked, indicate below the file number assigned to the registrant in connection with Rule 12g3-2(b): 82- \_\_\_\_\_

RYANAIR'S CUSTOMER SERVICE STATISTICS FOR MAY 2004.

Ryanair, Europe's No.1 low fares airline, today (Friday, 4th June 2004) released its customer service statistics for May 2004. Ryanair is committed to publishing customer service statistics each month and these confirm that Ryanair is also No. 1 for Customer Service.

- 93.2% of all Ryanair's 15,750 flights during the month of May arrived on time.
- Ryanair has set the standard as the No.1 on-time airline beating Easyjet every week in 2003 and continues into 2004 as the No. 1 airline for the fewest cancellations.
- Complaints registered at less than 1(0.48) complaint per 1000

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passengers.

- Mislaidd baggage registered at less than 1(0.64) mislaidd bag per 1000 passengers.

| CUSTOMER SERVICE STATISTICS- MAY 2004 | 2003 | 2004 |
|---------------------------------------|------|------|
| On-time flights*                      | 91%  | 93%  |
| Complaints per 1 000 pax              | 0.76 | 0.48 |
| Baggage complaints per 1 000 pax      | 0.64 | 0.64 |
| Complaints answered with 7 days       | 100% | 100% |

\*Verified by the CAA 3 months in arrears

Ends: Friday, 4th June 2004

For further information:

Paul Fitzsimmons - Ryanair      Pauline McAlester - Murray Consultants  
Tel: 00 353 1 812 1228      Tel: 00 353 1 4980 300

Ryanair Monthly Statistics - Compared with Association of European Airlines The following are based on the Association of European Airlines monthly performance statistics for our major competitors for the month of April 2004 and also figures published on other airline

Ryanair No. 1 on time major airline in Europe

| Airline         | Ranking | %    |
|-----------------|---------|------|
| Ryanair         | 1       | 94.3 |
| SAS             | 2       | 91.2 |
| Lufthansa       | 3       | 88.5 |
| Easyjet         | 4       | 88.0 |
| Air France      | 5       | 84.1 |
| British Airways | 5       | 84.1 |
| Alitalia        | 6       | 82.7 |

% Flights arriving within 15 minutes of scheduled time

Major airlines for fewest lost bags\*

| Airline  | Ranking | Baggage Lost Per 1000 Passengers |
|----------|---------|----------------------------------|
| Ryanair  | 1       | 0.83                             |
| SAS      | 2       | 10.1                             |
| Alitalia | 3       | 13.7                             |

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|                 |                   |      |
|-----------------|-------------------|------|
| Air France      | 4                 | 14.1 |
| British Airways | 5                 | 14.0 |
| Lufthansa       | 6                 | 13.6 |
| Austrian        | 7                 | 15.5 |
| EasyJet         | Refuse to Publish |      |

### Major airline for fewest cancellations\*

| Airline         | Ranking           | % flights completed |
|-----------------|-------------------|---------------------|
| Ryanair         | 1                 | 99.8                |
| Lufthansa       | 2                 | 99.6                |
| Austrian        | 3                 | 99.5                |
| British Airways | 4                 | 99.4                |
| SAS             | 5                 | 99.1                |
| Alitalia        | 6                 | 98.6                |
| Air France      | 7                 | 97.3                |
| Easyjet         | Refuse to Publish |                     |

\*Source: Ryanair monthly statistics compared to Association of European Airlines -April 04. Punctuality statistics verified by the CAA 3 months in arrears.

### Ryanair/Easyjet Punctuality Comparisons

| Week Ending | Ryanair | easyJet | Ryanair Position |
|-------------|---------|---------|------------------|
| 1 04-Jan    | 90%     | 73%     | 1                |
| 2 12-Jan    | 91%     | 80%     | 1                |
| 3 19-Jan    | 95%     | 84%     | 1                |
| 4 26-Jan    | 95%     | 89%     | 1                |
| 5 01-Feb    | 85%     | 64%     | 1                |
| 6 08-Feb    | 93%     | 81%     | 1                |
| 7 15-Feb    | 95%     | 84%     | 1                |
| 8 22-Feb    | 91%     | 84%     | 1                |
| 9 29-Feb    | 89%     | 69%     | 1                |
| 10 07-Mar   | 93%     | 80%     | 1                |
| 11 14-Mar   | 93%     | 80%     | 1                |
| 12 21-Mar   | 92%     | 82%     | 1                |
| 13 28-Mar   | 95%     | 88%     | 1                |
| 14 04-Apr   | 94%     | 87%     | 1                |
| 15 11-Apr   | 93%     | 88%     | 1                |
| 16 18-Apr   | 95%     | 85%     | 1                |
| 17 25-Apr   | 96%     | 92%     | 1                |
| 18 2-May    | 94%     | 85%     | 1                |
| 19 9-May    | 93%     | 81%     | 1                |
| 20 16-May   | 95%     | 84%     | 1                |
| 21 23-May   | 94%     | 87%     | 1                |

Source: www.ryanair.com and Easyjet website

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### SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned, hereunto duly authorized.

RYANAIR HOLDINGS PLC

Date: 4 June 2004

By:\_\_\_/s/ Howard Millar\_\_\_

H Millar  
Company Secretary & Finance Director