

When the flight is just right

Have airlines improved their service to business travellers over the years, and if so, how? Is there more they can do? Which flights and/or airlines have come closest to providing what you would consider the perfect business flight experience?

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THE combination of soft skills, hardware and safety assurance make up an overall travel experience and I have to say there is definitely marked improvement in hardware, with airlines showcasing modern fleet and facilities unthinkable in yester-time such as shower spa and bar counters. Such innovative amenities make long-haul flights less intimidating, allowing better rest in the air.

On the flip side, the once near-impeccable service and attitude of cabin crew we pegged to reputable carriers may have slackened in recent years which could be a result of the newer generation's upbringing and culture. The cabin crew is the direct interface with travellers and their deliveries make the greatest impact. It is crucial to identify service staff with a genuine passion to serve, because authenticity can be felt and appreciated by travellers. Recognition and due appreciation need to be given to established air crew who have served diligently and respectfully, in an industry where progression is harshly limited by age.

With a sophisticated cabin crew of international mix who are well groomed in disposition, Emirates Airline would be the ideal business carrier to fly with.