

Experiencing a 5-star Airline service

Malaysia Airlines recently received 5-star Airline Certification at the SKYTRAX World Airline Awards 2013. We recently experienced this world class service.

It was on invitation to Hard Rock Hotel, Bali that we decided to use Malaysia Airlines as we found it provided the best connections to this favourite Hindu city. Flying business class has its own perks – a smooth, quick and friendly check-in at the airport, fast immigration track and of course the opportunity to relax at the lounge in Mumbai. This turned out to be good in a way as the Malaysia Airlines was delayed. I got my preferred aisle seat but was a bit disappointed as they were not fully flat bedded i.e., parallel to the ground like Turkish Airlines but are angled down.



But this disappointment was truly compensated by the par excellence inflight service with attendants turning on lights for people when reading and for me as I tried to sleep, the air hostess was kind enough to put a blanket over me – a nice homely touch, which I think only Asian airlines can provide. The food was good with ample of variety. I had a decent sleep and the flight landed as expected late and I and a few passengers were worried as our connecting Bali flight was about to depart as per schedule. Fortunately the flight was just a few gates away and was waiting for us to board. We all felt nice and hoped that our baggage was also transferred. Landing at the airport, we were pleased to see our baggage, after a few tense moments, as they were among the last few to arrive.

On my return again I had a quick check-in and then visited the

lounge. The flight was on time and brought me to Kuala Lumpur (KL) airport late afternoon. While on my BOM-KUL-DPS sector could not enjoy the lounge at KL airport, on my return sector I had over 2 hours to relish the facilities.

The flagship lounge in KLIA Golden lounge comprises more than 43,000 square feet and offers plenty of gourmet options including drinks like coffees, teas, soft drinks, champagne, wines, etc. along with a choice of Malaysian or international food selections from the buffet. The lounge is split into two



seating areas, including the first class lounge and business class lounge. There are also lockers to keep for hand luggage which I conveniently used. Private slumber rooms are available for those who want to have a nap, a business centre to use the computers with printing and fax facilities and a meeting room (free of charge).

I proceeded for my flight to Delhi after enjoying the lounge. Again the business class seats were angled, but since it was day time travel it was fine. This time took full benefit of the on-board entertainment that has a few Indian movies and music - sufficient for the medium haul flight.

I think like Emirates and Oman air they should have complimentary airport pick up and drop for premier passengers. Also a full flat bed would be a good idea.

Malaysia Airlines is recognized as one of Asia's largest, flying around 37,000 passengers to some 80 destinations across 4 continents daily. The Airlines provides great connectivity through five Indian metro cities New Delhi, Mumbai, Chennai, Bengaluru and Hyderabad with the its home base, Kuala Lumpur. It commenced its operations in the Indian market in 1974 with thrice-weekly Boeing 737-200 services between Chennai and Kuala Lumpur and over the years has expanded its network in the sub-continent. It currently operates 55 weekly non-stop flights between India and Kuala Lumpur, comprising 12 weekly flights from New Delhi; 12 weekly flights from Mumbai (It recently added daytime service to Mumbai) and 14 weekly from Chennai; 10 weekly flights from Bengaluru, and 7 weekly flights from Hyderabad. Malaysia Airlines provides excellent connections to Australia (with 49 weekly flights) and other cities in South East Asia.

The Airlines received 5-star Airline Certification at the SKYTRAX World Airline Awards 2013, joining an elite group of airlines for their truly consistent and high quality of product and service. The airlines also has a Loyalty and Frequent Flier Programme known as ENRICH, which offers its valued customers 4 types of memberships ranging from Blue, Silver, Gold and Platinum. In 2013 Malaysia Airlines joined oneworld alliance giving its passengers a global access to more than 840 destinations in 155 countries.

