

Cathay Pacific bags Gold for Best In-Flight Service in Economy Class

- A Monitor Report

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Dhaka : Cathay Pacific took home the Gold award in the Best In-Flight Service (Economy Class) category at the ShareTrip-Monitor Airline of the Year Awards 2024, recognized for its consistently warm, efficient, and attentive service that elevates the economy travel experience.

Thai Airways earned the Silver, and Singapore Airlines the Bronze, completing a strong lineup of airlines that continue to set global benchmarks in passenger care and comfort-even in the most populous cabin.



Thai Airways representative receiving Silver trophy-Photo: Monitor

Cathay Pacific's key services include: highly trained multilingual flight attendants who respond promptly and courteously; a cabin culture of calm, respect, and individual attention, even in a full economy section; clean cabins, proactive service, and smooth coordination on long-haul flights; and special attention to families, elderly passengers, and first-time flyers.



Singapore Airlines official receiving Bronze trophy-Photo: Monitor

Silver winner Thai Airways' standout services include: smiling, soft-spoken, and polite crew that embody the "Land of Smiles" brand; efficient and frequent cabin checks for refreshments and comfort; helpfulness with language barriers and special passenger needs; and gentle demeanor and attention to cultural sensitivities.

Bronze winner Singapore Airlines' provides passengers: professional and respectful crew trained to anticipate needs; swift response times and frequent water/beverage rounds; attention to cleanliness, detail, and comfort throughout the journey; and seamless handling of special meal requests and assistance for elderly or solo travelers.