

## Emirates wins Gold for Best In-Flight Service in Business Class

- A Monitor Report

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Dhaka : Emirates secured the Gold award in the Best In-Flight Service (Business Class) category at the ShareTrip-Monitor Airline of the Year Awards 2024, honored for its signature blend of Middle Eastern hospitality, personalized attention, and luxurious consistency.

Qatar Airways earned the Silver and Singapore Airlines the Bronze, highlighting a trio of airlines that continue to set the global standard for excellence in business class service - a key consideration for premium travelers flying to and from Bangladesh.



Qatar Airways representative receiving Silver trophy

Gold winner Emirates' Business Class service reflects its deep investment in delivering a refined and intuitive premium experience. Key elements include: highly trained multilingual crew offering personalized greetings and seamless service; attentive yet unobtrusive care, with cabin crew remembering passenger preferences; and luxury touches, including welcome drinks, hot towels, and expedited meal timing; and dedicated crew-to-passenger ratio ensuring minimal wait time and full attention.



Singapore Airlines official receiving Bronze trophy

Silver winner Qatar Airways is globally recognized for its Qsuite service, and its business class service reflects the airline's motto: "Going Places Together." Highlights include: gracious, professional, and responsive crew trained to deliver with warmth; flexibility in dining, sleeping, and privacy preferences; thoughtful amenities, such as turndown service, pajamas, and custom lighting; and a strong focus on individualized service that balances discretion and care.

Bronze winner Singapore Airlines earns its place on the podium with its understated elegance and quiet excellence. Its business class crew are known for: poised, respectful, and perfectly choreographed service; quick, efficient handling of requests, from meal preferences to workspace setup; a calm, peaceful in-cabin atmosphere ideal for both rest and productivity; and exceptional grooming and consistently high

professional standards.