

The Importance of Professional Cabin Operations

Inflight Service is a significant part of the airline's product. Similarly the cabin crew is one of the most visible representatives of an airline with most customer contact. Therefore the inflight service and the cabin crew contribute essentially to airlines' success in this competitive area.

Depending on the airline's business model, service on board has more or less relevance in the operation. Nevertheless the right product, the necessary equipment, customer oriented flight attendants and efficient working processes are the key to an effective and satisfying customer experience on board.

Lufthansa Consulting offers a wide range of service and is able to assist airlines and their suppliers in all cabin related matters. As an example the services listed below can be customized to your operation and will assist you in identifying potentials for a better performance, more efficient product concepts and processes as well as cost saving opportunities.



Lufthansa Consulting can perform **an Inflight Service Check** by flight observations and data analysis to present your airline recommendations for improvement.



Review and development of service and meal concepts as well as re-design of onboard processes and adjusted working profiles contribute to **product enhancement**, increasing **cabin crew efficiency** and **cost savings**. The elaboration of a detailed service manual completes Lufthansa Consulting's portfolio.



Whether you offer a low cost product or a three class-high quality service, flight attendants' behavior is of utmost importance for your airline. Lufthansa Consulting offers **Service Training** in the sense of strengthening cabin staff's awareness of **customer orientation** as well as service attitude and consciousness.

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