



ICAO

INDUSTRY
SKYTALKS

PASSENGER EXPERIENCE & FACILITATION

ABDULLA ALI

SVP Ground services, Qatar Airways





A multi-award-winning airline

Qatar Airways is the national carrier of the State of Qatar. We are one of the fastest growing airlines, operating one of the youngest fleets in the world.

Within our expanding network of over 170 global destinations, we offer delectable meal choices, up to 8,000 entertainment options, unparalleled attention to detail and so much more.

We are passionate about providing service excellence to our customers.

Expect an incredible travel experience.



AIRLINE OF THE YEAR



WORLD'S BEST BUSINESS CLASS



WORLD'S BEST BUSINESS CLASS LOUNGE



BEST AIRLINE IN THE MIDDLE EAST



BEST BUSINESS CLASS



A global network of more than 170 destinations



| AMERICAS | AFRICA | | EUROPE | | | MIDDLE EAST - CAUCASUS | | | ASIA - PACIFIC | | | |
|---|---|---|--|---|---|--|---|---------|---|---|--|--|
| Atlanta Boston Bogotá Caracas Chicago Dallas Fort Worth Houston Los Angeles Miami Montreal New York Philadelphia San Francisco São Paulo Seattle Toronto Washington, D.C. | Abidjan Abuja Accra Addis Ababa Alexandria Algiers Cairo Cape Town Casablanca Dar es Salaam Djibouti Durban Entebbe Harare Johannesburg Kigali Kano | Kilimanjaro Kinshasa Lagos Luanda Lusaka Maputo Marrakesh Mogadishu Nairobi Port Harcourt Seychelles Tunis Zanzibar | Adana Amsterdam Ankara Antalya Athens Barcelona Belgrade Berlin Birmingham Bodrum Brussels Bucharest Budapest Copenhagen Dublin Düsseldorf Edinburgh | Frankfurt Geneva Hamburg Helsinki Istanbul (IST) Istanbul (SAW) Larnaca Lisbon London (LGW) London (LHR) Madrid Málaga Malta Manchester Milan Moscow Munich | Mykonos Nice Oslo Paris Prague Rome Sarajevo Sofia Stockholm Trabzon Venice Vienna Warsaw Zagreb Zurich | Abha Abu Dhabi AlUla Almaty Amman Baghdad Baku Basrah Beirut Damascus Dammam Dubai Erbil Gassim Isfahan Jeddah Kuwait City | Medina Manama Mashhad Muscat Najaf Neom Riyadh Salalah Sharjah Shiraz Sulaymaniyah Tabuk Taif Tashkent Tehran Tbilisi Yanbu | Yerevan | Adelaide Ahmedabad Amritsar Auckland Bengaluru Bangkok Beijing Brisbane Canberra Cebu Chengdu Chennai Chongqing Clark Colombo Davao Delhi | Denpasar Dhaka Goa Guangzhou Hangzhou Hanoi Ho Chi Minh City Hong Kong Hyderabad Islamabad Jakarta Karachi Kathmandu Kochi Kolkata Kozhikode Kuala Lumpur | Lahore Malé Manila Melbourne Multan Mumbai Nagpur Osaka Penang Perth Peshawar Phnom Penh Phuket Seoul Shanghai Sialkot Singapore | Sydney Thiruvananthapuram Tokyo (NRT) Tokyo (HND) Xiamen |

Our Fleet

124 Boeing
Passenger Fleet

108 Airbus
Passenger Fleet

OUR PRODUCTS



World’s Best Business Class



For the eleventh time, we were voted the World’s Best Business Class, at Skytrax 2024.



STARLINK

We made aviation history in October 2024 as the first global airline to operate a Starlink-equipped flight, setting new industry standards for in-flight connectivity.



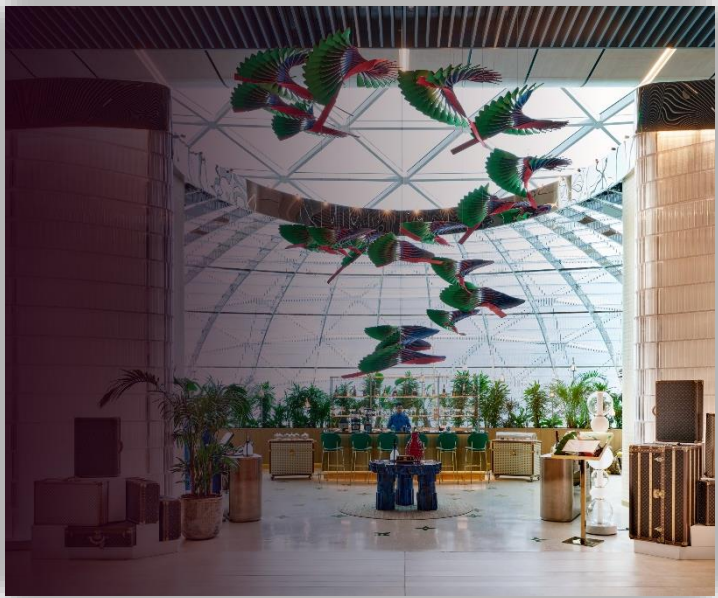
ORYX ONE

Our content is updated regularly with the latest blockbuster movies, TV Shows, documentaries, audiobooks and podcasts. We also ensure there is something for everyone, with a range of options in different languages and genres.

OUR PRODUCTS



Hamad International Airport was named **World's Best Airport**, the most prestigious award at Skytrax 2024, along with **World's Best Airport Shopping** and **Best Airport in the Middle East**.



Award Winning Lounges

Our Lounge offering in our hubs & key markets, offer spaces to relax, unwind, and dine from carefully crafted international menus, we take huge pride in offering a great Qatari hospitality experience.



Our loyalty programme offers members a wide range of exclusive benefits tailored to elevate your travel experience, adopting a leading global reward currency called Avios.



ICAO

INDUSTRY
SKYTALKS

OUR JOURNEY

CUSTOMER EXPERIENCE & FACILITATION





ICAO

INDUSTRY
SKYTALKS

CUSTOMER JOURNEY

FACILITATION

1. PRE-FLIGHT

Pre Communication

- Check-in Reminder
- Digital Ancillaries
- Rules & Regulations



2. AIRPORT CHECK-IN

- Dedicated Counters (Incl. PRM counters)
- Smart check-In (SSKs & SSBDs)
- APP & ADC checks
- Pre document checks



3. TRANSFERS

- MCT & Disruption Management via Network Disruption Support Unit
- STPC desks
- Q-assist and way Finding
- Special Handling of PRM & hidden disabilities.

19 LOUNGES (Hub)



4. BOARDING

- Premium Boarding Lanes
- Boarding Notifications through QR APP
- Self-Boarding Gates

5. INTEGRATED OPERATION CENTRE

- Flights schedule live tracking
- Tactical Operational Decisions
- Emergency Response



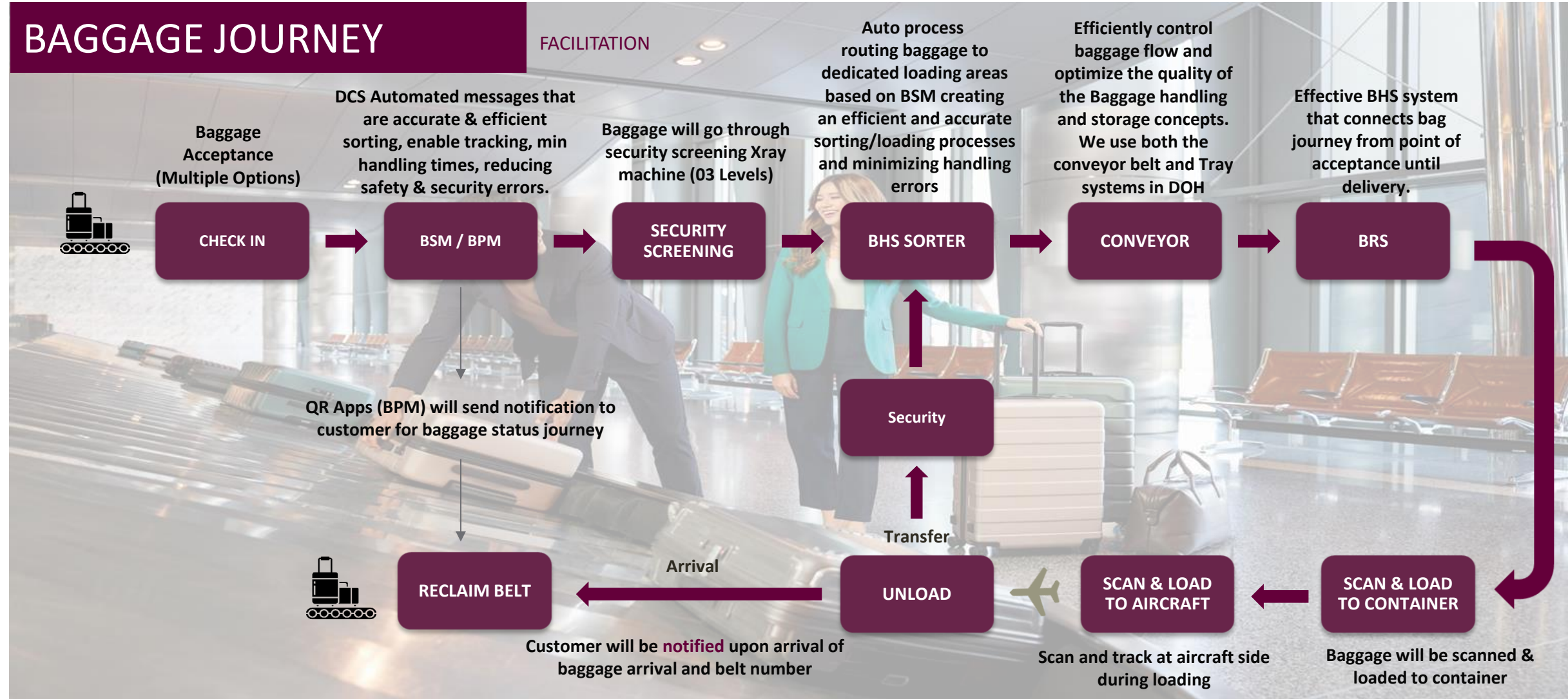
6. POST FLIGHT

- Baggage Delivery and SLAs
- Managing Mishandled bags
- Special handling



BAGGAGE JOURNEY

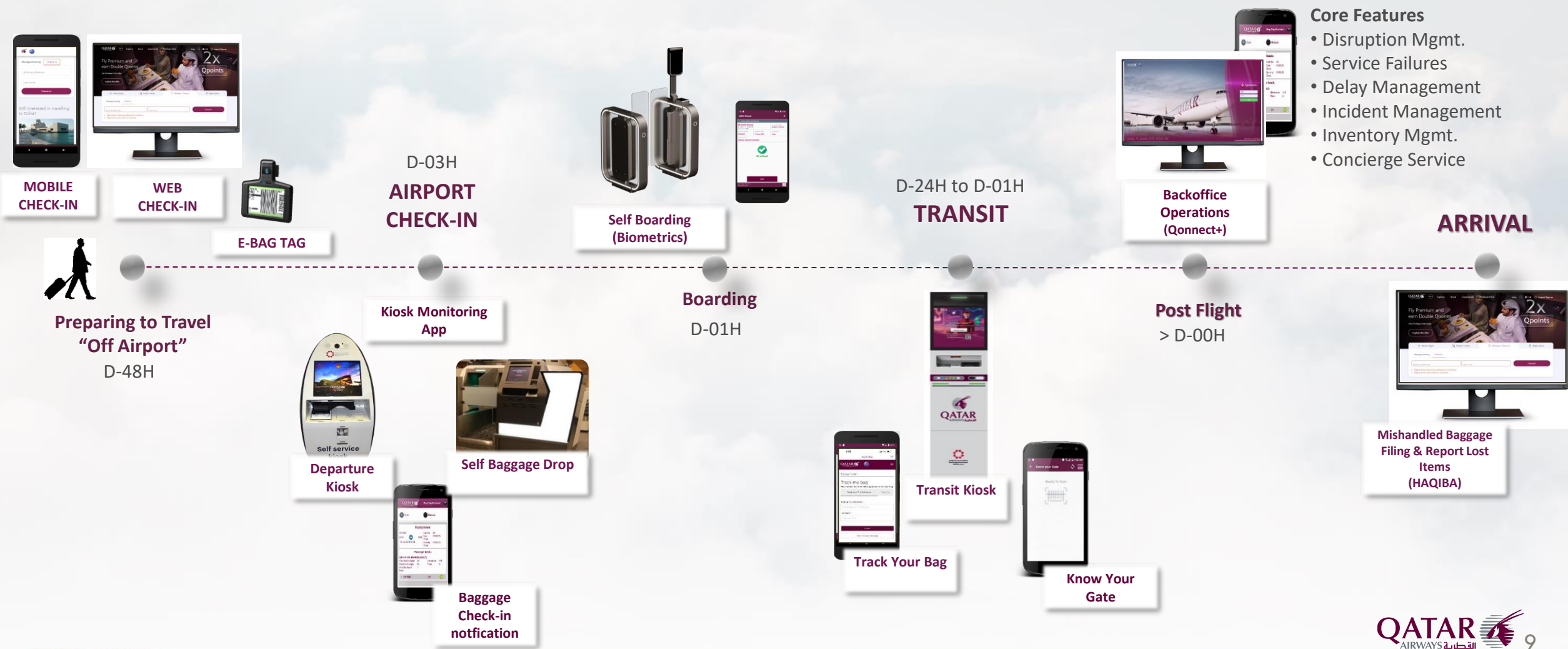
FACILITATION



Reducing Loading Errors – Enhancing Operational Safety & Security – Better Visibility/ Tracking – Improved Customer Experience

DIGITAL JOURNEY

FACILITATION



- Core Features**
- Disruption Mgmt.
 - Service Failures
 - Delay Management
 - Incident Management
 - Inventory Mgmt.
 - Concierge Service

OVERVIEW

FACILITATION

1- BOOKING & RESERVATION

- Online booking platforms & mobile apps.
- Fare selection, seat preferences, and add-ons.
- Fare transparency & dynamic pricing.
- Passenger Name Record (PNR) & data management.
- Customer Contact Details

4- AIRPORT ARRIVAL & CHECK-IN

- Self-service kiosks, Biometrics Facial recognition & traditional premium check-in counters.
- Verifying travel documents and automated baggage drop-off.
- Special services for passengers needing assistance.
- Digital notifications for boarding updates.
- Final APIS check and clearance for departure.

2- PRE-TRAVEL PREPARATION

- Receiving e-tickets and travel reminders.
- Online check-in and mobile boarding passes.
- Reviewing baggage policies and travel restrictions.
- Role of PNR GOV & PNR Submissions to authorities, ETA

5- SECURITY SCREENING & IMMIGRATION

- Standard security procedures and biometric screening.
- Passport control and Automated Passport Processing (APP).
- Compliance with Advance Passenger Information System & Role of APIS in border security.
- Use of biometric identification for faster screening.

3- PRE-DEPARTURE PROCEDURES

- Biometrics facial recognition, Online check-in & mobile boarding passes.
- Baggage policies & self-tagging stations.
- Travel documentation checks & visa requirements along with APP and ADC integration to reduce INAD.
- Use of biometric identification for faster screening.

6- AIRSIDE & BOARDING

- Boarding processes:
 - Priority Boarding
 - Zonal Boarding
 - Final call and secondary Doc. Verifications *
- Real-time flight tracking & passenger notifications.
- Future trends in passenger facilitation such as automated self boarding gates, biometrics – facial recognition.



ICAO

SKYTALKS

Thank You

