

The difference of first class between Emirates and Qatar airways

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Abstract

Qatar Airways is proud to be one of the youngest global airlines to serve all six continents and also the world's fastest-growing airline. They connect more than 160 destinations on the map every day, with a fleet of the latest-generation aircraft, and an unrivalled level of service from our home and hub, the Five-star airport, Hamad International Airport in Doha, the State of Qatar. Since 1997, Qatar Airways has earned many awards and accolades, becoming one of an elite group of airlines worldwide to have earned a 5-star rating by Skytrax.

2018 Skytrax Awards: Best First Class Airline Lounge

2018 Skytrax Awards Best Airline in the Middle East

2017 Best Airline for International First Class

2017 Best First-Class Seat Design

Emirates is an airline based in Dubai, United Arab Emirates. The airline is a subsidiary of The Emirates Group, which is wholly owned by the government of Dubai's Investment Corporation of Dubai. It is the largest airline in the Middle East, operating over 3,600 flights per week from its hub at Dubai International Airport, to more than 150 cities in 80 countries across six continents. Cargo activities are undertaken by Emirates Sky Cargo.

Skytrax World Airline Awards 2018: Emirates wins 14th consecutive World's Best Inflight Entertainment

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Introduction

Emirates and Qatar airways are both the world top airline. Emirates has been named the best airline in the world in TripAdvisor's Travelers' Choice Awards for 2017 also Qatar airways is one of the fastest growing airlines and is one of the top 5 airlines in the world that have been rated for 5 stars by Skytrax.

Emirates airline: The travel company analysed millions of user-written reviews to find out which company offers the best experience for its customers — and the Middle Eastern airline came out on top. A number of factors were taken into account including legroom, seat comfort, customer service, cleanliness, food and beverage, and value for money. The 32-year-old airline was recognized for its comfortable economy class and its famously luxurious first class cabins also first and business class passengers can relax in one of the Emirates lounges before boarding the plane.

Research Methodology

To study Emirates airline and Qatar airways.

Emirates

On 25 October 1985, Emirates flew its first routes out of Dubai with just two aircraft—a leased Boeing 737 and an Airbus 300 B4. Their goal was quality, not quantity. And they evolved into a globally influential travel and tourism leader known the world over for our commitment to quality. With a fleet of more than 265 aircraft, they currently fly to over 155 destinations in more than 80 countries around the world. Over 1,500 Emirates flights depart Dubai each week on their way to destinations on six continents, and their network is still expanding constantly.

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Qatar airways

Qatar Airways, is the state-owned flag carrier of Qatar. Headquartered in the Qatar Airways Tower in Doha, the airline operates a hub-and-spoke network, linking over 150 international destinations across Africa, Central Asia, Europe, Far East, South Asia, Middle East, North America, South America and Oceania from its base at Hamad International Airport, using a fleet of more than 200 aircraft. Qatar Airways Group employs more than 43,000 people. The carrier has been a member of the

Oneworld alliance since October 2013, the first Gulf carrier to sign with one of the three airline alliances.

Since they launch in 1997, Qatar Airways has earned many awards and accolades, becoming one of an elite group of airlines worldwide to have earned a 5 star rating by Skytrax. Voted Airline of the Year by Skytrax in 2011, 2012, 2015 and most recently in 2017, Qatar Airways has won the confidence of the travelling public. They accomplished the goals by focusing on the details, how they run the business, and how customer experience to their airline.

To study the general information of Emirates and Qatar airways

Chauffeur Service:

Winner: Emirates

Emirates offer complimentary chauffeur-driven airport transfers for their First Class passengers in a limousine car, while this is not the case with Qatar Airways. The free chauffeur drive is definitely a plus for any traveler avoiding the trouble of having to arrange pre and post flight transportation. Both carriers extended chauffeur driven service to award tickets. (Emirates only allow chauffeur driven service ticketed with Emirates, not with their partners such as Alaska Airlines, while Etihad allow chauffeur driven service from partners awards such as American Airlines).

First Class Lounge

Winner: Qatar Airways

All 2 airlines offer an extremely high standard and spacious First Class Lounge for their guest.

The Emirates First Class lounge at Dubai is massive in scale; it is essentially a luxury concourse occupying the floor above the whole concourse. Emirates have 3 large First Class Lounges in Dubai one in each of the concourses (A, B and C) it operates. The space is so huge that it somewhat lacks an exclusive, upscale ambience. Facilities are great though, with duty free luxury shops, a fine dining area, a wine cellar, an old-fashioned cigar room, and – a unique airport feature I like the most – direct boarding access from the lounge that connected to most gates.

The Qatar Airways First Class Lounge at Doha is named Al Safwa First Class Lounge. This lounge was opened in October 2015. The lounge's artwork and minimalist design create the ambience of a modern art museum that will impress even the most

discerning frequent flyers and travelers alike. There are waterfalls on the walls and an impressive water fountain as the centerpiece of the lounge. It is extremely spacious with amazing facilities such as restaurant style dining, a pay to use elegant spa, hotel style day rooms and family area.

First Class Suite

Winner: Qatar Airways

The Qatar Airways First Class seat features an open design and it is a great seat for lounging and dining together when traveling as a pair. The padding is great and makes the seat very comfortable. It has a really large dimension and there is a wall divider which allows added privacy.

The Emirates' First Class seat was revolutionary when it was introduced a decade ago, but its design is now somewhat surpassed by its competitors. The suite can be fully closed with two sliding doors to create a complete private space. There are a few fancy features including: your own mini bar, a table lamp and in-seat massage function.

First Class Bathroom

Winner: Emirates

Emirates have two shower rooms (they called it Shower and Spa!) in the very front of the A380 upper deck. They're huge and they offer up to 10 minutes of shower time.

Qatar Airways do not have any shower facilities, however they do place some beautiful Roses in their bathroom as display. I particularly love their brand choice of toiletries "Rituals".

Onboard Bar

Winner: Qatar Airways

Qatar Airways features a stunning on-board bar located behind business class. The bar itself is curved and has leather sofas on both sides of the bar area. The bar is decorated with swanky chandeliers and super roses (they can last several weeks on-board).

Emirates were the first airline to offer the on-board bar concept. Their on-

board bar is located at the rear of the upper cabin, behind the Business Class cabin, and it's a hub of activity throughout the flight.

In-flight entertainment and Wi-Fi

Winner: Emirates

All both two airlines have installed excellent on-board IFE and Wi-Fi on their planes.

Emirates are comes with the in-flight entertainment product. You just can't beat their ice.

Emirates currently offer free Wi-Fi for first 10MB across all travel classes.

Qatar Airways offer free Wi-Fi for their First Class Passengers.

Conclusion

We can said that Middle East Gulf carriers are remain extremely competitive, constantly challenge each other and they are raising the bar to benefit their passengers. It will remain interesting to see what will come next from all the competition. Both Emirates and Qatar Airways are lauded as 2 of the best airlines globally, providing an excellent on board product, ground services and other facilities and services.

Emirates comes first with its enclosed suites, the mouth-watering food, the excellent crew, and the over-the-top on board facilities. Qatar Airways is come second: it stills offers a terrific experience but somewhat lacks the wow factor of its UAE based competitors.

Discussion and Recommendation

Out of all the categories, in my opinion they are both have pros and cons in each airline. They have a very high competition provide the best service and facility for make customer satisfaction, which have a good effect to their customer.

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