

Thai Airways lounges, the review

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Abstract

Thai Airways lounges, the review intended to find the characteristic of Thai Airways lounge service. By studying and researching information to be used for initial data processing analysis. According to studies, it has been found that the outstanding of the lounge lies in the convenience of access. And delicious food there are many services such as spa, Thai massage, relaxation room, clean, good service and the satisfaction of Thai passengers towards the service in the Thai Airways international public company limited lounge at Suvarnabhumi airport. To employees, places, and environments, food and beverage Including facilities not very different which is average at a moderate level. And Thai passengers with individual factors are different, such as gender, age, educational level, the satisfaction level of service. Every aspect is not different from this study. The study suggests that should develop measures to improve the service in accordance with the goals and strategies of the company focusing on service attendant attitudes, the atmosphere and facilities inside the lounge.

Keywords: “Characteristic” “Thai Airways lounges”

Introduction

Thai Airways has started offering special lounge services before boarding time. Which is a special privilege that Thai Airways offers in addition to the onboard service and the development of various services. That will allow passengers to use the lounge to have satisfaction and convenience enjoyment and have brought the impression. By service personnel who are intermediaries or suppliers will be able to change the behavior of existing passengers to the purpose that the service wants very much is "come and want to come again and invite anyone to come with " excellent service must include services from employees. The suitability of the place quality food drinks and adequate facilities for passengers Therefore it is considered to be excellent of the service.

Research methodology

Objective

- To find the characteristic of Thai Airways lounge service.

Royal first lounge

Service :

- Concourse D, Level 3
- Covers an area of 1,400 sq.m
- The capacity to accommodate 74 passengers at one time
- Opening hours : 05:00 am. - 01:00 am.
- 2 VIP Rooms
- 6 Private Corners
- 17-seats A-la-Carte Dining Room
- Wi-Fi Internet Corner with 2 PCs
- Slumber Rooms
- Shower Suites
- Toilets with Wheelchair Accessibility
- TG First Class Check-in Facility

Royal silk lounge

Service : Royal silk lounge at concourse D

- Concourse D, Level 3
- Covers an area of 2,410 sq.m
- The capacity to accommodate 275 passengers
- Opening hours : 05:00 am.- 02:00 am.
- 2 Private Rooms
- Lounge Lobby Bar
- Buffet Bar with a selection of hot small servings, snacks and refreshments
- Wi-fi Internet Corner with 6 PCs
- Kid's Corner
- Toilets with Wheelchair Accessibility

Service : Royal silk lounge at concourse C - East

- Concourse C - East, Level 3
- Covers an area of 667 sq.m
- The capacity to accommodate 112 passengers
- Opening hours : 05:00 am.- 02:00 am.
- 2 Private Rooms
- Buffet Bar with a selection of hot small servings, snacks and refreshments
- Wi-fi Internet Corner with 5 PCs
- Showers
- Toilets with Wheelchair Accessibility

Service : Royal silk lounge at concourse C - west

- Concourse C - West, Level 3
- Covers an area of 667 sq.m
- The capacity to accommodate 95 passengers
- Opening hours : 05:00 am. - 02:00 am.
- 2 Private Rooms
- Buffet Bar with variety of food, snacks and refreshment
- Wi-fi Internet Corner with 4 PCs
- 6 Slumber Rooms
- Showers
- Toilets with Wheelchair Accessibility

Service : Royal silk lounge at concourse E - East

- Concourse E - East, Level 3
- Covers an area of 667 sq.m
- The capacity to accommodate 172 passengers
- Opening hours : 05:00 am. - 02:00 am.
- 2 Private Rooms
- Buffet Bar with a selection of hot small servings, snacks and refreshments
- Wi-fi Internet Corner with 6 PCs
- Showers
- Toilets with Wheelchair Accessibility

Service : Royal silk lounge at concourse A (Domestic)

- Concourse A (Domestic), Level 2
- Covers an area of 979 sq.m
- The capacity to accommodate 148 guests
- Opening hours : 05:00 am. - 11:30 pm.
- 3 VIP Rooms
- Snack and Refreshment Bar
- WiFi connectivity for personal devices and 6 PCs with internet access
- Toilets with Wheelchair Accessibility

Royal orchid lounge

Our airport lounges throughout Thailand and at selected international THAI destinations welcome eligible travelers to relax or work in comfort prior to departing to their destination.

Service : Royal orchid lounge at concourse E - West

- Concourse E - West, Level 3
- Covers an area of 667 sq.m
- The capacity to accommodate 22 First Class and 66 Business Class passengers
- Opening hours : 05:00 am. - 02:00 am.
- Designated area for First Class Passengers
- 2 Private Rooms
- Buffet Bar with variety of food, snacks and refreshment
- WiFi connectivity for personal devices and 4 PCs with internet access
- 7 Slumber Rooms
- Showers
- Toilets with Wheelchair Accessibility

Royal orchid spa (The Exclusive of Thai Always Lounge)

Exclusively for THAI's premium class travelers and elite Platinum status members, the Royal Orchid Spa at Suvarnabhumi Airport in Bangkok is consistently voted by Skytrax as the World's Best Airline Spa Facility.

Once again voted the World's Best Airline Spa Facility in 2018 the Royal Orchid Spa at our hub in Bangkok is a haven of refined comfort that celebrates a central aspect of Thai culture, wellbeing, serenity and the art of Thai massage. Always dedicated to our heritage, THAI has recreated the fine art of the Thai spa in our home airport, offering our guests a relaxation and rejuvenation experience that's found nowhere else in the air travel industry. Meticulously

decorated in quieting Thai aesthetics colours and themes, and insulated from the noise and bustle of the airport around it, the Royal Orchid Spa is a multi-sensory oasis that brings the art of the journey to new heights. Enjoy a full menu of Thai, foot, or oil massages that use aromatherapy and gentle music to ease you into supreme relaxation, or take an herbal steam or sauna treatment to ease the aches out of your travel-weary body. Finish with a cleansing shower and a fine meal, and you'll emerge from our spa in an almost impossibly refreshed state, ready for the next travel adventure.

Service :Royal orchid spa at concourse D

- Covers an area of level 3 - 667 sq.m
- 32-seats within the Lounge Area
- Healthy Snacks
- Hot/Cold Herbal Drink

Service : Opening hours general facilities

- 32-seats Lounge Area
- Healthy Snacks
- Hot/Cold Herbal Drink

Service : first class zone facilities

- 3 Touch Of Silk Suites (Body Massage)
- 6 Neck & Shoulder or Relaxing Foot Massage Corners
- 2 Steam Rooms
- 2 Sauna Rooms
- 4 Shower Rooms
- Toilets

Conclusion

From the study, it was found that the distinctive characteristics of the Thai Airways lounge were convenient to access. Delicious food with services such as spa, Thai massage, relaxation room, cleanliness, good service. But the part of lounge service in during times when passengers travel a lot, there will be congestion and inconvenience to the service at the food bar, drink for passengers. Causing to have to wait a long time. And sometimes causing staff to serve food, drinks at the bar, not enough and promptly to the needs of passengers. And food of Thai Airways lounge provides multi-ethnic passenger services. But still has the right amount of food that is a little choice such as Muslim food, etc.

Suggestion

- 1) In terms of location and environment, the size of the business classroom should be expanded to be wider in order to reduce passenger congestion during the travel period, including the number of bathrooms in the lounge.
- 2) In terms of food and drinks, the important thing that is clearly seen is the issue of diversity of food, beverages such as Muslim food etc.
- 3) The conventional equipment which is important to the level of satisfaction of passengers, Thai should increase the efficiency of the internet system within the lounge.
- 4) The last aspect adding the children zone in every lounge for the passengers traveling with children and can attract passengers families traveler.

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