

VOLUME 1

PASSENGER
TRANSPORTATION
SERVICES:



AIR TRANSPORTATION

ZURAIDA BINTI YAACOB

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I hope this ebook can be used to sharing knowledge about air passenger transportation.

Thank you

PREFACE

Welcome to the world of transportation in tourism!
This e-book is designed to be your comprehensive guide, providing valuable insights into the essential aspects of ensuring a remarkable travel experience for air passengers transportation service in the tourism industry.

The fast-paced world that we inhabit today has made travel a vital aspect of our daily life. Travelling by air give different perspective to tourist ad will be a memorable journey for them.

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CHAPTER 01



TYPES OF AIRLINE



POPULAR AIRLINES IN MALAYSIA



Malaysia Airlines



AirAsia



Lufthansa



Batik Air



Firefly



Singapore Airlines



AirAsia X



Oman Air



China Southern Airlines



British Airways



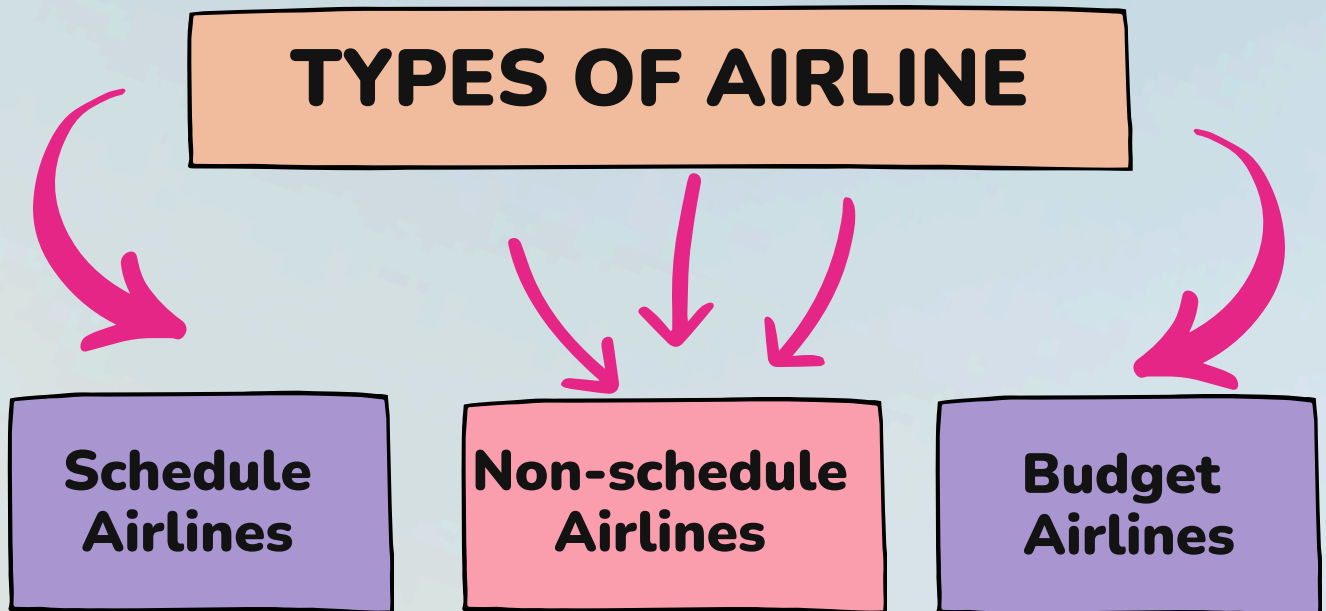
Indonesia AirAsia



KLM

<https://www.wego.com.my/airlines>

There are **3 types** of airlines that are typically encountered in the commercial aviation industry. Each airline is slightly different and will fit into one of the following types:



https://youtu.be/BJ07XLRM_PA?si=DAoR0E3LfIpNMS-4

Schedule Airlines

A scheduled airline is an airline that operates flights based on a published timetable.



Also refers to air services that is carried out on scheduled basis by airlines for the uplift of passengers, cargo or mail for hire and reward.

These flights are planned and executed at regular and specific times, regardless of the number of passengers.

The image shows a digital display board with multiple sections. The top section is for Gate 1 Departures, showing flight information for various airlines. The bottom section is for Gate 2 Departures, showing flight information for various airlines. The data is as follows:

Flight	Remarks	Flight	Remarks
07:14 EZY2431	Gate Closed	08:20 W67702	Checkindepartures
07:10 FR3768	Gate Closed	08:25 W63702	Checkindepartures
07:10 ZB068	Gate Closed	08:30 W63002	Checkindepartures
07:15 EZY2141	Gate Closed	08:40 EZY063	Bag Droppartures
07:20 EZY2035	Gate Closed	08:40 EZY2403	Bag Droppartures
07:25 W68002	Boardindepartures	08:45 EZY011	Bag Droppartures
07:30 W67852	Boardindepartures	08:45 W63302	Checkindepartures
07:35 EZY181	Boardindepartures	09:00 EZY2083	Bag Droppartures
07:40 EZY2365	Boardindepartures	09:10 08132	Checkindepartures
07:14 EZY2295	Boardindepartures	07:14 Flight Remarks	
07:50 EZY2263	Boardindepartures	09:10 W64002	Checkindepartures
08:05 LY312	Go To Departures	09:45 FR8142	Knock-Ireland West
08:10 W61802	Checkindepartures	10:00 TOM5544	Checkindepartures
08:10 W61902	Checkindepartures	10:35 EZY2397	Sharm El Sheikh
08:10 W62502	Checkindepartures	10:40 EZY153	Inverness
08:15 W61002	Checkindepartures	10:45 EZY2155	Amsterdam
08:20 W61302	Checkindepartures	11:40 FR3515	Gran Canaria
		12:00 TOM9009	London-Gatwick

Schedule airlines are bound to fly on specific routes at pre-set times on a regular basis such as daily, weekly. etc.



A published schedule is the basis for operating services regularly between the departing airports and the final ports as per the itinerary.



These flights are available to the general public and follow regular routes.

The scheduled airline typically serve major airports and popular destinations.

It the most significant among the whole airport industry and operate within a country or international services.



Generally more cost-effective for individual travelers as the cost is spread across many passengers.



Scheduled airlines traditionally provide an inclusive package that includes a seat, baggage and meals, although in recent years many airlines have been unbundling their products and selling each of these elements separately.

Types of Schedule Airlines



1

MAJOR AIRLINE



Major airlines operate services on a large scale internationally between major cities inside and outside the country.



Also called trunk airlines and concentrate on long-haul routes.



Usually these airlines use larger planes with seat capacities of more than 130.








Offer a wide range of services, including multiple cabin classes, in-flight entertainment, and frequent flyer programs.



<https://simpleflying.com/biggest-airlines-in-the-world-analysis/>

Examples of major airlines

AIRLINE	characteristic	
American Airlines	Known for having the largest fleet size and carrying the most passenger	
Delta Sir Lines	Leads in revenue, assets and brand value	
United Airlines	Has the most extensive network, servicing numerous destinations	 Photo: TonyV3112 Shutterstock
Southwest Airlines	The largest low-cost carrier, known for its extensive route network	
Emirates	A major international carrier based in Dubai, known for its luxury services	

2 NATIONAL AIRLINE

- A national airline is a country's flag carrier that is wholly owned or partially owned by the government.
- They usually operate services within the boundaries extensive domestic and international routes, connecting their home country to the rest of world.
- Often serve as a symbols of national pride and identity, featuring national colors and symbols on the aircraft.
- These include airline between major and regional carriers.
- They provide air connectivity between areas of lesser density and also between smaller population centers and major airports.

Examples of national airlines

<https://youtu.be/0mbRCumKFj8?si=ziDmkjW-ggSYtGje>



Based on the video, state all national airline that you understand.



3 REGIONAL AIRLINE



Regional airline is a small airline that operate flights between smaller airport in a particular region and also connect these small communities with major airports.



They may use small aircraft for operating short-haul flights and often less than 500 miles.



These are also certified airlines which provide regular services for scheduled passengers or cargo.



Their business is supplying passengers to the major airlines but not competing with them.



Regional airlines came from the gaps left by the major airline and flag carriers.



In this way, regionals are sometimes called “connectors.”



Regional airlines can provide more convenient and affordable air travel options to passengers in smaller markets.



Examples of regional airlines

Envoy Air, Mesa Airlines, SkyWest, Republic, Delta Connection Airline, United Express



<https://www.envoyair.com/our-company/>



<https://www.mesa-air.com/>



<https://www.skywest.com/about-skywest-airlines/aircraft>



<https://www.ajc.com/blog/airport/roster-delta-connection-carriers-shrink/vWprWqCQDVXfW4oGKKP50K/>

REGIONAL AIRLINES SUBGROUPS

LARGE REGIONALS

- These are scheduled carriers with \$20-million to \$100-million in annual revenue.
- They operate aircraft that can accommodate more than 60 passengers.

MEDIUM REGIONALS

- These airlines operate on a smaller scale, with operating revenues of under \$20-million, and often use only small aircraft.

SMALL REGIONALS

- These airlines don't have a set revenue definition, but are usually referred to as "commuter airlines."
- They use small aircraft with less than 61 seats.

Example of Major Airline connecting with Regional Banner and Regional Carrier/Airline.



4 FULL-SERVICE AIRLINE



These airlines is suitable for longer flights or when comfort and convenience are priority.



These airline typically operate on long-haul routes, where passengers can expect an experience that goes beyond just getting from point A to point B.



These airlines offer higher ticket prices because they provide a comprehensive range of services including food, entertainment, baggage handling and in-flight amenities such as blankets, pillows and headphones.



These airlines also offer a multiple seat classes such as economy, business and first class.



In addition, their baggage rules are also better than low-cost airlines.



Uses a variety of aircraft types to serve different routes and capacities.

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Uses a variety of aircraft types to serve different routes and capacities.



They employ more people and cover larger geographical areas due to their 'hub and spoke' agreements with smaller airlines.



Examples of full-service airlines

Emirates, British Airways, Qatar Airways and Singapore Airlines.

<https://connectingflights.info/what-is-a-full-service-airline/>



5 LOW-COST AIRLINE



Also known as budget airlines, they offer lower fares but with fewer amenities.



They operate point-to-point services, usually in short-haul routes and often avoiding major hubs to reduce costs.



They offer lower base fares with minimal or no complimentary in-flight services, so passengers have to pay for meals, drinks, and entertainment.



Typically operate a single type of aircraft to minimize maintenance and training costs.



Usually LCCs are single class carriers with standardized treatment to all passengers.



Great for short trips or when budget is the main concern.

Differences between full-service airline and low-cost airline



https://youtu.be/mL_q-iVH0kw?si=_V3qGGxYFmTz0iJw



https://youtu.be/zuyCJ7WCiSE?si=pSiM8ljsV9QYV_mj

Non-Schedule Airlines

Also known as charter airline.

These are also commercial services, but do not follow published schedules for flights.

They are permitted to operate services on air routes, but are not on a regular schedule.

Demand is the criterion for operation instead of regularity

Charter flights are usually hired planes that fly from one place to another at a particular time.

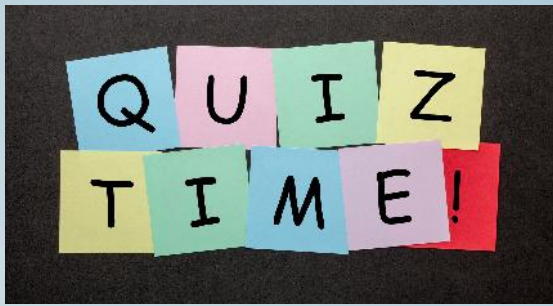
The clients or the consumers consist mainly of tourist, along with other groups, such as members of sports or athletics teams, corporations, government agencies, etc.

Charter flights are operated exclusively for certain purposes (e.g. holidays).

Tour operators depend on charter services for operating tours to overseas destinations, hiring charter flights exclusively or as a 'part-charter'.



https://youtu.be/-MIPjYABf9A?si=bTkka0iy_IUtiH9Y



Differentiate between Schedule airline and Chartered airline according to:

Criteria	Schedule Airline	Charter Airline
1. Scheduling		
2. Booking		
3. Flexibility		
4. Destination		
5. Cost		

CHAPTER 02



TYPES OF AIRLINE SEAT



TYPES OF AIRLINE SEATS



Each airplane has its own type of seats, and knowing which airline offers which type of seat can make your next flight a lot more pleasant.



Seats on airplanes usually correspond to the price of the ticket and the type of passenger they are meant to accommodate.



Even though all seats are made for comfort, it is still good to know the difference between the seat types so that you can specifically request the kind you want.



The higher the class of seating, the larger and more comfortable the seat usually is, which is always something to keep in mind when you're reserving seats for your next flight.



The higher the class of seating, the larger and more comfortable the seat usually is, which is always something to keep in mind when you're reserving seats for your next flight.



Here are the commonly available types of seating arrangements every flight has.

01

First Class



FIRST CLASS

Most expensive, but most comfortable accommodations.

02

Business Class

BUSINESS CLASS

Less expensive than first, but high-quality accommodations intended for business travelers.



03

Premium Economy Class



PREMIUM ECONOMY

More distance between rows, but the seats are the same width as regular economy.

04

Economy Class

ECONOMY CLASS

Basic flight accommodations for leisure travelers.

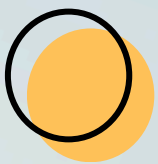


01

First Class



First-class seats are located at the exact front of the plane.



These are most luxurious and expensive seats arrangements on an airplane, designed for those who want the ultimate flying experience.



A380 First Class Apartment Etihad Airways



First-class tickets price cost about 5 times more than business class tickets.



There is also a separate washroom especially for the first-class passengers, and there is generally more than one .



Cathay Pacific's first class



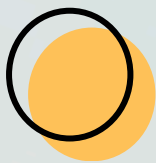
The seats are typically about 1 to 2 inches wider and have legroom that is approximately 10 to 30 inches larger, compared to business class seats.



The seats are more like classy suites where one can stretch out for a nap easily, the seats can be reclined back entirely for beds, and in some airlines, separate beds and chairs are available.



Emirates Boeing 777-200LR First Class Suite



Passenger to flight attendant ratio is very small, some airlines simply offer a personal flight attendant for each passenger travelling in first class.



Air France's La Première cabin on the 777-300ER



Thai Airways First Class Cabin



Lufthansa's first-class seats



Apart from that, the passengers are served delicious, freshly cooked food, slippers, robes, luxe toiletry kits, and practically any cocktail a passenger can ask for.

Lufthansa's first-class seats



<https://youtu.be/498z1Flu6EQ?si=aOopvzJpL1Zlp2cW>

Malaysia Airlines A380



<https://youtu.be/moZak0hH8sk?si=jJS9K56z9VtKSEtC>

Singapore Airline



<https://youtu.be/nPjxAbl2GWc?si=DyRZREZyHgyf7i4w>



<https://youtu.be/dCNtHKhuyCs?si=pCqm3dvVhE14rJSu>



Which airline are shown in the video above?



02

Business Class

- ✓ Business class seats are somewhere between premium economy and first-class seats, and the seating arrangements are just second to first class.
- ✓ These are most luxurious and expensive seats on an airplane, designed for those who want the ultimate flying experience.
- ✓ The seats are usually 21 inches in width and have legroom of about 57 inches.



Qantas Business Class Seat – Boeing 737-800
(Photo by TravellingOtter)



This means that in the extra inches of comfort, it is almost twice the length of legroom in economy class seats.



Business class seats were designed for business travelers who likely need that extra room to work



Emirates business class bar on the A380



<https://youtu.be/dmYkADUwISI?si=pilB13xom7wvBsVB>



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Business class seats were designed for business travelers who likely need that extra room to work



Emirates business class bar on the A380



Business people need the extra room and appreciate the amenities, which include things such as drinks kept in real glasses, meals serviced with real knives and forks, and free food and drinks.



All Nippon Airways (ANA)
Business-class



Cathay Pacific – A330-300 –
Business Class



For those who have long flight scheduled,
business class is definitely something to consider
because it makes all flights go much quicker.



Turkish Airlines
business class



Singapore Airlines
business-class

Take a Break!



<https://youtu.be/jmdTIUU-6Z4?si=AHNStkZtY-d7pW95>



<https://youtu.be/y72U1ONsCDk?si=yZYnkpVSVRqrouIM>

03

Premium Economy Class

The premium economy class is higher than the economy classified seats, with higher prices as well and is generally 65% less expensive than a Business Class fare.

The seats offer a middle ground between economy and business class, providing more comfort and amenities without the high cost of business class.

It offers about 5-7 inches of extra legroom and 1-2 extra inches of seat width and 2-3 extra inches of seat recline.

Some premium perks with this classification are a dedicated lounge at the airport for waiting, wide seats with larger pitches, and TV screens.



Air France aviation Premium economy class B777-300ER

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Air France aviation Premium economy class B777-300ER

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Cathay Pacific A350-900 Premium Economy

Passengers are more conveniently relaxing generally offered a wide selection of foods to choose from, and served complimentary drinks.

Its found mostly on international flights and, compared to standard Economy.

The entertainment choices and amenities expand to include Larger personal TV screens and more channels on TV to choose from, frequent flyer points, basic amenities such as earplugs, toothbrushes, sleep masks, and even airplane wifi to connect to if needed



Philippine Airlines premium economy A330-300



Air India's Premium Economy Boeing 777-200LR



Can you see what is the difference between this 3 airline?



a. Emirates Airlines



<https://youtu.be/gPaDIHNKP5k?si=kHztF8ADjCrzrKJO>

b. Etihad Airlines



<https://youtu.be/q7WQLxBYlOI?si=MTXnySGYhD51kukD>

c. Air France A350



<https://youtu.be/IliL0MAHwc4?si=Cw-bF4jkVWVQaiMu>



https://youtu.be/mdxeHJ7ze_U?si=M_1TVAoTB-ybViuN



**State top ten premium economy
airline in 2024 as shown in the video
above?**



04

Economy Class



Airasia Economy class

The economy class seats are the least expensive seats among the others in a flight.

Also known as a coach or standard seats.

These are the basic types of airline seats that most people book when they are planning on flying out.

The seats are usually 17 to 18 inches wide and have the pitch (also known as the legroom) measure about 31 to 32 inches.

On most international flights, these usually are in 3 seat arrangements so that more people can be seated.



Lufthansa Economy class



Air New Zealand Economy class

On many smaller airplanes, most of which do not fly internationally, the seating arrangements go for 2-3-2 instead of 3-4-3.



KLM 787-9 Economy class

Presently, airlines also offer various types of economy seats such as Economy Plus or Economy XL. The seats come with a slightly higher price tag but offer extra comfort and legroom, making it all worth it.



Economy class interior of Boeing 737 MAX 8



<https://youtu.be/bH9PLR41egg?si=QoXY4Uf5sbjv2q2->



Identify the characteristic of economy class based on the video.

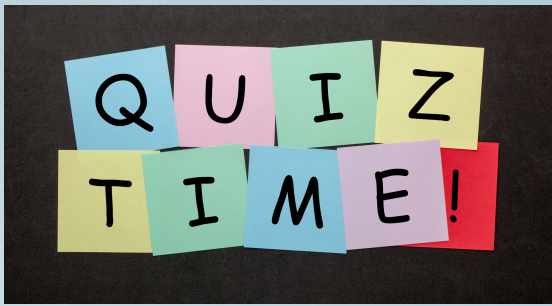


CHAPTER 03



EXERCISE



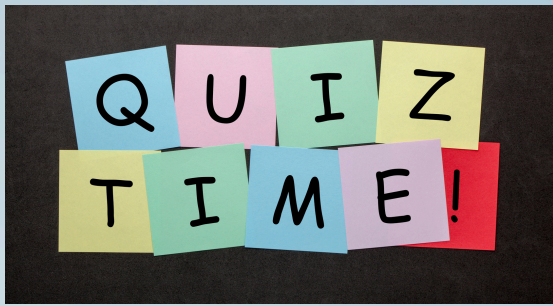


https://youtu.be/BJ07XLRM_PA?si=DAoR0E3LfIpNMS-4



From this video, there are 3 types or airline. One of them is Schedule Airline. State all types of schedule airline together with their characteristic and give one example of each.





From this video, please identify the differences between First Class, Business Class and Economy Class onboard Malaysia Airlines A350.

Criteria	First class	Business class	Economy class

CHAPTER 04



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PASSENGER TRANSPORTATION SERVICES: AIR TRANSPORTATION

Towards tourist guiding profession is very important to tourist guide in order to make job is interesting.

They need to know how to sustain their interest and passion towards their job and always upgrade their job professionalism.

This book can help tourist guide to find a way to sustain their job interest and passion.



Zuraida Yaacob

Senior Lecturer

Department of Tourism and Hospitality

Politeknik Merlimau, Melaka

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