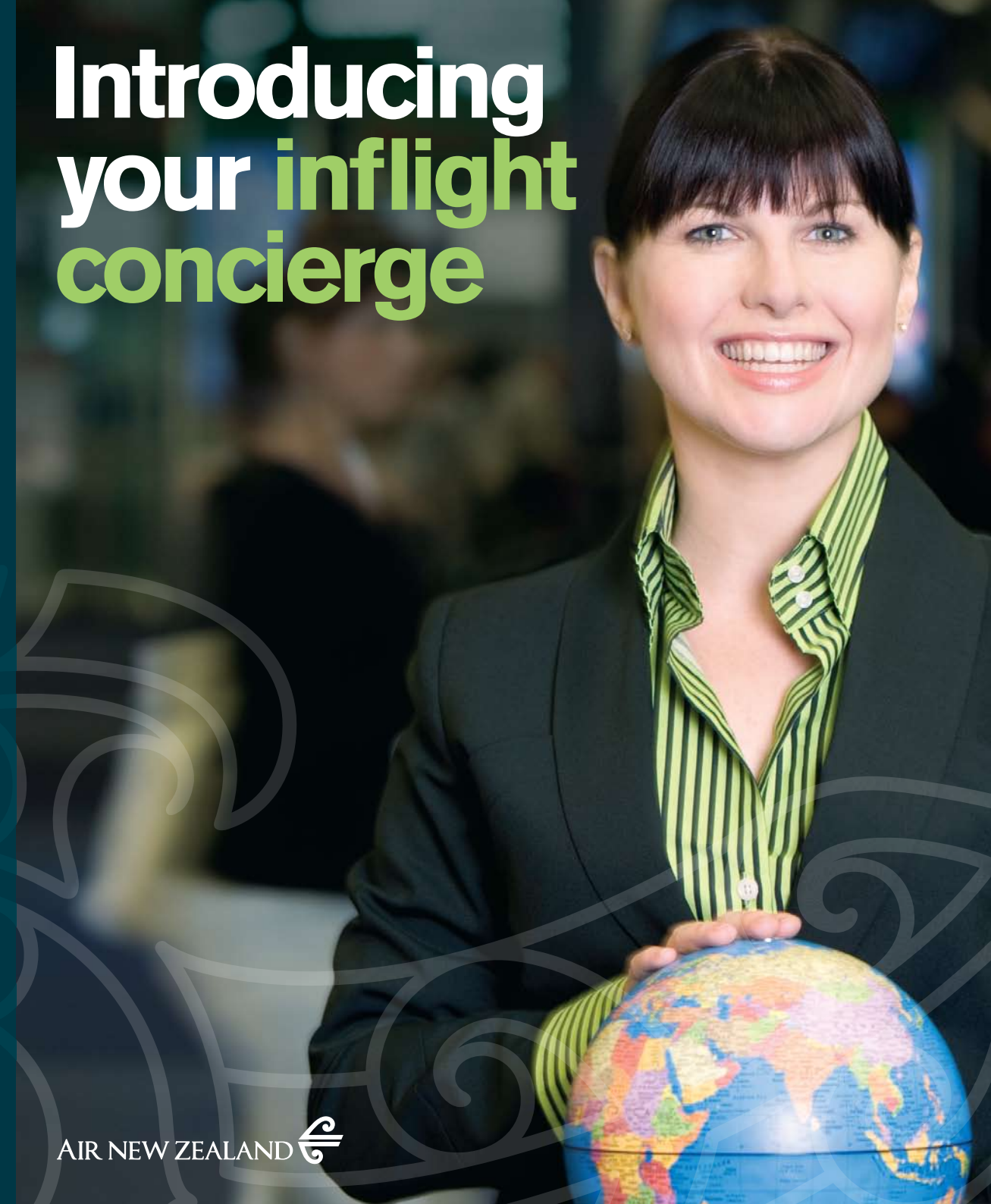


A world first. Air New Zealand is proud to offer a personalised service that is as unique as the country we call home. From 28 May 2008, we will be progressively introducing an Inflight Concierge service across our long-haul flights. Our Inflight Concierges will be available to personally advise and support all our passengers on any aspect of their Air New Zealand journey. 

**Introducing
your inflight
concierge**



Personalised service



The Inflight Concierge role has been created as part of our ongoing desire to offer the highest level of personalised service possible. They will be an integral part of long-haul international flights onboard our Boeing 747 and Boeing 777 aircraft; initially on flights between New Zealand and San Francisco followed by our Vancouver services. Air New Zealand then plans to introduce our concierge service onto other long-haul routes including London, Los Angeles, Hong Kong, Shanghai, Beijing and Tokyo.

Global know how



Our Inflight Concierges are dedicated to making every customer journey a special event: before, during and after the flight. They will be on hand at the departure gate for passengers prior to boarding their aircraft to assist with any special needs and requirements, as well as during the flight, and upon arrival at their destination.



Concierges are trained to offer practical assistance in a wide range of areas. They can confidently advise and support our passengers with everything from airline processes and travel arrangements, through to accommodation and itinerary planning.



Their specialised knowledge of our destinations allows them to personally recommend local restaurants, shopping, must-see sights and best-kept secrets – to ensure our travellers make the most of their stay.

For every passenger



The Inflight Concierge is a unique role over and above our normal complement of flight attendants. They are solely dedicated to providing individualised and personalised customer service to all Air New Zealand passengers, further enhancing our pride in offering the world's best passenger service*.



As with our individual on-demand entertainment system and our acclaimed food and wine service, our Inflight Concierges are available to all passengers, whether they are travelling in Business Premier, Pacific Premium Economy or Pacific Economy Class.

* Air New Zealand was judged Best in Passenger Service in the prestigious Air Transport World magazine awards, January 2008.