

CUSTOMER SERVICE

WE TREAT EVERYONE AS A GUEST

- » In 2017, once again we confirmed our status as a four-star airline and received a Skytrax award for the sixth year in a row.
- » Our Company retained its status as the Best Airline in Central Asia and India for the sixth consecutive year and was chosen as the airline with the Best Airline Staff Service in Central Asia/India for the fifth year in a row.
- » We received an award from the Airline Passenger Experience Association as a Five Star Major Regional Airline.

CUSTOMER POSITION OF THE DECISION-

GROUND SERVICES

Easy Access

- » Nomad Club bonus programme
- » Online planning, booking and tracking
- » Electronic registration

Aircraft Ground Handling

- » Fast turnaround from aircraft to ensure on-time performance indicators
- » Handling of priority baggage and speedy transfer of baggage
- » De-icing with engines running

Passenger and Baggage Handling

- » Baggage control system (BRS system)
- » Roomy transit zone
- » Services for self-registration of passengers and baggage
- » Biometric technologies
- » Transfer desk check-in counters
- » Frequent flyer check-in
- » Baggage drop-off counters
- » Self-check-in procedures
- » Fast track and special assistance for restricted mobility
- » Tracking process to locate lost baggage

- » Our Company received two 2017 Travel Plus Airline Amenity Bag Awards: Gold Awards for its Children's Goody Bag for Little Prince and Nat Geo Kids.
- » A soft inventory with a new design was introduced in September 2017.
- » In 2017, 16 aircraft were equipped with IFE streaming modifications, and three 767s were equipped with Internet onboard.

HEART OF THE MATTER MAKING PROCESS

ON-BOARD SERVICE

Entertainment

- » Wi-Fi offered on board
- » Integrated RAVE IFE systems (movies, books, music in different languages)
- » New safety video for our passengers
- » Redesigned blankets, headrest covers and pillow cases that incorporate a traditional Kazakh design but with a modern look
- » Amenity kits in business class, economy class and for little guests

Catering

- » Business Class welcome drinks
- » Express meal service for frequent flyer route
- » Hot meal on international routes

Cabin Crew

- » Recruitment and training