

BEEN THERE DONE THAT

AS EXPERIENCED BY
PICHAYA SVASTI

FLIGHT NUMBERS
TG936 | TG937
ROYAL SILK CLASS

Thai Airways International
Bangkok - Vienna

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Thai Airways International (THAI), Thailand's national carrier, recently resumed its direct flights between Bangkok and the Austrian capital Vienna after a 24-year break.

Utilising a Boeing 777-300ER aircraft, four round-trip flights are operated on Monday, Thursday, Saturday and Sunday. Each one-way flight takes about 10 hours.

THAI regards Vienna as a gateway to Europe, especially Eastern Europe, and hopes to attract more passengers who travel between Vienna and other European cities and also those wanting to visit Thailand and other destinations serviced by THAI.

Currently, THAI flies to 12 destinations in 10 European countries — London, Paris, Rome, Milan, Brussels, Copenhagen, Frankfurt, Munich, Zurich, Stockholm, Oslo and Moscow — besides Vienna.



■■■■■ HIGHLY SATISFIED

■■■■ SATISFIED

■■■■ BARELY SATISFIED

■■■■ UNSATISFIED

■■■■ DEEPLY DISSATISFIED


SERVICE

The aircrew were polite, friendly and helpful. My check-in at the airline's counters at both airports took a short time. Royal Silk Class passengers can use the Royal Orchid Lounge at Suvarnabhumi airport and the Austrian Airlines lounge at Vienna Airport, but the food at the latter lacked variety.


SAFETY

The cabin crew strictly followed safety guidelines and knew how to politely request some negligent passengers follow suit. When I forgot to fasten my seat belt properly, an air stewardess politely assisted me. The video presentation about safety on board was informative.


FACILITIES

The Boeing 777-300ER with a seat capacity of 348 seats, including 42 in Royal Silk Class, was used for both flights. The seats for the Royal Silk Class are comfortable with full flat beds that recline 180 degrees. All seats in both classes are equipped with personal audio-video on demand screens.


CLEANLINESS

The seats and lavatories were spacious and clean. The aircrew were quick to collect garbage after the meals. The lounges and toilets at Suvarnabhumi International Airport and Vienna Airport were clean.


IN-FLIGHT MEAL

I enjoyed the meals very much. I chose *samrab* Thai (a set of genuine Thai food) and boiled rice as breakfasts on both flights. The food, especially *yum talay* (spicy seafood salad) and *khao nieo dum nam krathi* (black sticky rice in sweet coconut milk) was very tasty. The Champagne, wine and cheese were excellent.


PROBLEM SOLVING

The aircrew sincerely apologised to me after another passenger took my blanket and there was no extra blanket for me. As I ordered duty-free goods 10 minutes before the service closure, they successfully cleared product searching and payment problems.


PUNCTUALITY

The departure of the Bangkok-Vienna flight was delayed for about 45 minutes from the scheduled 1.30am, resulting in a delay in the landing originally scheduled for around 7am. However, the Vienna-Bangkok flight departed on time (1.30pm) and arrived about half-an-hour ahead of the scheduled arrival time (5.20am).


RATE

Special round-trip promotional fare (inclusive of airport tax and surcharges) begins at 29,685 baht in Economy Class and 102,245 baht in Royal Silk Class. Two people or more can travel together at the starting price of 22,685 baht per head. Bookings may be made from now until Jan 31 and travel must start now until March 31.