

## **EVA Upgrades Royal Laurel Class, Raises Bar for Business Cabin**

### **Passengers pampered with turn-down, wine tasting services**

TAIPEI, TAIWAN (21 June, 2016) – [EVA Air](#)'s drive to continuously improve and upgrade services and products at every level, ground to air, earned SKYTRAX's coveted [5-Stars](#) on 15 June, 2016. To win the world's highest airline quality rating, EVA further elevated inflight standards for its Royal Laurel Class business cabin, added amenities throughout the aircraft and enhanced passengers' check-in and boarding experiences, starting with a customized approach to service that includes consideration, interaction and mindfulness. Travelers can learn more about EVA, Royal Laurel Class and other cabins, in addition to booking flights, at [www.evaair.com](http://www.evaair.com).

EVA held SKYTRAX's elite [4-Star ranking](#) for high product standards and staff services inflight and at the airline's home base, Taoyuan International Airport, Taipei, Taiwan, from 2008 through 2015 when it was among only 37 carriers worldwide with that status. Advancing from 4 to 5 stars, EVA credits the hard work of frontline staff. From check-in agents to flight attendants, EVA staff members polished skills and cultivated new capabilities to give passengers services that are better than ever. Through extra diligence and training, staff has blossomed into a top-notch professional team that takes pride in delivering 5-star services.

EVA's Cabin Crew Training Department developed a rigorous program to reinforce service consistency and style among flight attendants. Starting in May 2015 and continuing for almost a year, 100 instructors meticulously trained approximately 2,400 flight attendants for a total of 30,000 hours.

EVA achieved 5-star standards by consistently providing the best inflight service and amenities possible to every passenger. EVA introduced turn-down service for Royal Laurel Class passengers on long-haul flights aboard Boeing 777-300ERs. Upon request, a flight attendant will transform the fully lie-flat Royal Laurel Class seat into a cozy bed with a 100% cotton mattress pad. Typically limited to competitors' first class cabins, EVA's turn-down service makes long-haul flights even more comfortable and luxurious.

EVA has enhanced services on all flights for Royal Laurel, Premium Laurel and Business Class passengers. Upon boarding, passengers are served elegant glasses of fresh, vitamin-rich, cold-pressed pineapple juice, garnished with refreshing mint leaves and, on long-haul flights,

accompanied by Godiva chocolates.

Awarded and applauded for excellent inflight wine selections, EVA trained flight attendants to offer sommelier-style service, similar to what diners expect in high-end restaurants. If a passenger desires, flight attendants present a wine's label and vintage, describe its features and invite tasting before pouring a glass. EVA also serves premium alcoholic spirits and liquors, beers and soft drinks, and accompanies beverage service with tasty canapés.

EVA upped its airport ground services with extra touches that make it easier for passengers to navigate crowded airports and arrive at boarding gates on time. It added easy-to-read electronic maps at check-in counters to show travelers where they are in relation to VIP lounges and departure gates. During the busiest departure times, EVA stations staff at key positions along concourses to help direct passengers to gates.

EVA aimed to become a world-class airline the day it was founded. As it observes the 25th Anniversary of its first flight this year, it's fitting that the commitment to quality service and safety has won SKYTRAX's 5-Star Rating. By continuously improving quality and services, EVA has officially joined the ranks of the best of the best and established itself as a bright star in the airline world.

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