

卡塔尔航空广州春季培训会

2019年3月18日



培训主要内容:

- 卡航简介
- A380 Aircraft
- 我们的网络
- Qsuite
- Q&As

卡航简介

- 卡塔尔国家航空公司
- 成立于1997年
- 世界上最年轻和发展最快的航空公司
- Skytrax五星级航空之一



معاً إلى كل مكان
Going places together





World's Best Business Class

Best First Class Airline Lounge

Best Airline in the Middle East

Best Business Class Seat



Together we go further

We are proud to announce
that Qatar Airways has received
four prestigious awards at the
2018 Skytrax World Airline Awards.



GOING PLACES TOGETHER

飞往全球超过160个目的地



2019年 新开航点



卡塔尔航空2019年新开航点

里斯本（葡萄牙） - 2019年6月24日

瓦莱塔（马耳他）

拉巴特（摩洛哥）

兰卡威（马来西亚）

达沃（菲律宾）

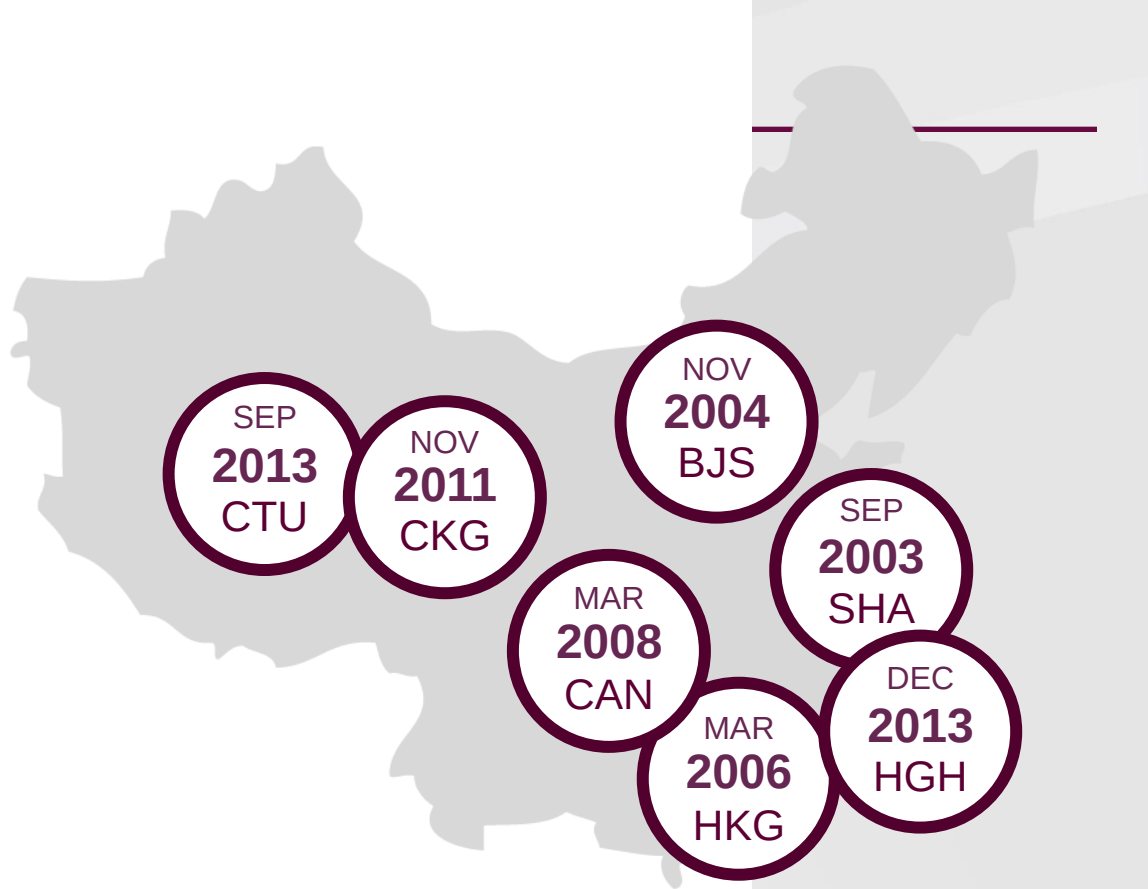
伊兹密尔（土耳其） - 2019年

和摩加迪沙（索马里）



中国区航点覆盖

- 中国7个航点直飞多哈
- 每周45个航班往返多哈



广州航点概况



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广州航点简介

- 2008 首飞 广州—多哈航线
- 2018年 广州开航十周年纪念
- 每周7班 A380 航班直飞多哈

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航班时刻表(广州- 多哈)

Routing	Flight No.	Departure	Arrival	Day of the week
CAN-DOH	QR875	0055	0550	Daily
DOH-CAN	QR874	0200	1425	Daily

飞行时间 CAN-DOH –09:55小时

飞行时间 DOH-CAN – 07:25小时

执飞机型： A380

广州航线空客A380-800客机（8F/ 48J/461Y ）



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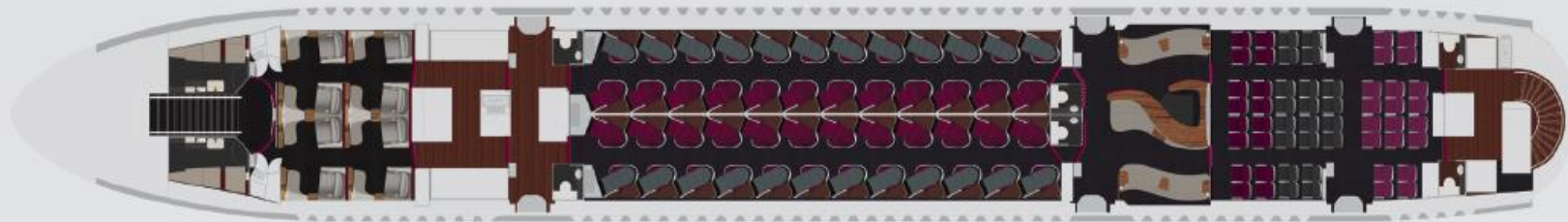
卡塔尔航空A380客机总览

上甲板

头等舱

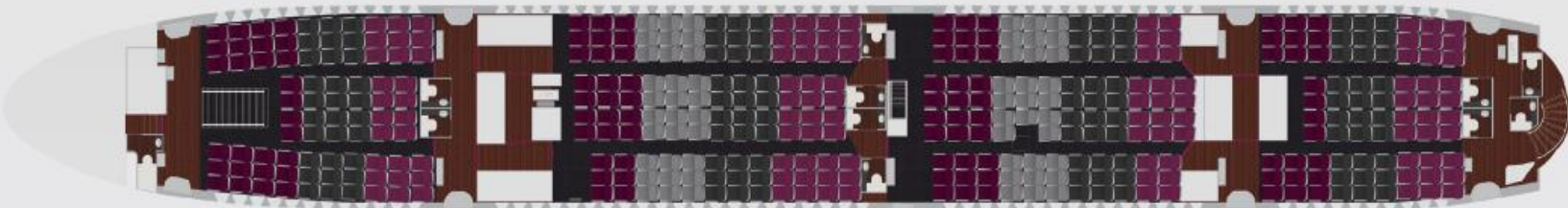
商务舱

贵宾休息室 经济舱



主甲板

经济舱



Going places together



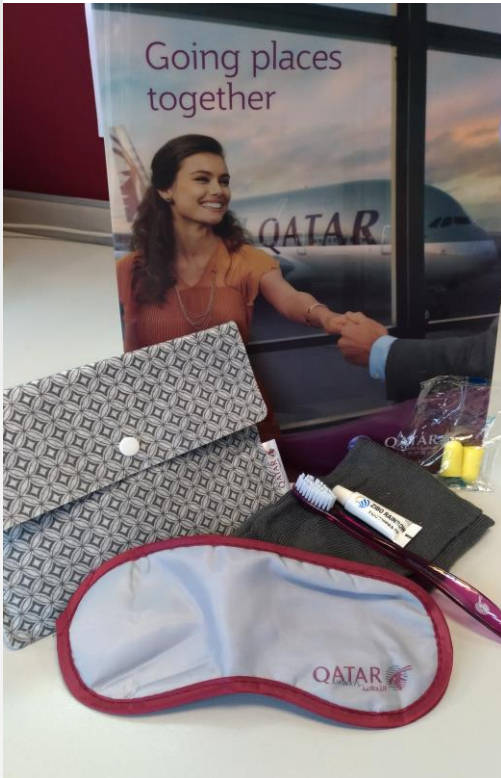
Economy Class



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Economy Class Amenities Kit



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Business Class



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空中贵宾酒廊



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First class



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First class

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Hamad International Airport

中东唯一的Skytrax五星机场

中东连续三年荣膺最佳机场

超过70个奢侈品店和超过30个餐厅选择

包含可容纳100间客房的机场酒店和Spa服务



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中转客运大楼



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机场内地铁



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Al Mourjan Business Lounge

15x17 Infinity Pool

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Al Mourjan Business Lounge

TOTAL SPACE: 10,000 square metres (2 floors)

TOTAL CAPACITY: 1,000 seats



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Al Mourjan Business Lounge

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Al Safwa First Class Lounge

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Al Safwa First Class Lounge



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Experience Economy Class Like Never Before



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INTRODUCING THE NEXT GENERATION OF ECONOMY CLASS

Our new Economy Class seat utilises innovative design technology to maximise space and deliver the ultimate in comfort, for all our passengers.

ORYX ONE

ooo

More than
4,000
entertainment
options



QUISINE
BY QATAR AIRWAYS

Tailored to the need
of our passengers



Personal comfort
amenity kits for
a relaxing journey



Innovative 19-degree recline system



Adjustable, lightweight
headrest wrap with
newly refined design



Magazine pocket
and USB Type C



13.3"

4K widescreens with
ORYX ONE in-flight
entertainment system



Dual trays for
maximum table space



GOING PLACES TOGETHER



Qsuite

First in Business

QATAR

Introducing a revolutionary quad design













A restful journey

The industry's first fully lie-flat double bed in Business Class.





A class of its own

Our first ever Business Class suite offering full privacy and a Do Not Disturb function



A woman with dark hair is lying in a bed inside an airplane cabin, reading a book. She is wearing a grey long-sleeved shirt. The bed has a white pillow and a dark, quilted duvet. To her right, a television is mounted on the wall, displaying a landscape image. The cabin interior is modern with circular air vents on the ceiling and a dark, textured headboard. The overall lighting is warm and ambient.

THE WHITE COMPANY
LONDON



A restful journey

A turn-down service with bespoke pillows, quilted mattress and soft, plush duvet complemented by The White Company sleepwear and slippers to enhance your rest.



ENJOY
PRE-SELECT
DINING

1

For First and Business Class
Qatar Airways ticket holders.



2

'Pre-Select Dining' is now available
when travelling from Doha to:



📍 Europe

(Flights longer than 5 hours)

📍 North America

📍 South America

📍 Australia and New Zealand 📍 Guangzhou and Bangkok

3

Visit qatarairways.com. Under
'My Trips' select your preferred
main course between 14 days
and 24 hours prior to departure.

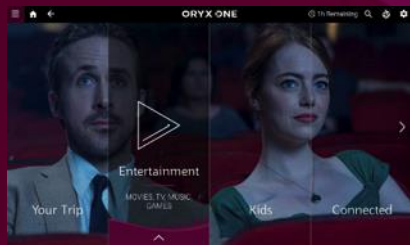


4

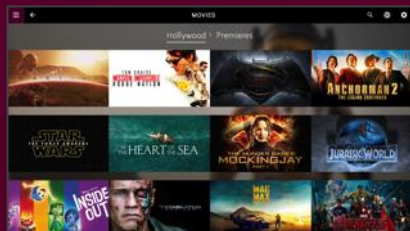
You will receive an e-mail
notification with your
confirmed meal choice.



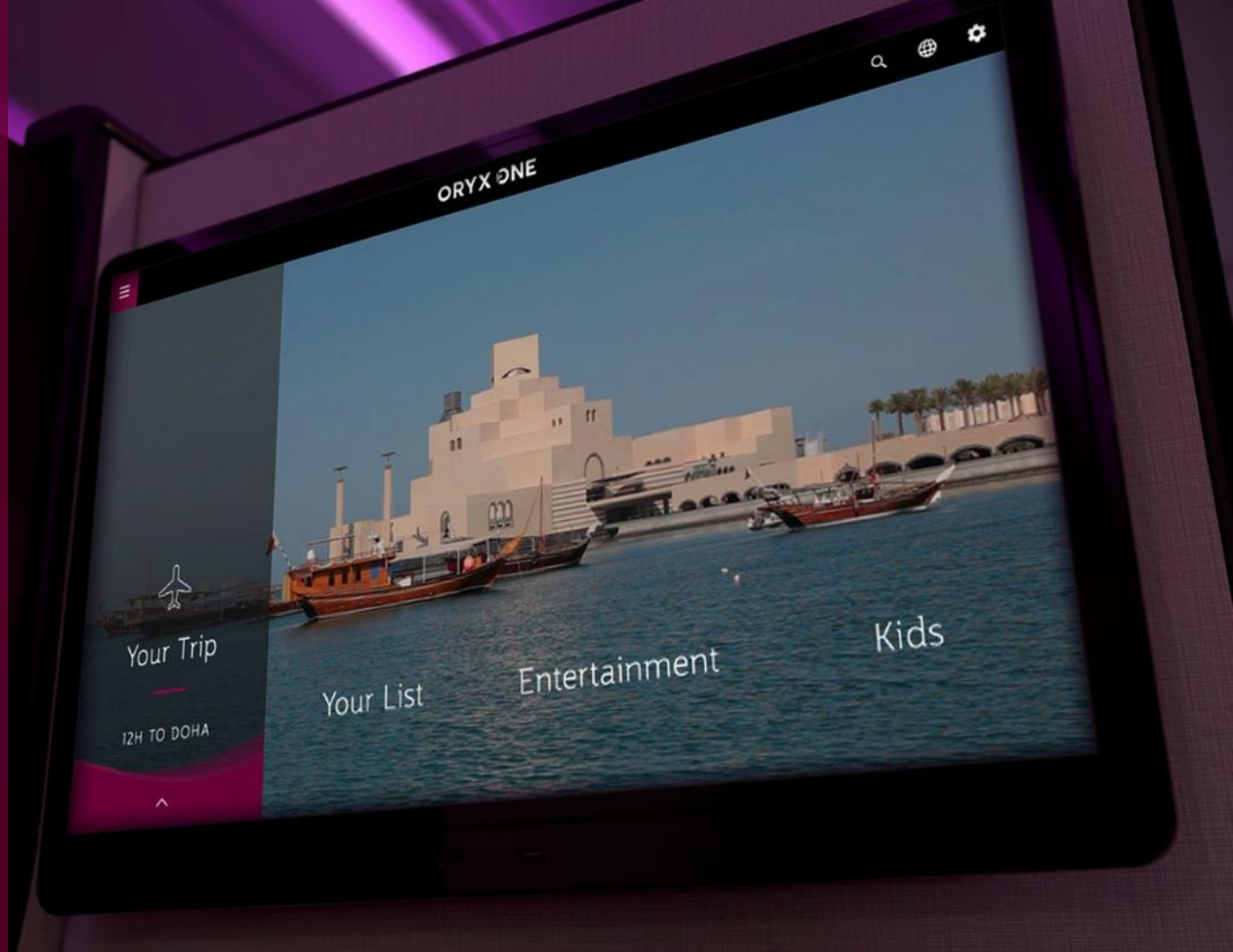
Touch-screen displays



Easier navigation



Custom viewer for children



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CASTELLO
MONTE VIBIANO
VECCHIO



Leaving our mark on the remarkable

Our complimentary BRIC'S amenity kit includes a carefully selected range of premium Castello Monte Vibiano products.

- Qsuite started from 24Jun17 and will be introduced on our B777 fleet progressively.
- Qsuite available on A350-1000 also.
- HKG, PVG, PEK to Doha now equipped with Qsuite

Qsuite

First in Business

QATAR

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Pop up message when sell in 1A

ALTEA RESERVATION DESKTOP (BASIC PACK)

Window Config Help



Command page

AGRP CONT DEPO STPP DOCA DOCO DOCS FFPN FFPR FFFU NGRP RIR RIZ STPY GSTA STFD GSTE STFS GSTN GSTP GRPB GGIN GRPA GEMD

MPAN // ACR CA CT DO FXA FXB FXX FXP HA HF HL NU SCR SM XE

TICKET RECONCILIATION NEEDED

--- MSC ---

RP/HKGQR0102/

```
1 QR 815 I 16OCT 2 HKGDOH HK1      1 0120 0520 77W E 0 M
  FLIGHT EQUIPPED WITH QSUITE
  CTC QR FOR ASSISTANCE
  MANDATORY APIS REQUIRED UNDER DOCS DOCO DOCA
  SEE RTSVC

2 QR 007 I 16OCT 2 DOHLHR HK1      0635 1200 77W E 0 M
  FLIGHT EQUIPPED WITH QSUITE
  CTC QR FOR ASSISTANCE
  MANDATORY APIS REQUIRED UNDER DOCS DOCO DOCA
  SEE RTSVC
```

>



Show seats:

Rear facing seat 1 / 22
 Right side of plane 1 / 10
 Facilities for handicapped/incapacitated passengers 0 / 8
 Preferential seat 0 / 22
 Left side of plane 0 / 10
 To be left vacant or offered last 0 / 2
 Get facility 0 / 2

Seat

Passenger

You must create a
 passenger in the PNR before
 you can request a seat

Send

Legend



Available seat



Available seat with characteristics



Occupied seat



Lavatory

J

1

5

J

7

10

K

J

G

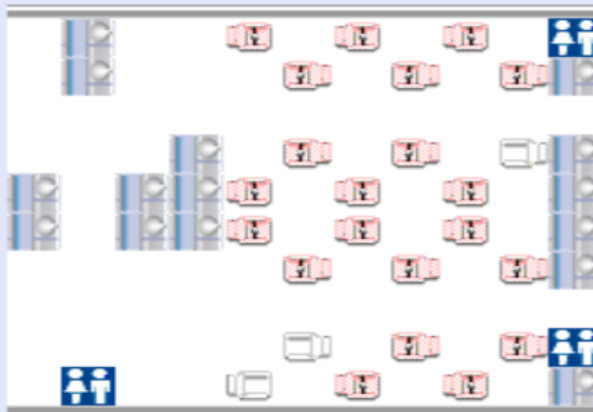
F

E

D

B

A



K

J

G

F

E

D

B

A



Contact Us

大中国区客服中心

General Reservations: 400-994-9991

Office hours: Mon – Sun 09:00 – 21:00

Email: customersupportcn@cn.qatarairways.com

卡塔尔航空公司24小时呼叫热线

Tel: +974 4023 0000

Check in online

Enhance your experience and save time at the airport by checking-in online. Choose your seat, print your boarding pass, and use the fast-bag-drop counters at the airport to check-in your luggage with ease.

Online check-in for flights from the U.S. opens 24 hours prior to departure and check-in for flights to the U.S. opens 24 hours prior to departure from Doha.

For all other flights, online check-in is available 48 hours to 90 minutes before flight departure.*

*Online check-in on qatarairways.com is only available for flights operated by Qatar Airways.

Questions & Answers

卡塔尔航空公司大客户协议指引

客户类型	订座舱位	参考折扣	额外行李	改期优惠	退票优惠	误机	延长时限
C类客户 (CNY70万起)	N舱以上	5%以上	无, 可单次申请	按GDS	按GDS	按GDS	有
B类客户 (CNY220万起)	N舱以上	10%以上	无, 可单次申请	免费3次以上	免费3次以上	免费	有
A类客户 (CNY500万起)	N舱以上	15%以上	无, 可单次申请	免费5次以上	免费5次以上	免费	有
Beyond Business	N舱及以上	积分兑换免票和升舱	可以积分兑换	兑换的机票免费	兑换的机票免费	兑换的机票免费	无

卡航大客户差旅计划申请资料

公司名称:

公司名称(英文):

地址:

地址(英文)

联系人:

联系人职位:

联系电话:

公司网页:

公司简介(简短):

出发地:

目的地:

头等、商务舱、经济舱的占有比例:%, %, %

一年/半年时间上述出发地至目的地的差旅总量及卡航销售量分别是多少?是否含税需注明。

主要选择的航空公司:

目前已有客户协议的航空公司:

客户对航司的要求:

团位申请流程, 规定及条款

- 为了让代理人与卡航同事沟通团位的相关事宜时能更加有效率, 我们创建了一个团位操作部门的公共邮箱 canqrgroup@cn.qatarairways.com, 请大家按规定格式发送邮件。
-
- 大家所发团位的申请及其相关操作事宜都需要发到公共邮箱, 同时抄送至相关同事邮箱, 以便我们及时跟进。请参照以下邮件规定的格式:
 - 1. 收件人: canqrgroup@cn.qatarairways.com
 - 2. 抄送人: cguan@cn.qatarairways.com awu@cn.qatarairways.com 或 相关的票务部同事邮箱
 - 3. 邮件主题: xxxx旅行社(询价/交订/出票/出票或交订延期/更改行程/取消机位/减少机位)
- 编码: XXXXXX (如果是已经起位) 30人2019年2月6日出发CAN-DOH-CAN
- 若是大家有任何特殊申请, 如延迟出票日期或上订日期, 请务必在原规定日期至少提前24小时发邮件申请;
- 否则一概不能接受申请。

团位申请流程, 规定及条款

- 规定及条款 (单团操作规定)
 - 1. 人数: 10人或以上
 - 2. 定金: 机位确认好7天内交付25%定金 (机票净价+YQ)
 - 3. 出票率: 80% (按照机票使用后计算)
 - 4. 团票更改以及退票: 不允许
 - 5. 拒签申请退票: 允许 (拒签客人人数不计入成团内)

卡塔尔航空2018年团队经济舱升级商务舱优惠政策

- 欧洲价格(不含燃油附加费) : CNY12,700
- 美洲价格(不含燃油附加费) : CNY38,700
- 非洲价格(不含燃油附加费) : CNY15,700
- (其中CAI/NBO: CNY12,700)
- 中东海湾地区(不含燃油附加费): CNY20,700
- 适用舱位 : “R”
- 换开票期限 : 经济舱团位出票后以及至少出发前3天
- **旅行日期 :**
- 2018年10月15日至 2019 年03月31日(旅程必须在03月31日前完成)
- 销售日期 : 2018年10月15日至 2019 年03月31日
- 休息室适用 : 允许
- 适用团类型 : 临时团 (ADHOC), 系列团 (SERIES-TOP/LEI)

Visa-Free Arrival



卡塔尔内政部2017年8月9日宣布，将对包括中国在内的80个国家的公民实施免签政策。这就意味着，今后，这80个国家的公民无需提前申请签证，只需持有合法护照就可入境。卡塔尔内政部官员表示，实施免签政策后，卡塔尔将会变成海湾地区最开放的国家。



Qatar stopover



卡航向乘客提供 - 定时定点的多哈城市
观光游

符合条件:

转机时间必须在5-12个小时之间

到达多哈时间在凌晨4点-下午19点之间 (当地时间)

- 1人需先到先得 等齐2个人就可以出发
每人收费40QAR

- 2人同行 可以提前从我们的官网进行预定
每人收费40QAR :

- 10人或以上团队可以在出发前在卡航票务柜台进行预定 每人收费85QAR

备注:

全程英语导游 时长2小时45分钟



Thank you

