



Inspiring Excellence

Internship Report on

Regent Airways

(Basic reactions on delay/cancel flight of customers)



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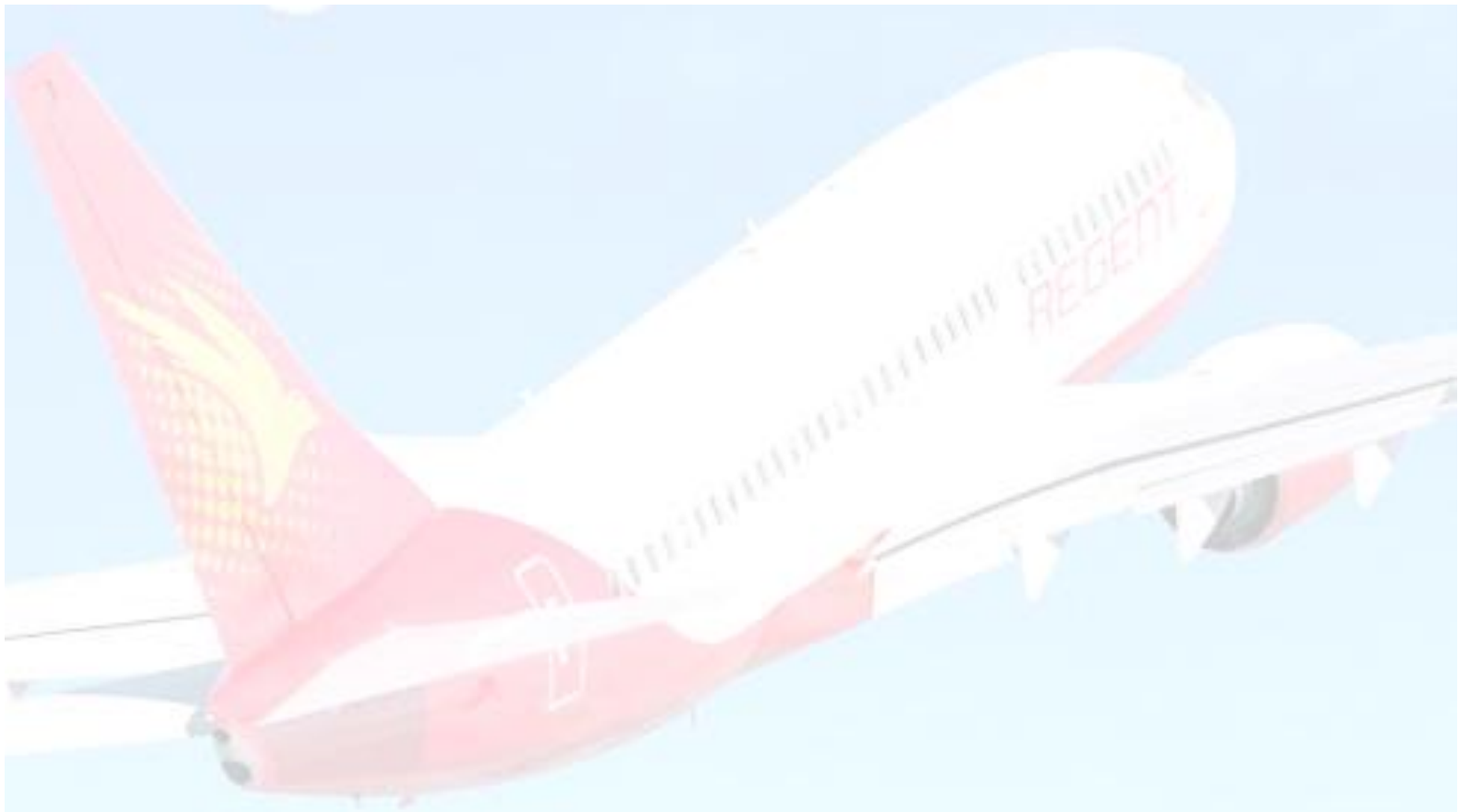
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Letter of Transmittal

13th December 2018

Rahma Akhter

Lecturer

Brac Business School

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Subject: **A letter of transmittal for submission of the internship report**

Dear Madam, here is the report that I was obliged to prepare as my internship to complete my graduation from Brac Business School, Brac University. I feel lucky that I have completed my internship from Regent Airways, a unit of Habib Group of Aviation. Throughout the report I have tried my best to give my full effort that I have gathered from my company. I have also tried to express my learning and experience throughout the report. As working on aviation company I have showed "Overall reactions of the passengers on delay/cancel flight" which is a very common phenomenon no a days.

I might want to thank you for allowing me the chance to compose this report and for your help. Or maybe, if there should be an occurrence of any further elucidation or elaboration as to my report, I would welcome the chance to counsel with you to investigate how my discoveries could best address your issues.

Sincerely Yours

S.M.Haider Zaman

ID: 15304120

Brac Business School

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Acknowledgement

On the very beginning I would like to thank almighty Allah to give me the opportunity to work in an aviation company like Regent Airways which is a unit of Habib Group of Aviation. Beside I would like to give my cordial thanks to my honorable supervisor Mrs Rahma Akhter who helped me to select my internship topic and work my report very efficiently. Their support and dedication will be remembered for ever.

I would also like to thank Mr Sajjad Hossain, AGM of CRS who assists me in different work throughout my internship period and also I would like to thank MR Amirul Islam, Manager CRS who was always beside me and guide me every time.

Last but not the list I would like to give a special thanks to my department, Brac Business School, Brac University. Each and every faculty of my university was so much co operative and helpful. Throughout my university life I have learnt so many things from my honorable faculties which I can apply in every sphere of my future life.

Executive Summary

Competition with the airlines industries are increasing day by day. Airlines are becoming more familiar also day by day. Apart from the international airlines industries we have few Bangladeshi airlines company. Novo Air, Regent Air, US Bangla, Biman Bangladesh Airlines and United Airlines which currently stop their operation due to bankruptcy. Among these five airlines company in Bangladesh Regent is doing better and trying to do better in the nearest future.

Managing passengers is really difficult to any industry. Regent is managing its potential customers very efficiently. There are basically two types of customers. One is business customer and another is economy customer. Regent is managing both the customers in a effective way.

To upgrade their sell Regent has different agencies who are selling their tickets everyday in a huge amount. They have their own sales outlets, sales counters too but besides this they have those agencies that are selling their tickets and getting commissions.

As the competition is increasing day by day among the airlines industries so it is also becoming very challenging to maintain the proper quality and service to the passengers. Still Regent Airways is trying its level best to ensure the top quality and service ahead.

Preface

One of my very close friend Zihan sudden called me and asked me what is the timing of Calcutta fare and timing to reach there. I told him about the fare and the timing of our airlines. He managed himself along with his father for a very urgent check up and medical treatment in Bangalore. For the time constraints he cut the Regent fare and as well as cut the tickets of a connecting flight in Bangalore. The day when he arrived with his sick father with all the preparations to reach there safely and all on a sudden he gave a text in the airport that flight will be half an hour delay for a technical reason. At that moment he had nothing to unless waiting. Result is nothing but he missed the appointment and his father did not get a proper treatment in Bangalore for doctor's tough schedule. They got very disappointed and get back to the city with a broken heart, alas!

Yes, I am talking about the delay flight or a cancel flight which is occurring very randomly now a days. Usually we use flight on some urgency or to make any conduct which need very urgent placement. Managing time from work life, going for a better treatment, emergency business plan or meeting for those all stuffs we use flight. It is really hurting when we face a delay flight or cancel flight even if it is right before the departure it will be more painful.

Sad but truth is most of the airlines industry make some delay very often. There might be technical issue or might be weather issues or might be some other personal issue to make delay on flight. Whatever the reason is this situation is really embarrassing for the passengers as well as for the authority too. Both the party faces pretty many difficulties solving this problem.

Throughout my internship period in Regent Airways I have observed the feelings of the passengers who are facing delay flight and cancel flight randomly. I have also learned how they overcome from the situation and take necessary actions. In my report I would like to show some reaction of potential passengers who are facing cancel or delay flight frequently.

About Regent

Regent Airways is a subsidiary of Habib Group of aviation which is a prominent industrial conglomerate in Bangladesh founded in Chittagong in 1947; it has employees more than 20,000 people and has several interests in textiles, aviation, cement, steel, real estate, insurance and banking. It is the parent company of Regent Airways, a private airline in Bangladesh and Regent Power Limited, a power generation company.

Regent airways have started their journey on 10th November 2010 with only 2 Dash8-Q300 and a single Boeing. Initially they had fewer destinations and less aircraft. They only operated in Chottagram and Cox's bazaar in domestic way and Calcutta and Thailand as an international way. By the time being they are operating too many domestic way and international way. Not only destination but also have increased the number of aircraft too. At present Regent have 5 Boeing flight and 2 Dash flight in total and recently they are thinking two increase another flight and destination in Dubai and China.

Working in Regent Airways I have realized that they have a very potential future and they could be one of the leading airlines company in Bangladesh. Chairman Yeasin Ali is very concern about his aviation company. Regarding their vision their DMD Mr Salman Habib, son of Yeasin Ali told that, "number of flight is increasing but adoptability is not increasing and if CAAB can give the better opportunity then they will think to create a HUB in Chottagram Shah Amanat International Airport", kaler kontho, 7th November 2018.

About LOGO

Red and gray logo: Red represents the regency of Regent Airways. It complements the priority and the exclusive essence of the brand. And the gray text represents the orthodox value of The Regent Airways.



Two doves: the golden pigeon represents the priority, the premium class and the flight power of Regent Airways. There are two pigeons in two different shades of gold. The deepest golden dove represents the contemporary class and experienced part of Regent Airways, while the lighter golden dove represents the younger and happier part of Regent Airways.

Golden bubbles: The golden bubbles represent different nations and countries of the world. In fact, the bubbles are the present and future destinations of Regent Airways. When you collect all the bubbles, bring a pigeon shape representing Regent Airways. There is a color gradient in the bubble pattern that is two different shades of gold. These represent the transformation of the past, present and future.

Mission: Regent Airways, having parent company Habib group of aviation has its mission to ensure best service within the Bangladeshi airlines industries and always give value on customer opinion and suggestion.

Vision: Vision of Regent Airways is to become one of the leading airlines industries not only in Bangladesh but also within the world and also make some innovation ideas and hubs domestically and internationally. May be one day they will be one of the leading Airlines Company in the world.

Objectives:

- ❖ Ensuring the best service to the customers
- ❖ Make a good relationship with the customers
- ❖ Make some offers and discounts for the passengers who travelled frequently
- ❖ Ensuring a safe and comfortable journey
- ❖ Measuring the effective lowest fare so that everyone can travel within their limit.

Regent Airways Destination and fare

Regent Airways is currently operating in Dhaka, Chottogram, Cox's Bazar, Saidpur, jashore in domestic way and internationally they are operating in Calcutta, Bangkok, Singapore, Malaysia, Mascot, Qatar, Saudi Arabia and recently they are thinking to operate in China and Dubai very soon. Regent is always concern about their cheap fare and they are providing the cheapest fare comparing with the other airlines industries in Bangladesh.

SECTORS		FARE STARTS FROM	
INTERNATIONAL		ONEWAY*	RETURN*
DHAKA	KUALA LUMPUR	BDT 21859	BDT 28428
KUALA LUMPUR	DHAKA	MYR 401	MYR 803
DHAKA	SINGAPORE	BDT 20614	BDT 37723
SINGAPORE	DHAKA	SGD 218	SGD 447
DHAKA	BANGKOK	BDT 15553	BDT 23838
BANGKOK	DHAKA	THB 6044	THB 9889
CHITTAGONG	BANGKOK	BDT 18667	BDT 26952
BANGKOK	CHITTAGONG	THB 6200	THB 10968
DHAKA	KOLKATA	BDT 6946	BDT 11410
KOLKATA	DHAKA	INR 4293	INR 7405
CHITTAGONG	KOLKATA	BDT 7803	BDT 14680
KOLKATA	CHITTAGONG	INR 6555	INR 10658
DOMESTIC		ONEWAY*	RETURN*
DHAKA	CHITTAGONG & v.v.	BDT 3704	BDT 7408
DHAKA	COX'S BAZAAR & v.v.	BDT 4304	BDT 8608

Package information

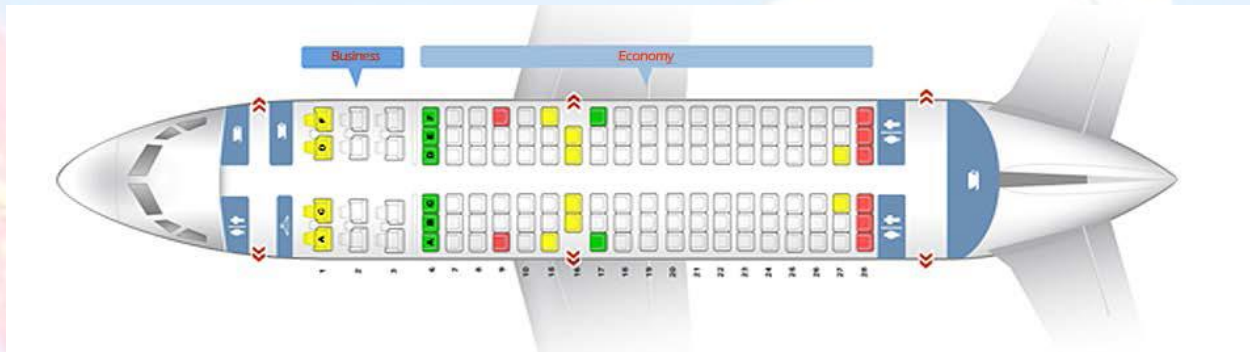
Regent has their packages with hotel accommodation in each destination apart from Saidpur and Jashore and Chottogram. In every international destination Regent has its own packages. Basically Regent offer a very attractive packages with hotel accommodation towards the passengers so that customers can avail this packages within their limit.

In flight seating

Boeing 737-700,800

The Boeing 737-700 is the most advanced and reliable narrow body airplane liner ever produced, with the fins combined this airship is more fuel efficient than any other in the same class. The Boeing 737-700 has an impressive 5510-kilometer full-load range and can transport

up to 756-1,835 cubic feet of cargo. The Boeing 737-700 of Regent Airways is configured with capacity for 126 seats, with 12 seats in business class and 112 in economy class. The comfortable, economy-class 33-inch seat ensures maximum passenger comfort and the 12 executive-class seats are configured with 45-inch reclining seats to give passengers the comfort they need to make their trip comfortable.



Model 737-700,800

Dash-8-Q300

The current fleet of Regent Airways consists of 2x Canadian-made Bombardier Dash-8-Q300 aircraft, each with a capacity for 50 passengers in a single-class undivided design. All seats have a generous 32-inch step and individual tray tables in a 4-seat abreast arrangement (except row 1 of 2 seats, D and F form a club with seats in row 2 D and F) through the cabin. Contoured upper

compartments provide more than adequate space for cabin luggage and accommodate individual reading lights and air conditioning control for each seat. The cabins of the aircraft are equipped with the System of noise and vibration (NVS), which minimizes noise to only 75 dBA, which makes the flights are calmer and more comfortable than other aircraft in its class. For optimum safety, the aircraft has up to 5 emergency exits for quick and safe evacuation of passengers in case of any emergency.



Model Dash-8-Q300

Organizational Structure

Regent Airways has different sectors within the company. Basically it has many more departments where employees are working with a proper dedication to achieve the breakeven point. Each department is involved with other department. Without a single department it will be more difficult for a company to run its regular work properly. The major department of Regent Airways is

- 
- ❖ Central Reservation System (CRS)
 - ❖ Pricing
 - ❖ HR
 - ❖ Accounts & Finance
 - ❖ Revenue
 - ❖ Procurement
 - ❖ Holidays
 - ❖ Marketing & sales
 - ❖ Audit
 - ❖ Customer support
 - ❖ Ground service
 - ❖ IT

Central Reservation System (CRS)

The CRS team basically who are the heart of any airlines industry are working 24/7, 3 shift to achieve and meet the company's mission, vision and goals. Controlling the overall sales counters managing tickets, managing the agencies and prevents others to do any unauthorized ticketing or working is the main work of CRS team. In a word without CRS team a plane never could be able to fly in the sky.

Pricing

Another very important department is pricing. Who are also working dedicatedly to meet the goal. Basically they are responsible to move up and move down the RBD which means the fare. It happens in airlines industry that right now you are watching one fare and after few moments you will watch another fare. Basically pricing department is liable for this. Moving up without any reason or moving down without any reason is not possible and if it happens they will be liable and it will create a great hamper into the company.

Human Resource (HR)

The team HR basically controlling all the employees who are working in the company. Recruiting and selecting the new employees is the main work of team HR. they also observing if the office environment is properly working or any inappropriate work is going on.

Accounts & Finance

Basically the team accounts and finance are related to one another. They are calculating all the financial terms, the profits and the losses.

Revenue

The team revenue is always concern about company's overall earning. They are liable for any debit or credit terms. Any refund or reissue charges will be concern with revenue team.

Holidays

The team Holidays are responsible to arrange any packages within the country or internationally. They basically make agreement with different hotels and make preferable packages for the passengers who want to travel with transportation and hotel package.

Customer Support Team (CSR)

Customer support team is one of the main invisible part of airlines industry. They are dedicatedly maintaining good and proper relationship with the customers. They are providing the available lowest fare to the passenger and also after the flight who are travelling with us, they are making phone call survey about their satisfaction. This is very important to measure the service quality.

Marketing & Sales:

Basically the marketing and sales department is involved to do marketing and selling tickets. We have different operational zone inside the country as well as outside the country. The main operational zones are.

Dhaka

- ❖ Chottogram
- ❖ Cox's Bazar
- ❖ Saidpur
- ❖ Jashore
- ❖ Calcutta
- ❖ Thailand
- ❖ Singapore
- ❖ Malaysia
- ❖ Kathmandu
- ❖ Qatar
- ❖ Oman
- ❖ Saudi Arabia &
- ❖ United Kingdom

Job Description and activities

Basically CRS is the heart of Regent Airways. Central reservation team is working continuously 24/4 and 3 shifting. It is really challenging to maintain proper corporate relationship with the corporate partners. Having appointed directly as a Junior Executive rather than MTO, as a member of CRS team we are assist with an email as well as we have 4 phones. We have to provide service throughout the mail and phone call. Managing all the customers, informing throughout mail and message if any of our flight will be delayed or cancelled, shifting passengers in case of emergency is all the duties and responsibilities of team CRS. Checking out all the flight if there are any overbook and doing PFC which means pre flight checking is also the responsibilities of team CRS.

During my 3 months period of time I have learned how to handle the corporate partners. I have also learned how to shift one passenger into another flight in case of emergency with strategic alliances. I have also learned how to keep patience if any intolerable circumstances happen in front of you.

Basically I got appointed into the company when our Dammam flight has stopped its regular operation due to some operation constraints. I feel really lucky that as a new employee or intern my company assign me to handle all the passengers from September 2018 to February 2019 who already cur their ticket. So I have to make a proper communication with them, though it was really difficult to maintain a proper communication as majority of the passengers is the lower class passengers. So it was really challenging to me to make proper communication with them, providing them correct news, and asking them their desired date when they want to travel further and by their preferable I have to arrange ticket either from Biman Bangladesh Airlines or Saudia Airlines or Air Arabia. As a result I also get some ideas of other airlines industries strategies.

As I was assigned in a cancelled flight scheduled so my respective internship supervisor ask to do work on delay flight and my report is based on it.

Key Responsibilities

Main key responsibilities are the giving proper quality service: Giving the quality service is the main key responsibility of Regent Airways. At any cost the authority wants the proper service and a quality service from their employees

Providing feedback of all the e-mails of our corporate partners: Basically the corporate partner's means the agencies mail us to get their service properly. If they face any problems regarding issuing the tickets as they have not the full VRS access they mail us and we have to reply properly of those mails.

Observing PFC (pre flight checking): Checking the pre flight overbooks or not ticketing portion very carefully. Because one not ticketing or booked ticket means affecting in revenue.

Doing SSRP (pax class checking and if there any booked ticketing): Checking the overall class and measuring the average class passenger in a particular flight.

Re-accommodation: Re accommodation of passengers if any flight delayed for more than 1 hour or cancelled out.

Re arranging flights: Re arranging the flights depending upon the passenger load if needed

Proper use of VRS (Videcom Reservation System): As we are working with a software name VRS and used widely nationally and internationally. So we have to ensure a proper knowledge about this software to work swiftly.

Challenges

It is really challenging to work in headquarter and making your boss happy by all side. The harsh reality is if you did a lot of good work, your single wrong work will break all your past record. It is the common phenomenon happening in the corporate life.

I also face some challenge while working with the seniors who are already very expert with the software where I am very new. Apart from this it was also challenging to disturb others for my work where they are very busy with their work. Though few of my colleagues are pretty much

helpful. They tried their best to help me a lot. Apart from this personal challenge I face challenges while working some technical issues like giving TL, time limit and voiding the ticket. As well as I face challenge while reissuing a ticket. Because one silly wrong work will directly affect revenue and finance.

Moreover it was really challenging to do my assigned work during last 3 months. It was really very difficult and challenging to rearrange and re-accommodate the Saudi Arabia passengers into another flight. As a fresher I faced really difficulties while doing my regular work but Alhamdulillah by the grace of almighty Allah I did my work very efficiently and my bosses mates and seniors are really happy on my work.

Research Background

Origin of the Report

The main motto of making this report is to complete my internship program. Having 3 months time of my internship period at Regent Airways beneath supervision of Mrs Rahma Akhter, this report has been arranged.

Objective of the study

General objective

As per rules of Brac University I have to complete my graduation and for this I have to complete the internship period as well as making a report what I have done during 3 month of time period.

Specific Objective

Apart from completing my internship program another purpose of making this report is to show you the overall reactions of the passengers who frequently travelled or passengers who have faced a delay flight or canceled flight. Basically now a days delay a flight or cancel flight is a common phenomenon in airlines industry. There are different issues apart from technical or weather issues. There might be some operational constraints or might be some shortage of experienced pilot. Another reason might be the aircraft changes or to run different places with a single career. However my main motto of doing this report is to find out the overall reaction of the passenger when a flight cancel or delay. What are their feelings or thoughts. The main motto of doing this report is;

- ❖ What are the general reaction of the passenger when they face delay flight
- ❖ When a flight canceled, the decision airlines industries made is really effective or not
- ❖ If the customers are getting the appropriate solutions
- ❖ Their overall ideas about the industry

Scope of the study

We the general people are the main sample of this study. As I were supervised to make 10 questions and collect the answers of the passengers who have travelled in an airlines and faced delay flight once at least. I have made 10 questions so that if the respondents do not get bored while answering the questions. Their valuable answer helps me a lot to make my report successfully.

Methodology

Basically this report was made by the practical work experience what I have gathered during my internship report and then I have made an online survey to justify if my work life experience is really matched with my data in general.

Source of Data

Basically there are two types of data, one is

- ❖ Primary Data
- ❖ Secondary Data

Primary data source:

Conversation with the employees
Conversation with the passengers
Practical desk work
Personal experience while working with different people

Secondary data source:

Online survey
Different data source from Regent Air

Respondents and sample procedures

General people who are travelling by air and facing delay or canceled flight are the main sample of this report. Moreover the overall passengers who have travelled with Regent Airways are also the sample of this report. Besides the passengers of Saudi Arabia flight is also the sample of this report. Passengers who came to our office to collect their new ticket I have talked with

them about their position and reactions of that flight. Not only Saudi Arabia but also Saidpur and jashore flight passengers who have purchased tickets but cannot travel due to not operating the flights I also talked with them. Their reactions and suggestion are really important to me.

Sample size

Due to very short time of period I can only collect 60 samples of respondents which is a standard size to make a report shortly. I collect their response as well as I have also some data of survey report that we have done while a flight already finished to know the reaction of the passengers if they have any complain or suggestions.

Limitations of the study

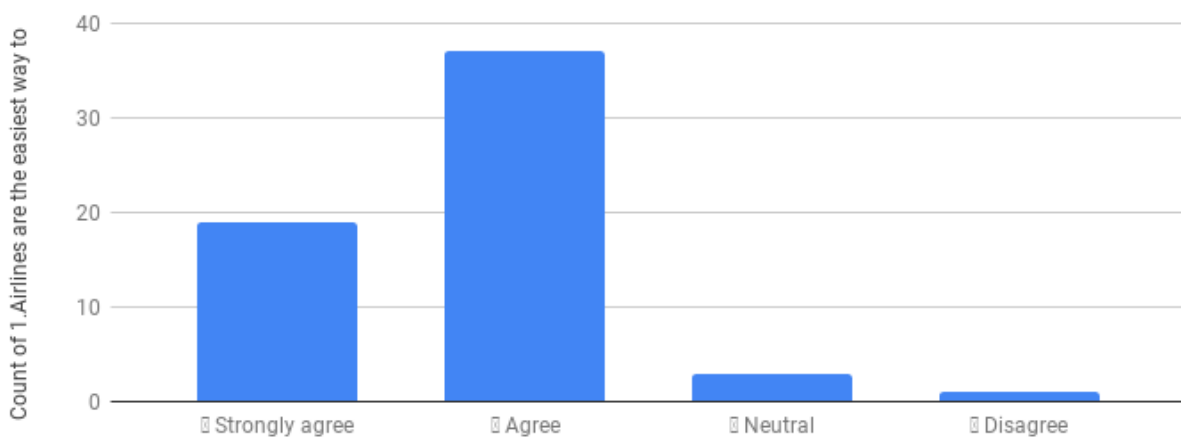
Each study or report have some limitations and like others I have also faced some limitations while doing the report. First of all there are many more passengers who haven't faced any delay or cancel flight yet. Moreover I was assigned with Saudi Arabia flight and most of the passengers of these flight are the lower class people who work there and the only dependable person in their family. So authorizes decision may vary from person to person. Besides as a member of CRS team each and every person in this team are remaining busy 24/7 and as a result I didn't get the proper guide while doing my internship. Internship period is really very short time period so I is really very hard to get the opportunities to learn more or to apply the existing theory or experience into there. Another limitation I have faced the correct respondents.

Analysis

Convenience

Usually people use air while they have some urgency or they have to attend somewhere within a very short time of period. So during this time if a aircraft delay its regular schedule or cancel its regular flight then it would be very disappointing for the passengers. While I used to do survey over phone then my real life experienced passengers were really frustrated when a flight delay or cancel.

Count of 1. Airlines are the easiest way to conduct with any business deal or family deal within a short time, domestically as well as internationally?



1. Airlines are the easiest way to conduct with any business deal or family deal within a short time, domestically

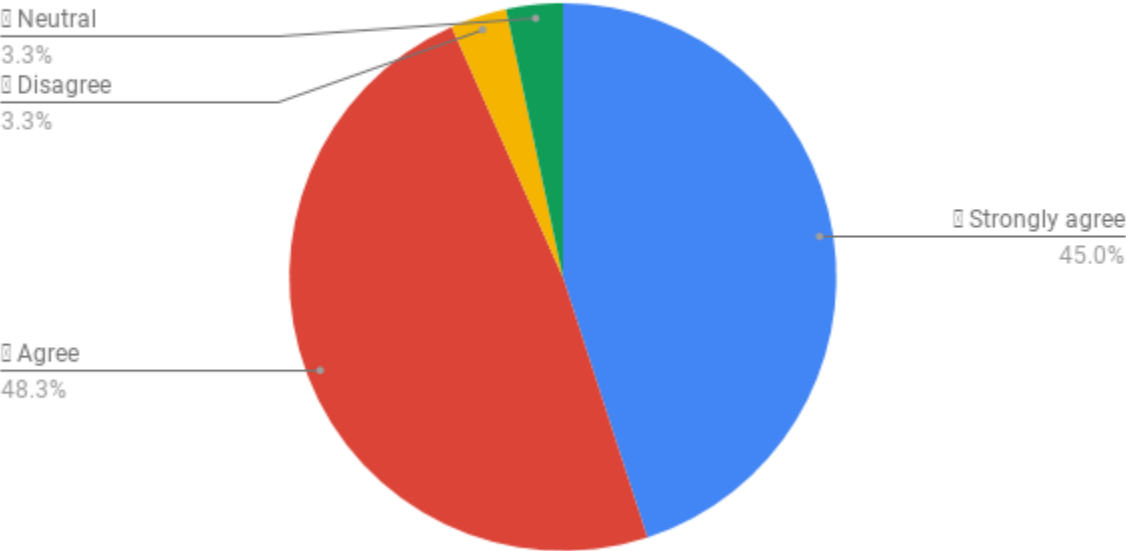
From the analysis we can see 90 percent of the respondents are agree or strongly agree that they use aircraft while visiting a place in terms of emergency. So at that time if any delay or cancel occur their reaction will be really bad towards the industry.

Ensuring quality service

To any airlines industry first of all they have to ensure a proper and unique service quality. They might have fewer destinations but whatever they have they have to maintain properly. One industry is increasing their destination but totally unable to maintain the proper service than

customer reaction will be really bad to the industry and of course they will think to switch the company.

Count of 2. Do you think ensuring the best service should be the main motto of any airlines industry?

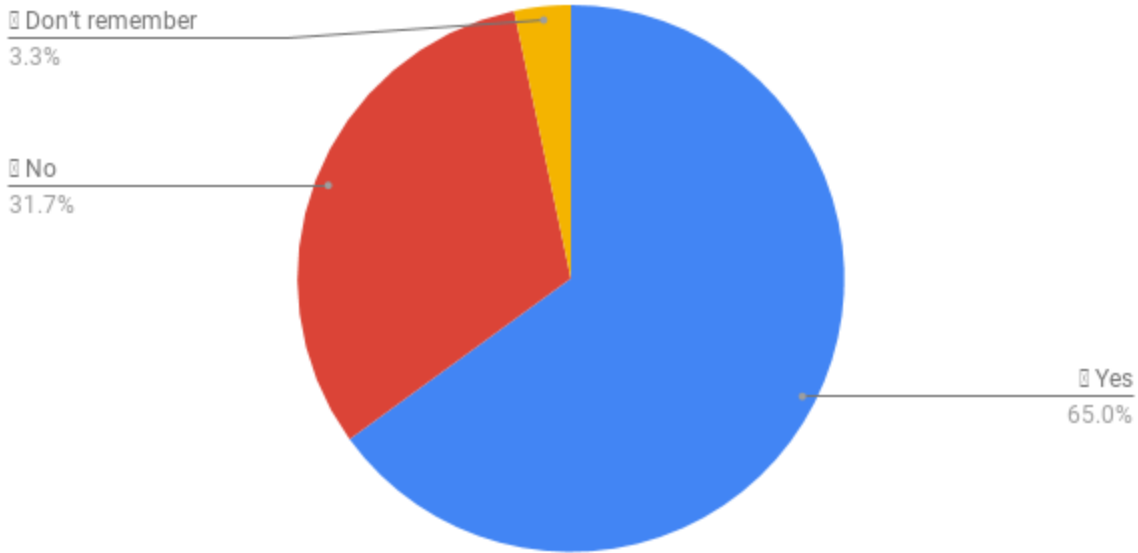


93 percent of respondents are believed on quality service. Whatever they have, they have to maintain it properly and this should be the main motto of any industry.

Real life victims of delay flight

Delay flight or cancel flight now a day is a common phenomenon. Most of the passengers are facing delay flight now days. From my sample it is sorrowful but true that;

Count of 4. Have you had a delayed or cancelled flight in last six months?

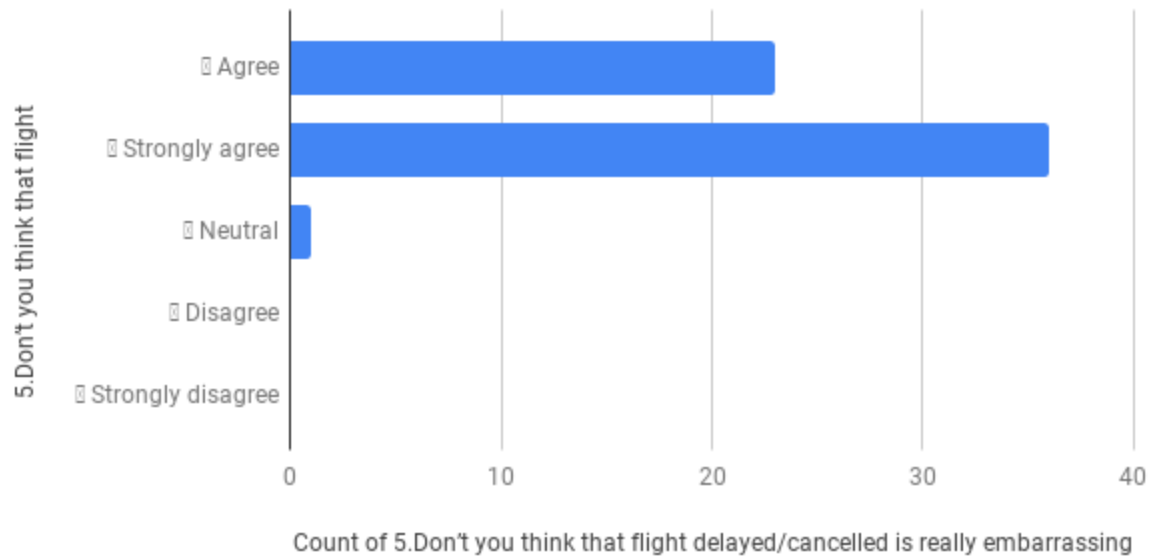


65% of the respondents have faced delay flights or canceled flight. It is really shameful for us as Bangladeshi airlines industries. We should have to be more focused on what we have.

Embarrassing situation

When a flight canceled or delayed the general people get embarrassed and annoyed towards the industry. From my research I observed that

Count of 5. Don't you think that flight delayed/cancelled is really embarrassing for the passengers who are travelling

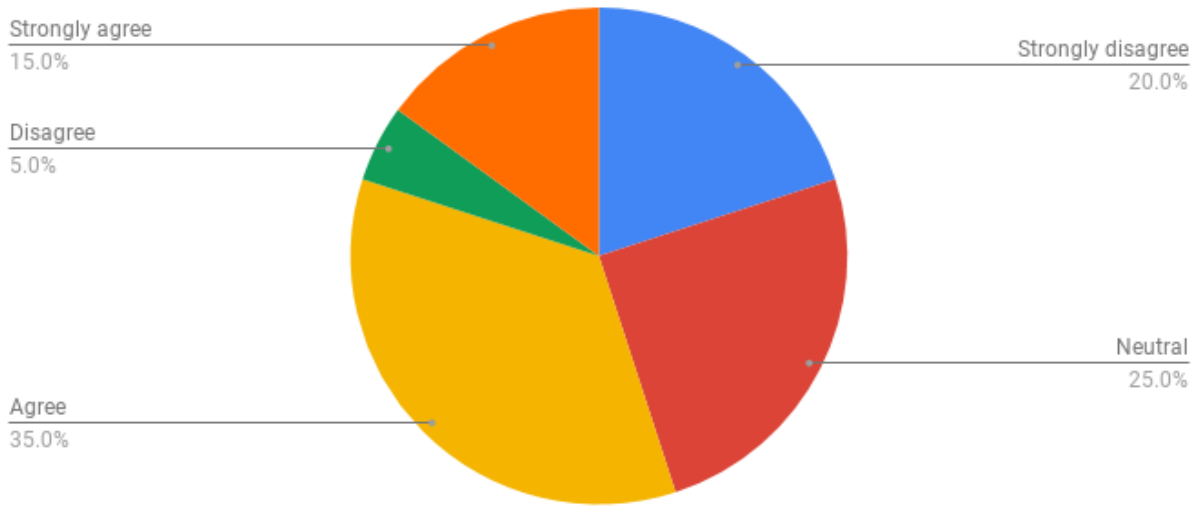


More than 95 percent people are getting embarrassed while a flight delay. These things are not a good sign for any airlines industries.

Strategic alignment

Working in an aviation industry I believe that going for a strategic alignment or rearranging re-accommodating the passengers is really difficult. Passengers are right on their point of view and they want to go by any cost. in my research paper I found it very interesting

Count of 7. Arranging another flight for the passengers through strategic alliances is also a challenge for any airlines industry, do u agree?



like I can see that few people are really strongly disagree on my point. Basically they might think that authority cancel or delay flight without any reason and if they want they can re-accommodate or re-arranged passengers very easily but things are little bit difficult in reality.

Refunding issues

Actually passengers don not want refund and they want to travel at any cost. Because if they get full refund then perhaps it will be a temporary solution because it will hardly possible to arrange another flight within the same fare for the passenger. So from my point of view refunding is not a proper solution and the observation is

Count of 8.Do you think refunding all the money to the passengers is a good or proper solution while cancel a flight?

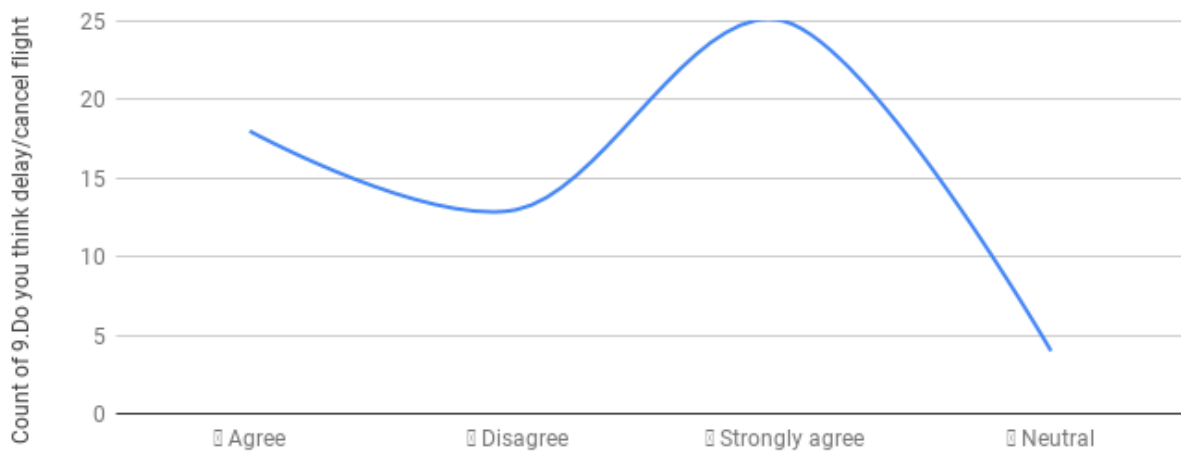


Respondents strongly countered that refunding money is not a proper solution because they will get the same fare from other airlines as the flight is immediate. Regarding refunding money when delay flight I noted that “Though refunding money is not a proper solution but each time it is not possible to rearrange different flight for the passengers, Sajjad Hossain, AGM, CRS.

Affecting long run

For any aviation industry these kinds of activities like delay a flight or cancel flight is really very bad and it will effect in long run as well. From the respondents I can see that they are totally agree with that this will effect in the long run.

Count of 9. Do you think delay/cancel flight is a matter of hampering overall reputation of that airlines industry and will affect on long run?



9. Do you think delay/cancel flight is a matter of hampering overall reputation of that airlines industry and

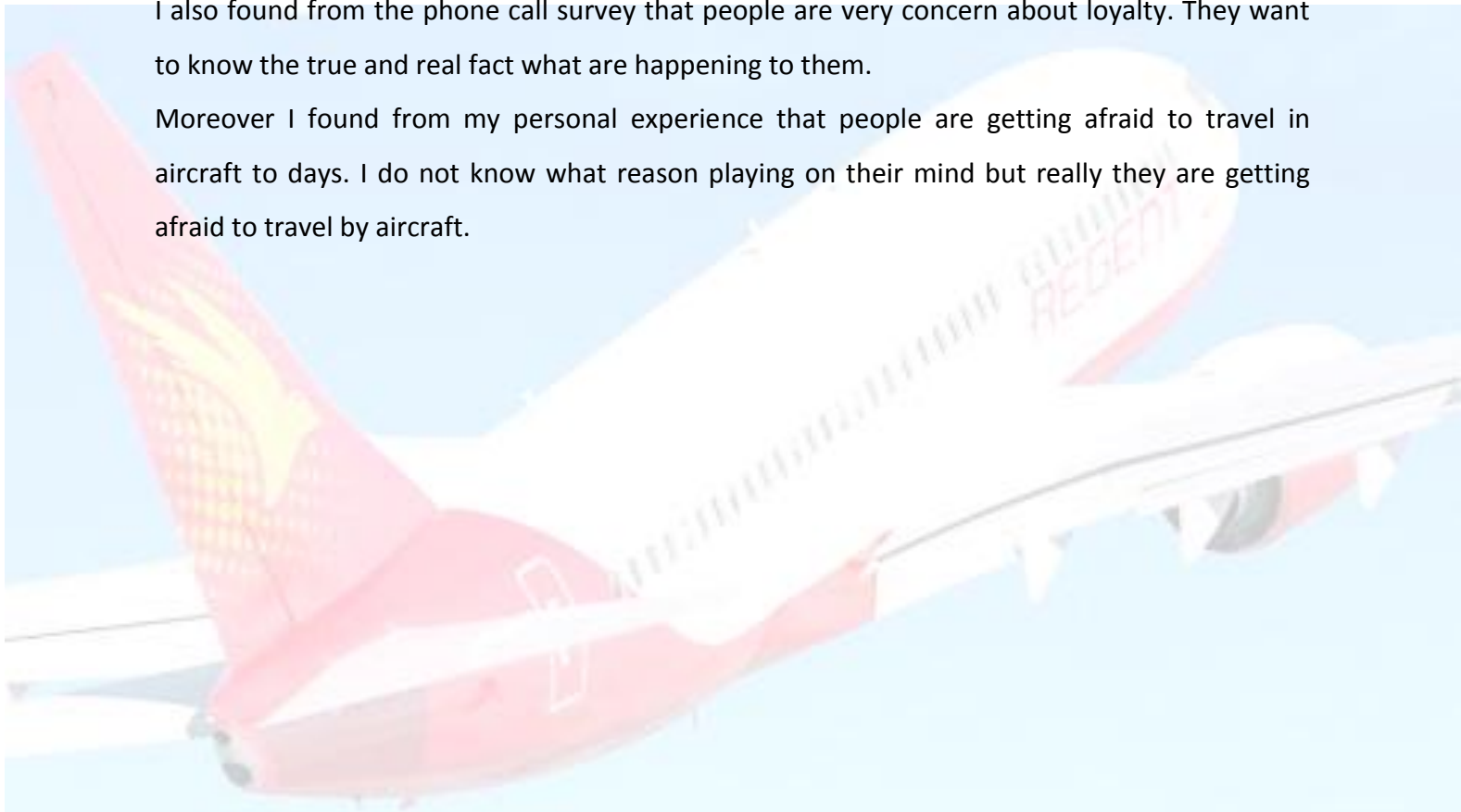
It is really very alarming message for any aviation industry. If they do not get aware of these than it will really affect the company in their long run. Deputy manager Mr Salman Habib stated that, "In the nearest future Regent authority is thinking to take more initiative to do better in the long run".

Findings

While doing the report I found that passengers are really very focused on time. Basically people use aircraft in terms of any emergency or nay family trip. If the flight kill their time or day then it will be really embarrassing. From the survey I really found it that people want proper service on time. They do not want their money back rather they want what they have invested, it will give them a proper feedback.

I also found from the phone call survey that people are very concern about loyalty. They want to know the true and real fact what are happening to them.

Moreover I found from my personal experience that people are getting afraid to travel in aircraft to days. I do not know what reason playing on their mind but really they are getting afraid to travel by aircraft.



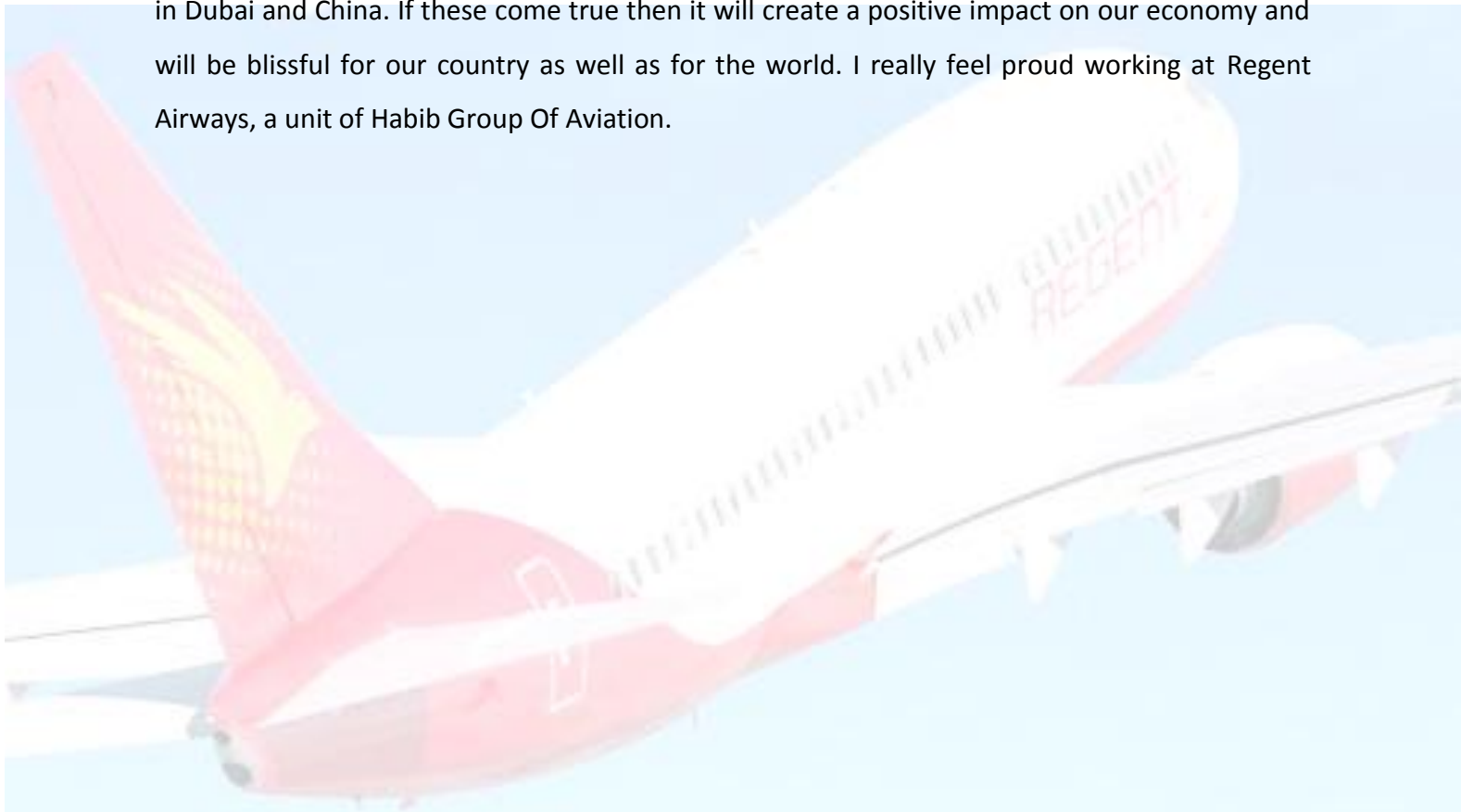
Recommendations

Though my work tie is very little with Regent, other company is Habib Group of Aviation. It is really very difficult to recommending something for this company but still I have something to say about this company:

- ❖ They should be more concerned on their service quality
- ❖ They shouldn't be focused only on increasing destination rather they should be focused on best service, fewer destinations
- ❖ They shouldn't be more concerned about their revenue, rather they should concerned on service because I believe best service will earn best revenue
- ❖ Selling tickets even before six months of your flight departure is not a good decision because no one knows what will happen after six months. Selling tickets 3 months before of your flight departure is fine but not more than that
- ❖ They should be more concerned on team work and be more productive in an organized way
- ❖ Employee motivation is very less in this company. They should be more focused on employee motivation. Because without employee motivation no better output will be possible.

Conclusion

Regent Airways, having motto of “Every little things counts” is has started its journey in 2010 and of its eight years of journey it is doing tremendously good. Regent Airways is providing service towards its passengers since last 7 years. It has flights domestically as well as internationally. No doubt Regent has a very good possibility to become one of the leading aviation companies in Bangladesh as well as in abroad. Recently they have planned to operate in Dubai and China. If these come true then it will create a positive impact on our economy and will be blissful for our country as well as for the world. I really feel proud working at Regent Airways, a unit of Habib Group Of Aviation.



Questionnaire on Delay/Cancel Flights

1. Airlines are the easiest way to conduct with any business deal or family deal within a short time, domestically as well as internationally?

- Agree
- Strongly agree
- Neutral
- Disagree
- Strongly disagree

2. Do you think ensuring the best service should be the main motto of any airlines industry?

- Agree
- Strongly agree
- Neutral
- Disagree
- Strongly disagree

3. Usually we use flight when we have some urgency of or any office/family trip which is pre planned, isn't it?

- Agree
- Strongly agree
- Neutral
- Disagree
- Strongly disagree

4. Have you had a delayed or cancelled flight in last six months?

- Yes
- No
- Don't remember

5. Don't you think that flight delayed/cancelled is really embarrassing for the passengers who are travelling internationally/domestically for a family trip or office work?

- Agree
- Strongly agree
- Neutral
- Disagree
- Strongly disagree

6. Delay/cancel a flight right immediate of your departure or even one week ago in a rush time is too difficult to find out further flight within the same fare?

- Agree
- Strongly agree
- Neutral
- Disagree
- Strongly disagree

7. Arranging another flight for the passengers through strategic alliances is also a challenge for any airlines industry, do u agree?

- Agree
- Strongly agree
- Neutral
- Disagree
- Strongly disagree

8. Do you think refunding all the money to the passengers is a good or proper solution while cancel a flight?

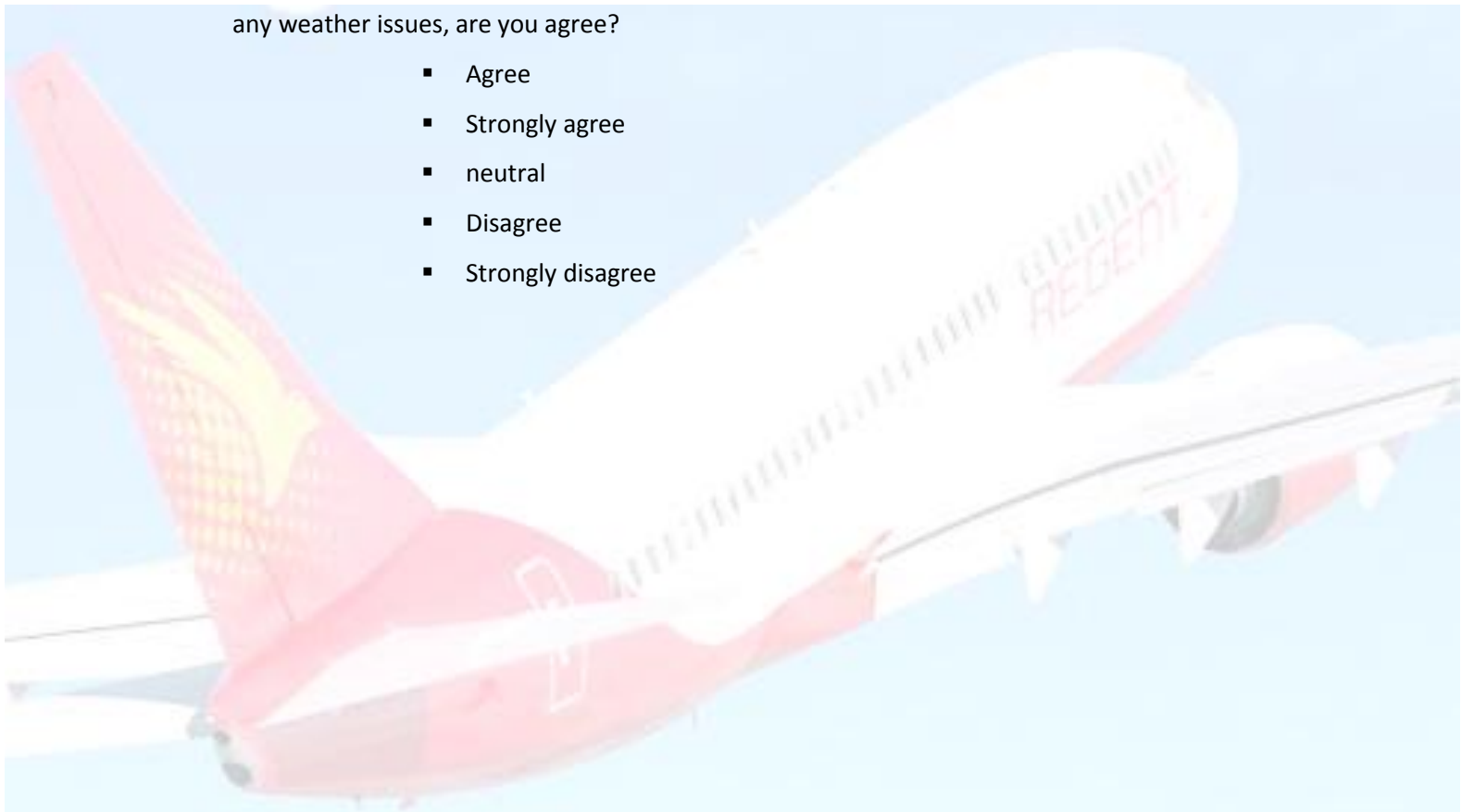
- Yes
- No
- May be
- Strongly no

9. Do you think delay/cancel flight is a matter of hampering overall reputation of that airlines industry and will affect on long run?

- Agree
- Strongly agree
- Neutral
- Disagree
- Strongly disagree

10. Each airlines industry should concern on their service, especially on delay/cancel flight apart from any weather issues, are you agree?

- Agree
- Strongly agree
- neutral
- Disagree
- Strongly disagree



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