

TripAdvisor Reveals Qantas As Travellers' Favourite Airline In Australia Based On Reviews For Third Consecutive Year

Air New Zealand Named Best Airline in South Pacific; Singapore Airlines is the World #1

[TripAdvisor](#)®, the world's largest travel site, today announced the winners of its Travellers' Choice awards for Airlines, identifying travellers' favourite carriers in Australia and the globe.

Qantas was named the number one airline in Australia whilst Air New Zealand took the top spot for the South Pacific. Singapore Airlines is the best carrier in the world for the second consecutive year.

"Congratulations to the fifty plus airlines around the globe that won this prestigious award, including Qantas, Air New Zealand and Singapore Airlines," said Bryan Saltzburg, president of TripAdvisor Flights, Cruise & Car. "The airline industry continues to focus on improving the overall flying experience, and these award-winning carriers are at the forefront. Airlines worldwide recognize this Travellers' Choice award as a huge testament to consumer recognition."

Now in the third year of Travellers' Choice awards for Airlines, the prestigious 2019 award categories honour 57 airlines in 91 total awards that provide exceptional value and service across the world.

Excerpts in quotes below from TripAdvisor reviewers.

Fly High with Qantas in First Class

With its reputation for excellence in safety, reliability and customer service, [Qantas](#) was also awarded Best First Class in South Pacific & Oceania.

According to a TripAdvisor reviewer: "I was dreading this flight, but 17 hours is just not long enough! The seat is phenomenal, especially the seats that are by the window (and away from the aisle). Service is spot-on, and there is really nothing to fault. The Chauffeur Drive service removes the anxiety of getting to and from the airport."

Air New Zealand Soars with Six Awards

Named the Best Airline in South Pacific, [Air New Zealand](#) is also amongst the world's top 10 airlines and leads the way with its Premium Economy service class, with awards for Best Premium Economy in South Pacific & Oceania, and the World. The airline was also recognised for offering the Best Business Class and Best Economy in South Pacific & Oceania.

A TripAdvisor reviewer praised: "From one minute through to getting our luggage, Air New Zealand could not be faulted. The staff onboard as well as pre-flight were courteous, professional, and hard working. We were kept informed throughout the flight- while it was long over 12 hours, it was managed perfectly by the airline. Food and films were enjoyable and extra food or drinks were available if required. Overall, Air New Zealand was excellent all round."

Top 10 Airlines in the World:

1. Singapore Airlines

According to a TripAdvisor reviewer: "I used Singapore Airlines three times on a recent trip to New Zealand and back, and was so impressed, especially with the consistency of standards. I flew on the A380, in economy. I had plenty of legroom, the food was excellent and the crew so friendly and helpful. Every interaction I had was greeted with a warm and genuine smile. Nothing was too much bother, and often my needs were anticipated before I could make a request. If I made the trip again, I would definitely use Singapore Airlines."

2. Qatar Airways

According to a TripAdvisor reviewer: "I have used Qatar Airways numerous times on my travels to Thailand. The aircrafts are well-maintained, the service is one of the best in the business, the food is pretty good and the IFE provides you with a wide range of choices. Check-in procedures are organised and efficient, the staff are very professional and friendly both in the air and on the ground. Sitting on the upper deck on the A380 is a delight. If you hold a frequent flyer card of Qatar Airways, they will almost always honour the request of sitting on the upper deck. Even though I travelled economy class, I still got a pre-flight

drink. Now that is service!"

3. EVA Air

According to a TripAdvisor reviewer: "This was my 9th time flying with this airline in a year. I have flown for many years and all I can say this airline is above the rest. In economy I had: real cutlery, menu for food service, seat reclines more than the average in industry, great Service - tooth brush and accessories in washroom, friendly / efficient staff. To top it off, the price point is more competitive than airlines with substandard service!"

4. Emirates

According to a TripAdvisor reviewer: "Although we flew to Milan from NY in the Economy section of the plane, we felt as though we were in First Class. The service provided by the staff was excellent. The attendants were top notch and were always visible and anticipating your needs during the flight. Over the course of the eight-hour flight we were provided with two meals, and as many drinks as we wanted at no cost. The seats were very comfortable and equipped with a telephone, a large TV screen with every movie you could think of and a huge selection of TV programmes and music. We cannot express enough how much we enjoyed our flight on Emirates and hope to travel with them again soon."

5. Japan Airlines (JAL)

According to a TripAdvisor reviewer: "Excellent airline. We fly quite regularly to Australia, and now choose to fly via Japan. It is a fascinating country and we spend three or four days in Tokyo or Kyoto, to break up the journey. It also really helps to avoid jet lag. Flying JAL has been a real bonus. They are considerably cheaper than BA and Qantas, but service and comfort are superior. Service from cabin crew is exquisite and charming, and the food is exceptional. So far, they have always arrived on time."

6. Southwest Airlines

According to a TripAdvisor reviewer: "I fly Southwest just about everywhere I go. I always try to book out 30+ days in advance and search the SW website on Tuesdays for specials. It's NO frills, get from point A to B in time. I also enjoy being able to take two bags free. SW has EXCELLENT baggage service. USE IT!"

7. Azul

According to a TripAdvisor reviewer: "Awesome airline! I had never flown on this airline before and was so impressed! The food was amazing and not knowing any Portuguese, the attendants efficiently talked to me in English. I was in Economy but felt like First Class! Wish this airline flew domestic!"

8. Air New Zealand

According to a TripAdvisor reviewer: "This flight was wonderful in Premium Economy. The food, service and seats were very good. There is a lot more room with comfortable seating that enables you to really lie back and relax. This flight was on the dream liner. The food was really good, I would go as far as to say the best I have had in any airline flight. My first experience in Premium Economy I could say was worth the extra dollars on this flight."

9. Jet2.com

According to a TripAdvisor reviewer: "Jet2 has truly earned their accolade as the best airline. From the moment we arrived at the airport, we were greeted by a friendly smiling representative who directed us to a battery of Jet2 baggage check-in desks (reduced queuing time). We found plenty of legroom on the plane, which was a pleasant relief. The attention from cabin staff throughout was friendly and it was a real pleasure to hear the Captain provide us with very detailed information about our flight. On arrival, Jet2's transfer operation was exemplary. We were greeted by another Jet2 representative who, without delay,

directed us to our transfer vehicle. Well done Jet2, on a very efficient and well-thought-through operation. We shall definitely be seeking to fly Jet2 again in future.”

10. ANA (All Nippon Airways)

According to a TripAdvisor reviewer: “So glad we flew ANA - excellent service and comfortable even in economy. The food was tasty and they provided my husband with a seafood meal (I had informed ANA through its website ahead of time of his dietary restriction). Best of all was the courteous service we received on both flights. We were surprised by the flight attendants about an hour before landing with some cake to celebrate our honeymoon. We also received a thoughtfully written congratulatory card and they kindly offered to take a photo of us. I felt so cheered that I even forgot about my strong fear of flying for a while. Flights were on time and the landing in Tokyo was very smooth. It was windy on the way back to Vancouver so that was much less smooth, but still we made it safely which is all that matters. Thank you for your hospitality ANA. We will be sure to book with you again.”

Class of Service Global Winners:

Recognising airlines that provide excellent service in each cabin

- **Best First Class: Emirates**
- **Best Business Class: Qatar Airways**
- **Best Premium Economy: Air New Zealand**
- **Best Economy: Singapore Airlines**

Award winners were determined using an algorithm that took into account the quantity and quality of airline reviews and ratings submitted by travellers worldwide, over a 12-month period on TripAdvisor Flights. The hallmarks of Travellers' Choice award winners are outstanding service, quality and value.

In addition to the list, the Travellers' Choice awards recognise the winning airlines in eight regions: Africa & Indian Ocean, Asia, Caribbean, Europe, Latin America, Middle East, North America and South Pacific & Oceania. The awards also recognise the #1 best carrier in 17 countries, including Australia, Brazil, Canada, Greater China, France, Greece, India, Indonesia, Italy, Japan, Korea, Russia, Spain, Switzerland, Thailand, Turkey, UK and U.S.

The awards also recognise the winning airlines in four distinct service classes: First Class, Business Class, Premium Economy and Economy. Other categories include Best Low Cost Airline, Best Major Airline, Best Mid-Size Airline, Best Regional Airline and Best Regional Business Class.

For the complete list of Travellers' Choice award-winning airlines for 2019, visit:

<https://www.tripadvisor.com.au/TravellersChoice-Airlines>.

To find great fares and traveller reviews covering hundreds of airlines worldwide, visit TripAdvisor's global Flight Search at <https://www.tripadvisor.com.au/CheapFlightsHome>.

Methodology

Travellers' Choice award winners were determined based on the quality and quantity of flyer reviews and bubble ratings for

airlines on TripAdvisor, gathered over a 12-month period of January – December 2018.

<https://tripadvisor.mediaroom.com/press-releases?item=126244>