

Ethiopian Airlines Crisis

Tue, 06 Aug 2024



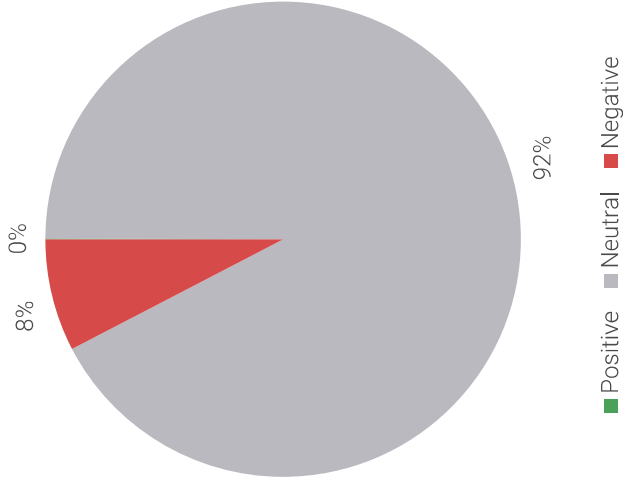
Brandwatch

Volume

Sentiment: Ethiopian Airlines Crisis

Ethiopian Airlines Crisis | Jul 19, 2024 - Aug 05, 2024

Sentiment: Ethiopian Airlines Crisis



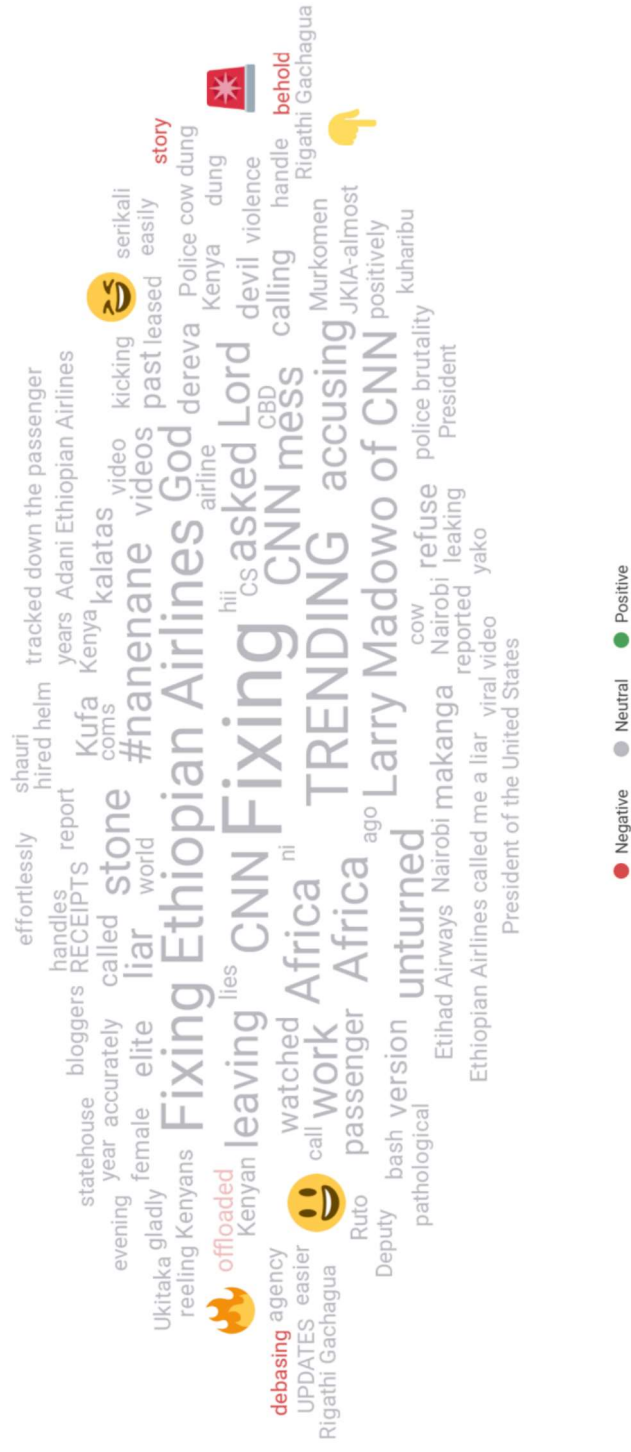
Volume over time

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Word Cloud

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Response of the Ethiopian Airlines to the crisis

Ethiopian Airlines Controversy

Ethiopian Airlines faces severe backlash after forcibly removing a passenger to accommodate a government minister which was captured by Larry Madowo a CNN reporter who was in the same flight, leading to public outrage and demands for accountability. The incident highlights issues of mistreatment, lack of apology, and customer prioritization. Some say that Larry Madowo had senselessly shared the video without in-depth fact finding in order to earn "online mercies" and that the Ethiopian Airlines had clarified the issue through a statement.

According to the eastleighvoice.co.ke, the Ethiopian Airlines responded by providing an official statement detailing the incident. Ethiopian Airlines issued a statement regarding an overbooking incident on a flight on July 19th. The airline explained that three standby economy class passengers arrived shortly before the flight's departure. They were informed that the flight was full and that they would be accommodated on the next flight. Despite this, the passengers attempted to board the plane, bypassing security. One passenger complied and disembarked, while the other two were escorted off by security for non-compliance.

Ethiopian Airlines clarified that the passengers were booked in economy class, and their seating was not influenced by the presence of a VIP passenger in business class. The airline follows a standard boarding protocol that prioritizes VIPs, business class passengers, and Platinum ShebaMiles members only after all other passengers are seated. The airline stated that a misunderstanding among the standby passengers led to the false belief that their seats had been given to a VIP, which was not true.

Larry Madowo receipts, then went in pursuit of the truth and tracked down the passenger Aisha, after being called "a liar" for posting "fake tweets". He says that the police were called by ET and they demanded Aisha and her

Emotion breakdown: All

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