Topic 0 - seat,seats,class,business,economy,food,get,service,club,cabin,would,one,first,long,world

I flew on a BA 256 flight from DEL to LHR in a B747-400 G-BNLY, and sat in business class seats 17AB downstairs. The interior of the aircraft is well maintained, but the in-flight screen is old and dim. I found the standard BA model business class seat uncomfortable due to the lack of storage space, footrest, and a clunky flap feature, but the seats themselves were well-padded and contoured.

I recently flew in first class on a LHR-SEA BA flight and was disappointed with the experience. Despite high expectations after flying with JAL, the cramped cabin and lack of privacy made the whole space feel cheap and already showing signs of wear and tear. While the crew were professional, the food and overall product did not live up to the price tag, and I suggest that BA product managers take a world tour to learn from the competition. I hope the planned "new new" first class for the 787-9 will improve the hard and soft products to truly be worthy of the "first class" label.

Topic 0: Price to quality ratio

Topic 1 - told,us,would,customer,get,hours,trip,service,booked,could,check,staff,back,one,asked

The writer and their wife had a nightmare experience with British Airways (BA) as they lost their luggage on the first day of their journey. Despite filing a report and being notified that one piece of luggage was found, Menzies staff (who handles lost luggage for BA) failed to deliver the luggage to the agreed location and even sent the wrong piece of luggage to the wrong place. The writer was frustrated with the incompetence of the staff and the unacceptable service, and their wife lost all her personal belongings.

The speaker and their travel companion were booked on a flight from Vancouver to New Delhi via London Heathrow on December 22nd, but received an email two days before departure informing them of industrial action in the UK. Despite requesting more information, the representative scared them with the possibility of being stranded and offered a refund, which they took. They then booked new tickets with another airline at double the cost but were misled by the British Airways representative, ultimately losing money and time as their original flights were not cancelled and they were charged for cancellations and rebooking.

The reviewer did not choose to fly with British Airways, but was arranged to do so by a tour operator. They had a negative experience with the surly bag drop agent, chaotic lounge, unhelpful servers, and an uncomfortable seat with little legroom. The reviewer was also disappointed with the lack of customer focus and resentment towards premium passengers shown by BA staff.

I had a disappointing experience with British Airways. Although check-in was prompt, the flight was delayed for two hours due to unexpected maintenance issues. The cabin crew was indifferent and unprofessional. The service was lacking, the food was mediocre, and the selection was sub-par. The seats were comfortable, but the flight entertainment was very disappointing. Overall, it was a waste of $5,000, and I will not fly with British Airways again.

Topic 1 - Customer service

2 - crew,food,service,cabin,time,first,lounge,meal,good,club,class,drinks,served,breakfast,one

The passenger had an average club experience on their O/W leg from Montreal. The third-party lounge had little food choice and disappointing wines. They also experienced issues with their seat, delays due to a power issue, and poor service during the delay, including a lack of water and access to the front bathroom. On the return leg from Heathrow, the club lounge was disappointing with poor food and drink service and dirty toilets. The passenger was disappointed with the amenities, menu, and service in first class and feels that BA is cutting corners to save money, causing a downgrade in their premium cabin products.

The traveler flew Business to London and First back to Toronto, both on Avios. Fast check-in and fast track at Pearson, but the 3rd party lounge - Premium Plaza - was awful with limited wine and spirits options and cheap and nasty food. Boarding service in club was fragmented with fewer crew, and the food was not up to standard. The returning flight on First had an excellent service on boarding and after takeoff, with well-cooked food, but the afternoon tea was really average. The crew lacked experience but were polite and smart, and BA needs to roll out the promised changes faster to retain premium customers.

3 - good,food,crew,seat,cabin,service,time,seats,economy,aircraft,comfortable,excellent,return,new,staff

The customer recently flew with British Airways after a decade and noticed significant improvements in their inflight product and entertainment, including comfortable seats with adjustable headrests and new AVOD systems. The Asian vegetarian meals were of high quality, though there were some issues with breakfast service. Terminal 5 was impressive, but the highlight of the journey was flying on the Dreamliner, with its impressive legroom and smooth flight. The cabin attendants represented the best traditions of British hospitality. Overall, the customer was happy with their BA trip and considers them one of their favourite airlines.

I recently flew with British Airways on two flights, one on an Airbus and the other on a 747. The Airbus was quiet and had a great entertainment screen, but the seat was not very comfortable. On the 747, the seat was comfortable but the plane was noisy and the seat back screens were small. The staff were helpful and pleasant on both flights, but the transfer experience at Heathrow was a real pain and LAX was a joy to use in comparison.

4 - check,time,service,boarding,staff,passengers,one,minutes,late,delayed,hour,hours,airport,lounge,delay

The writer experienced a 27-hour delay on a British Airways flight due to a technical fault and can only comment on the ground service at Johannesburg's OR Tambo Airport. The delay caused chaos and confusion among passengers, with no clear communication or direction from BA's ground staff. The writer was disappointed with the lack of professionalism and basic duty of care provided to passengers during the delay.

The online check-in didn't help me avoid a long queue for bag drop at the airport. British Airways was understaffed and disorganized, with no indication of where to go despite the massive queues. The flight was delayed due to snow, and there was a lack of updates or vouchers offered, making the experience terrible. I don't see the point of flying with BA anymore as their staff, seats, food, and entertainment are not up to par.

Topic: Flight Delayed