# With immediate effect please cancel the LCML on the customers profile as this is not required anymore.

# Catering-food

# WINE SPOILED Customer had red wine, pinot noir, claimed it was spoiled other customers drank same wine and no one else complained

# Catering-food

# Wine spilled on customer I was pouring red wine to Ms Shatalova and I spilled some wine on her table Her phone was on the table and the tray The red wine dropped a bit on the tray, next to the phone, and two small drops on her pink top

# Catering-food

# WINE SPILLAGEDuring collection of trays after lunch, a glass of wine was accidentally spilled by on customer's seat and trouser when 10A handed the tray.

# Catering-food

# Wine spillage: Mr. Odedeji's daughter, accidently spilled red wine on Mr. Odedeji.

# Catering-food

# Wine Menu The port wine showing reflecting on the menu in F/Class is 1992, however we had 1963 loaded. This was served to customer and he was very happy.

# Catering-loading

# WINDOW BLINDS NOT CLOSING Window blind between 15K and 16K could only close 50%. Mr Parker wanted the window blind to fully close .

# Catering-food

# Window being inoperable .Customer declined all service recovery offered

# Catering-food

# WILTED GARNISH. The basil loaded for garnish was wilted and appeared black in colour.

# Catering-food

# Shortage of pretzels

# Catering-loading

# The customer said the roasted Beef tenderloin was too cooked for his liking

# Catering-loading

# When the seatbelt sign was on, customer was asked to remove her child from the basinet for safety reasons.Customer complied however within 2 minutes had put the baby back inside the bassinet. This happened on several occasions.

# Catering-loading

# The customer was declined alcohol .

# Catering-loading

# The food was really good

# Catering-food

# The food was horrible

# Catering-food

# A foreign subject was found in the food by one of the passengers

# Catering-food