

Philippine Airlines Reaffirms Commitment to Providing Excellent Customer Service

Philippine Airlines continues to provide excellent and hospitable services to ensure all passengers are comfortable on any flight.

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/EINPresswire.com/ -- Marketing professional Pinky Iletto was worried about flying to the U.S. with her 4-year-old son and one-year-old daughter. She wasn't sure she could handle two restless kids on a long flight. Good thing she chose to fly with [Philippine Airlines \(PAL\)](#). Pinky says, "We recently flew PAL. Their food, amenities and seats are good, but the service is the best. The crew

made sure to make our trip comfortable. They moved us to an empty row so I can let the baby lie. They provided baby food, baby cot and, when I had to eat or go to the lavatory, they happily offered to babysit my kids. Felt truly pampered!"

Pinky and her kids are not the only passengers of PAL who have felt exceptional care. Through the years, PAL embodies what Filipinos are known the world over: warm hospitality, caring service, and a penchant to jump into any situation with a smile. Accountant Grace Cabana says, "On our way to Canada, it was my brother's first time to fly and our seats were upgraded for no reason from economy to business class. The service was great."

Every flight is truly a pleasant experience, for passengers and for the crew. Could the secret to great service be happy servers? Cheryl Capinpin of Inflight and Commissary Materials Purchasing Division agrees, "PAL is a fulfillment of my dream to be part of a prestigious company regarded for its excellence and national pride." To Rafael Inigo, First Officer, PAL is a family affair—his father is a pilot and his sister, a flight attendant, "I'm just happy and proud to be part of Philippine Airlines."

This happiness is true for Eulalia Stephanie Basa Paz, who has worked in PAL for 36 years, "I still feel the excitement every day working for this company. I love serving people and PAL brings out the best in me."

That perhaps explains it all; for the people who work for PAL, going the extra mile for customers



comes naturally and making them feel at home is second nature. Philippine Airlines continues to keep its commitment of making their passengers [feel at home in the sky](#).

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