



Gary Chapman, ACA Associate Chartered Accountant – New Zealand

Gary Chapman

President Group Services & dnata, Emirates Group

Gary Chapman (ACA Associate Chartered Accountant – New Zealand) has been a key member of the *Emirates ...* In his current role - President (Group Services & dnata), *Emirates Group...*

Gary Chapman manages the businesses under dnata and associated companies, in addition to the Emirates Group's finance, human resources, legal and IT functions.

Prior to joining us in 1989, Mr Chapman spent 12 years with a prominent Arab trading concern involved in construction and the provision of support services to the oil industry.

He is Chairman of Maritime and Mercantile International LLC, Sirocco LLC and dnata Singapore Pte Ltd. In addition, he's a member of the board of directors for Emirates Flight Catering Co., Emirates CAE Flight Training, Premier Inn Hotels LLC and dnata's overseas ground handling operations.

A Story About Emirates Airlines's [real] Service

19:50-hour layover in Dubai

UAE 96-hour visa application to spend the night in bed at an airport hotel

Online chat record: 01 November 2018. Customer with Emirates's Ms. Haggag.

ekchat@emirates.com 3:28 PM (20 minutes ago)

Here is a copy of our conversation.

Please don't reply to this email.

Transcript:

00:00:01 michael : EK Error code : [Contact us - On Trigger] Custom Message : [If you need some help or want to let us know something, please get in touch. We can offer help with flights, tickets, check-in and more in our help centre. - Emirates Thailand]

00:00:17 Haggag : Hi Michael

00:00:20 Haggag : How can I help?

00:02:04 michael : [Name of my Thai wife] needs a 96 hour visa to stay overnight at Dubai [name of airport hotel] from 7 Jan 2018 to 8 Jan 2019 (sorry, both 2019) booking [Emirates booking reference]. Where do I click on "Manage your booking" to get Emirates to arrange the visa, please. I see no link for that.

00:02:40 Haggag : Let me check this for you.

00:02:52 Haggag : Can I have the phone number saved on the booking please?

00:03:13 michael : yes +66 [mobile number]

00:03:35 Haggag : Thank you.

00:03:54 Haggag : The option to apply for the visa will appear in "Manage Booking" within 14 days of departure for the return flight.

00:04:17 Haggag : The visa process takes 4-5 working days.

00:04:27 michael : Sorry, that's awfully tight

00:04:53 michael : How can we arrange for that today?

00:05:25 Haggag : That's not possible

00:05:50 Haggag : The visa will be valid only for 14 days

00:06:08 michael : Please get back to me on this, or alternatively we cancel Emirates and take a direct flight BKK - ZRH

00:06:16 Haggag : You can't process it more than 14 days in advance.

00:06:30 Haggag : There is no other option, this is no Emirates requirements.

00:06:36 Haggag : This is immigration rules

00:07:15 michael : Please give me phone number and name of the superior, manager for all this. The visa rules of UAE are silent on this. You are wrong.

00:08:37 Haggag : You can call us directly and request to speak to a manager over the phone if you wish, but they'll advise you with the same information

00:08:38 Haggag : You can reach us on +41 844 111 555

00:09:11 michael : Again, please phone number and name of superior, mmanager or I go directly to the top with this.

00:09:30 Haggag : I've advised this information above.

00:09:37 Haggag : Is there anything else I can help you with?

00:10:21 michael : Yes, follow up and find a solution for a quicker visa, because over Christmas and New Years, we cannot apply for this visa. Has to be done now.

00:11:18 Haggag : I can't follow up on this

00:11:28 Haggag : The information I've advised are confirmed and final

00:11:32 Haggag : There are no exceptions for this

00:11:38 michael : Your name is Haggag, right?

00:11:41 Haggag : Yes

00:12:39 michael : Your managers name, again, please

00:13:17 Haggag : There is no specific name, our team will connect you to the manager on duty at the time you make the call.

00:13:41 michael : Finis.

00:14:38 michael : Vice President's name in charge of your department, please.

00:14:54 Haggag : This information is not available.

00:15:22 Haggag : Please contact the phone number above and our team will connect you the manager on duty directly

00:15:32 michael : The name of the CEO of Emirates, then, please.

00:16:50 michael : Are you still online?

00:16:55 Haggag : Yes

00:17:05 Haggag : You can check this information through the following link,

00:17:10 Haggag : <https://www.emirates.com/english/about-us/leadership-team.aspx>

00:17:38 michael : Thanks. bye bye.

00:17:51 Haggag : You're most welcome. Thank you for contacting Emirates chat.

00:17:54 Haggag : Tell us what you think about your experience with us today in our 10 second survey ?
<http://bit.ly/2sOgkax>

What I think? What I think:

Everytime there is a catastrophe with a flight, the victimized families complain of the unwilling, uncaring, if not callous, replies from the airlines.

I felt stone-walled every step of the way, after spending an hour reading the UAE rules and searching Emirates's website for a link to apply...



Left: Emirates cabin attendants prepare the inside of an Airbus A380 aircraft for a flight at the new Concourse A of Dubai airport in Dubai, UAE. (Photo: Kamran Jebreili, AP 2013-02-13) — Right: Windowless (virtual windows) aircraft.

Top-rated Emirates — I loved them — are, using Ms. Haggag’s words, “NO EXCEPTION”. Emirates has become just another gigantic robot. 65,000 employees, 254 airplanes that have flown about 60 million passengers.

Wikipedia says, the airline commenced operations in October 1985 and belongs to The Emirates Group, which itself is a subsidiary of the Dubai government's investment company, Investment Corporation of Dubai. The airline has recorded a profit every year, except the second year, and the growth has never fallen below 20% a year. In its first 11 years, it doubled in size every 3½ years, and has every four years since. (Wikipedia, “Emirates (airline)”.)

They have a systemic problem. They fly to 140 destinations in 81 countries. A great chunk of their passengers are from third world countries and require visas for stop-overs. There are still two months left until the particular flight. Time enough to do something.

But my valid request for follow-up to find a way was denied. “I can't follow up on this.” “The information I've advised are confirmed and final.” “There are no exceptions for this.” She was talking down to me like a judge from the bench.

My wife’s window of 14 days before flight departure to apply for an overnight 96-hour visa is too tight, especially over the busy Christmas/New Years’s holidays when we’re not home, without our computer, and even if so... Shoot!

The options:

- Cancel Emirates flights and take a direct flight on Swiss or Thai Airways, but even that’s iffy because they’re fully booked by now. This 2018-2019 winter travel season to and from Thailand will beat all records.
- Or stay in transit. Take a blanket along and lie down on the floor overnight, eat at the airport restaurants... The layover is 19:50 hours... a whole night and much of the next day. Ouch!

Come on, Emirates.... Come on !!!

Ms. Haggag: You may be over-worked. Emirates is booming, air traffic is at all-time highs, and your salary perhaps stagnant. I picked who I think is your boss from the website you gave me. Gary Chapman, a public accountant from New Zealand and therefore a colleague of mine.

Thank you!

