

MAS told to look into complaints

SEPANG: Malaysia Airlines has been told to address passenger complaints on the interior seating arrangements and lack of toilets in the business class section of its new Airbus A350-900 XWB aircraft, says Transport Minister Dato' Sri Liow Tiong Lai.

He added that the Government has received feedback from customers who have flown in business class on the A350, and the matter was brought up for discussion in the Cabinet.

"There has been some feedback and comments on the internal configuration of the business class section from passengers. We discussed how we can enhance the services of the A350.

"For example, the toilets for the business class section. There has been demand for them to be increased. I will instruct MAS to look into the complaints, and we will leave it to them to do what is necessary," he told reporters after launching the second phase of the Mitsui Outlet Park here yesterday.

Malaysia Airlines received its first of six brand new A350s from Airbus last December, with the remaining expected to arrive this year. The A350 began operation on Jan 15, flying the Kuala Lumpur-London route.

The aircraft has a total of 286 seats, comprising four first class seats, 35 in business class and 247 in economy. Earlier, Liow said the Mitsui Outlet Park has the potential to become the biggest outlet mall in South-East Asia when the three phases of expansion are completed in 2021.

"This initiative will contribute to Malaysia's global competitiveness and further strengthen Malaysia's standing as one of the region's best shopping destinations," he added. Liow said the Mitsui Outlet Park is one of Malaysia Airports' key projects in its Kuala Lumpur International Airport (KLIA) Aeropolis Masterplan.

"Under the masterplan, development is centred around three key clusters. Air cargo and logistics, aviation parks, and leisure. "The KLIA Aeropolis is expected to contribute RM30bil to the GDP (Gross Domestic Product) over a 15-year period, while creating 56,000 new jobs and complementing services offered in other regional airports.

"Malaysia anticipates achieving the target of 2.5 million to 3.0 million tonnes of air cargo volume by 2050," he said. Phase 2 of the Mitsui Outlet Park adds 16,350sq m and 70 new stores, expanding the total gross floor area to 56,530sq m.