

Research Objective

Therefore, the focus of this paper is to investigate the facilities towards the tourists. The practice of hospitality which is one of the main segments of the tourism industry in the view of facilitating the tourists whom travel through Sri Lankan airlines.

Methodology

The survey was conducted as an exploratory study highlighting. The study was based on both primary and secondary data including observations, questionnaires, books, magazines etc. The practice of hospitality which is one of the main segments of the tourism industry in the view of facilitating the tourists whom travel through Sri Lankan airlines. To achieve this motive, the researchers explored a random sample of 10 tourists at the Bandaranayke international airport.

Analysis and Results

The results of the study revealed, this airline is a very popular and dedicative airline because it expanded their services to many sides such as inventing a budget airline Mihin Lanka, online bookings, promoting holiday packages, domestic airline, technical training and airline training. As other services can be mentioned the cargo and catering. The ultimate goal of this airline is to offer a best customer service in order give a memorable and unique travelling experience to the tourists. This eventually makes repeating tourists as well as a very good reputation.

The aircrafts are consisted with comfortable economy class and business class seating with the latest technology including onboard TV, radio, games and number of entertainments. The airline has their own catering service and they always consider about the hygiene of the food in order giving an excellent customer service.

Conclusion

Finally, the research suggests that the Sri Lankan airlines doing an excellent job in providing excellent facilities to the tourists and can be recommended as on one of the best airlines in the world.

Keywords: *Airlines, Airport, Customer, Facilities, Service*

References

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