



## **FLOW OF SERVICE**

**& Public Announcements**

**Summer 2021**  
**Vienna Base**

## Flow of Service

### VIE – AGP – VIE:

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- Alcohol Service
- 2<sup>nd</sup> Scratch cards Service
- 2<sup>nd</sup> Pre-Orders Service
- 2<sup>nd</sup> Bar Service
- 20€/30€ Perfumes Service

### VIE – PMI – VIE:

- Alcohol Service
- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- 2<sup>nd</sup> Scratch cards Service
- 2<sup>nd</sup> Alcohol Service / Bar service
- 20€-30€ Perfumes Service

### VIE – ALC – VIE:

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- Alcohol Service
- 2<sup>nd</sup> Scratch cards Service
- 2<sup>nd</sup> Pre-Orders Service
- 2<sup>nd</sup> Bar Service
- Cosmetic Service/ 20€-30€ Perfumes Service

### VIE – TFS – VIE:

- Scratchcards
- Alcohol service
- Pre-Orders
- Bar service
- Duty Free
- 2<sup>nd</sup> Alcohol service
- 2<sup>nd</sup> Scratchcards
- 20€-30€ Perfumes
- 2<sup>nd</sup> Pre-order
- 2<sup>nd</sup> Bar service
- 3<sup>rd</sup> Alcohol service
- Cosmetic Service

### VIE – MAD – VIE:

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- Alcohol Service
- 2<sup>nd</sup> Scratch cards Service
- 2<sup>nd</sup> Pre-Orders Service
- 2<sup>nd</sup> Bar Service
- 20€/30€ Perfumes Service

### VIE – BRI – VIE:

- Scratch cards Service
- 20€/30€ Perfumes Service
- Pre-Orders Service
- Bar Service
- Duty Free Service

#### VIE – FAO – VIE:

- Scratch cards Service
- Alcohol Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- 2<sup>nd</sup> Alcohol Service
- 2<sup>nd</sup> Scratch cards Service
- 2<sup>nd</sup> Pre-Orders Service
- 2<sup>nd</sup> Bar Service
- 20€/30€ Perfumes
- 3<sup>rd</sup> Alcohol Service

#### VIE – CIA – VIE:

- Scratch cards Service
- 20€/30€ Perfumes Service
- Pre-Orders Service
- Bar Service
- Duty Free Service

#### VIE – CTA – VIE:

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- 2<sup>nd</sup> Bar Service
- 20€/30€ Perfumes Service

#### VIE – MXP – VIE:

- Scratch cards Service
- 20€/30€ Perfumes Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- 20€/30€ Perfumes Service

#### VIE – LIS – VIE:

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- Alcohol Service
- 2<sup>nd</sup> Scratch cards Service
- 2<sup>nd</sup> Pre-Orders Service
- 2<sup>nd</sup> Bar Service
- 20€/30€ Perfumes
- 2<sup>rd</sup> Alcohol Service

#### VIE – NAP – VIE:

- Scratch cards Service
- 20€/30€ Perfumes Service
- Pre-Orders Service
- Bar Service
- Duty Free Service

#### VIE – OPO – VIE:

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- Alcohol Service
- 2<sup>nd</sup> Scratch cards Service
- 2<sup>nd</sup> Pre-Orders Service
- 2<sup>nd</sup> Bar Service
- 20€/30€ Perfumes
- 2<sup>nd</sup> Alcohol Service

#### VIE – BVA – VIE:

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- 2<sup>nd</sup> Bar Service
- 20€/30€ Perfumes Service

#### VIE – EIN – VIE:

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- Alcohol Service
- 20€/30€ Perfumes Service

#### VIE – CRL – VIE:

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- 2<sup>nd</sup> Bar Service
- 20€/30€ Perfumes Service

#### VIE – BLL – VIE:

- Alcohol Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- Scratch cards Service
- Alcohol Service
- 20€/30€ Perfumes

#### VIE – CGN – VIE:

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- 2<sup>nd</sup> Scratch cards Service
- 20€/30€ Perfumes Service

#### VIE – GOT – VIE:

- Alcohol Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- Scratch cards Service
- Alcohol Service
- 20€/30€ Perfumes

#### VIE – DTM – VIE:

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- 2<sup>nd</sup> Scratch cards Service
- 20€/30€ Perfumes Service

#### VIE – NYO – VIE:

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- Alcohol Service
- 2<sup>nd</sup> Pre-Orders Service
- 2<sup>nd</sup> Bar Service
- 20€/30€ Perfumes Service

**VIE – TRF – VIE:**

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- Alcohol Service
- 2<sup>nd</sup> Bar Service
- 20€/30€ Perfumes Service
- 2<sup>nd</sup> Alcohol Service
- Cosmetic Service

**VIE – HER – VIE:**

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- 2<sup>nd</sup> Scratch cards Service
- 2<sup>nd</sup> Pre-Orders Service
- Alcohol Service
- 2<sup>nd</sup> Bar Service
- 20€-30€ Perfumes Service

**VIE – MLA – VIE:**

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- 2<sup>nd</sup> Scratch cards Service
- Alcohol Service
- 20€-30€ Perfumes

**VIE – KGS – VIE:**

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- 2<sup>nd</sup> Scratch cards Service
- 2<sup>nd</sup> Pre-Orders Service
- Alcohol Service
- 2<sup>nd</sup> Bar Service
- 20€-30€ Perfumes Service

**VIE – STN – VIE:**

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- 2<sup>nd</sup> Scratch cards Service
- Alcohol Service
- 20€-30€ Perfumes

**VIE – KLX – VIE:**

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- 2<sup>nd</sup> Scratch cards Service
- 2<sup>nd</sup> Pre-Orders Service
- Alcohol Service
- 20€-30€ Perfumes Service

**VIE – ATH – VIE:**

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free
- 2<sup>nd</sup> Scratch cards Service
- Alcohol Service
- 20€-30€ Perfumes Service

**VIE – SKG – VIE:**

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- 2<sup>nd</sup> Scratch cards Service
- Alcohol Service
- 20€-30€ Perfumes Service

#### VIE – KBP – VIE:

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- Alcohol Service
- Cosmetic Service
- 2<sup>nd</sup> Bar Service
- 20€-30€ Perfumes
- Tech Service

#### VIE – VAR – VIE:

- 20€-30€ Perfumes
- Pre-Orders Service
- Bar Service
- Scratch cards Service
- Duty Free Service
- Alcohol Service
- 2<sup>nd</sup> Pre-Orders
- 2<sup>nd</sup> Bar service
- 20€-30€ Perfumes

#### VIE – TLL – VIE:

- Scratch cards Service
- Pre-Orders Service
- Bar Service
- Duty Free Service
- Alcohol Service
- 2<sup>nd</sup> Pre-Orders
- 2<sup>nd</sup> Bar service
- 20€-30€ Perfumes

#### VIE – OTP – VIE:

- Duty Free Service
- Pre-Orders Service
- Scratch cards Service
- Bar Service
- 20€-30€ Perfumes Service
- Alcohol Service

#### NOTE:

- ✓ On MAD route, especially on late scheduled flights focus on **Alcohol Service**.
- ✓ On PMI route focus on **alcohol service** on the flight to PMI.
- ✓ On all Italian routes (BRI – CIA – CTA – MXP – NAP) always push on scratchcards and **dedicated services for fragrances** (20€/30€ perfumes service)
- ✓ On Portuguese routes (FAO – LIS – OPO) focus on **Fresh Food** and **Alcohol**.
- ✓ On German routes (DTM – CGN) focus on **Alcohol** and push on **Scratchcards**.
- ✓ On BLL and NYO main focus on **D-Cart**, especially **Fragrances** and **Alcohol**.
- ✓ On STN and MLA flights focus on **Alcohol**.
- ✓ On Greek routes focus on **Alcohol**, **Scratchcards** and **Perfumes**.
- ✓ On TLL and VAR focus on **Perfumes** and **Alcohol**.
- ✓ On OTP push on **Perfumes**.

### Suggested PAs:

- Pre-Orders:
  - If fresh food is available:

“Ladies and Gentlemen, once again you are all very welcome on this Lauda flight. Shortly we will start our inflight service by taking your hot food pre-orders for your breakfast/lunch/dinner. Onboard today’s flight we have a wide range of options from where you can choose starting with our amazing Ham & Cheese Croissant, that you can pair up with a hot drink for only 7€ or our Chocolate Croissant that you can also pair with a hot drink for only 5€. On board today we also have our traditional Ham & Cheese Panini and Chicken Panini. I would like to remind you our special offers: you can have a complete menu starting with just 10 euros choosing a panini, a drink, hot or soft, and a snack, salty or sweet. Just stop us while passing through the cabin to find out the perfect combination for your breakfast/lunch/dinner. Thank you!”

- If fresh food is not available:

“Ladies and Gentlemen, once again you are all very welcome on this Lauda flight. Shortly we will start our inflight service by taking your hot food pre-orders for your breakfast/lunch/dinner. Onboard today’s flight we have a wide range of options from where you can choose starting with our traditional Lasagna and Maccheroni alla Bolognese. We also have for you today our new Thai Chicken Curry or our Vegan Lasagna and many other options. I would like to remind you our special offers: you can have a complete menu starting with just 10 euros choosing the meal you prefer, a drink, hot or soft, and a snack, salty or sweet. And of course, if you wish something alcoholic to drink you can always choose one of our cold beers, Heineken or Moretti and wines for just 12 euros as a menu with your meal and snack. Just stop us while passing through the cabin to find out the perfect combination for you to enjoy your breakfast/lunch/dinner. Thank you!”

- Bar Service

“Ladies and Gentlemen, me and my colleagues are passing now through the cabin with our bar service offering you a wide selection of drinks and snacks. On today’s flight you can choose from a delicious Lavazza Coffee or our brand-new Green Tea and pair it up with a chocolate bar for only €4,50. We also have to offer you a wide selection of snacks such as Pringles, Pretzels, Olives that you can pair up with our drinks such as our brand new Coca-cola, Sprite or Fanta, water or maybe one of our alcoholic cold drinks like Heineken, Prosecco, white, red and rose wine, spirits and much much more. Please do not hesitate to stop us has we pass through the cabin. Thank you!”

- Duty Free

“Ladies and Gentlemen, also onboard today’s flights we have a wide selection of perfumes, cosmetics and Lauda gadgets for you with discounts up to 60% cheaper in relation to high street prices. For the ladies, our brand news Daisy Love from Marc Jacobs for only €50.80 or maybe our Idôle from Lancôme for only €38.80. We have also offers for you from Carolina Herrera, Yves Saint Laurent, Versace, Giorgio Armani, Ralph Lauren and many many more. For the gentlemen, we present our star product from this season, Mr Burberry, 50ml, for only €49.20 or Paco Rabanne One Million for only €40. We have also for you products from Hugo Boss, Jean Paul Gaultier and Calvin Klein. We also have for you cosmetics such our Nuxe Oil with an amazing tropical smell for €23 and many others amazing brands and offers. Have a look on our watches, jewellery, and tech gadgets also with amazing prices. If you wish to know more, try any of our fragrances, we do have testers onboard today’s flight so do not hesitate to stop us when we are passing through the cabin. Thank you!”

- Alcohol

“Ladies and Gentlemen to let you better enjoy your experience with us we are now passing through the cabin with a dedicated service for you with a wide selection of alcoholic cold drinks. Today on-board cold Heineken and Moretti beers, Mionetto Proseccos, Red, White and Rose Wines and if you wish something stronger just choose your favourite Gin, Bombay or Hendricks, and take a Gin Tonic or your favourite Whisky and combine it with cola. Just choose what you like the most to relax and enjoy with us and let us know while we are passing through the cabin. Thank you.”

