

14 October 2013 | [Operations](#) <sup>[1]</sup>

## **Virgin Australia plates up Australia's highest High Tea at 40,000 feet** <sup>[2]</sup>

Virgin Australia today surprised and delighted hundreds of customers on board a flight from Sydney to Perth with a unique high tea service at 40,000 feet.

In a first for an Australian airline, Velocity Frequent Flyer members and customers on board VA555 were treated to a traditional tiered-tray high tea service specially designed by the airline's resident chef, Luke Mangan.

The special flight marked Luke Mangan's three year anniversary with the airline and the arrival of the airline's seventh wide-bodied Airbus A330 aircraft, which from this month operate all Sydney-Perth and Melbourne-Perth weekday services and two out of three Brisbane-Perth weekday services.

Virgin Australia's Chief Customer Officer, Mark Hassell said: "Our partnership with Luke Mangan and the expansion of the Airbus A330 fleet have been key as we have transformed the customer experience over the past three years.

"These wide-body aircraft have set a new standard in domestic travel, offering spacious cabins, lie-flat beds in Business Class and award-winning in-flight entertainment. The research we conduct shows that customer satisfaction on transcontinental routes is market leading and at an all-time high.

"This special flight also celebrates our three year partnership with Luke Mangan, which has reinvigorated our food and beverage offering and continues to change the way we think about airline dining.

"Service and innovation are at the heart of the Virgin brand. From our new wireless in-flight entertainment system to unique surprise and delight moments, we will continue to look for new and different ways to enhance the customer experience", Mr Hassell said.

Virgin Australia's resident chef, Luke Mangan said: "I am very happy to mark three years with the airline and couldn't resist the challenge of creating Australia's highest high tea on one of Virgin Australia's key transcontinental routes.

"Putting a modern twist on this much-loved tradition, today's high tea service involved baking more than 300 scones with homemade preserves and cream, making more than 580 ribbon sandwiches and brewing more than 270 cups of English Breakfast tea, all served at 40,000 feet", Mr Mangan said.

The wide-bodied Airbus A330 aircraft include spacious interiors, international lie-flat seats in Business Class, dual-lane service, luxury leather seating in all cabins and LED mood lighting. Dedicated Business Class cabin crew are trained in high-end hospitality.

All fares in Economy Class on transcontinental services include a complimentary hot meal, beverages and in-flight entertainment.

For more information, please visit [www.virginaustralia.com](http://www.virginaustralia.com) [3].

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