

Kulula.com - can't hear its customers above the laughter

Kulula.com is having so much fun they just can't hear what their clients are saying.

I sent some feedback via Kulula.com's website on the appalling new "fun" thing where I was encouraged to introduce myself to the person on my left and right so that I would have someone to talk to on the flight.

I don't fly to meet people or talk to people or enhance my social life. I fly to get to where I am going. In fact my perfect flight would be one where the only thing I say though the whole experience is "coffee with milk".

Its a terrible thing to force people to talk to each other.

Which is what I said in my feedback.

Here is my mail:

Hi,

I was on the Cape Town to Laseria/ Lanseria to Cape Town flights yesterday and today and I absolutely hated the 'turn to the person on your left and right thing...'

I hate it so much that I am considering flying other airlines to avoid it. I don't like to talk to people on planes. I don't like people on planes to be given permission by Kulula to speak to me. its just embarrassing and opened me up to a conversation with people that I am not interested in talking to.

Now take a look at Kulula's fantastic response:

Hi kulula.com fan

Apologies for the late response,

The flight that you are referring to actually departs at 12:10 and not 12:30. When checking in for a domestic flight you'll need to be at the check-in counter at least 1hour before departure! If you arrive in time to check in for the 12:10 flight they will consider changing your ticket depending if there are seats available on flight.

Have a fantabulous day filled with loads of fun!

Bye for now

hmmm.... Customer service training anyone?

Forum created by **Sarah**