

INSIDE DELTA

NEWS FOR TRAVEL PROFESSIONALS.



KEEP CLIMBING



2ND QUARTER 2018

Welcome to the 2nd Quarter 2018 edition of Inside Delta, a newsletter designed to keep you updated on the latest from the Delta Air Lines network.

At Delta we're always innovating to ensure that your customers have everything they need to make travelling easier in the palm of their hand.

We are rolling out RFID bag tracking across our network to enable them to keep an eye on their bags through push notifications to their phone. We've also created intuitive wayfinding maps for all our major U.S. gateways, including New York-JFK, so they can get around the airport with ease. These features and more are available on the Fly Delta app, a great tool for customers on the go to have on their phones.

Don't forget, you can find out more product news, travel exceptions, policies and updates on the Delta Professional Travel Agency website. You can also register to receive our news directly to your inbox. Go to:

PRO.DELTA.COM/ISRAEL/AGENCY.

Thank you for your support of Delta. We look forward to welcoming you on board.



Jimmy Eichelgruen
Delta Air Lines
Director Sales,
Africa, Middle East & India

OPERATIONAL PERFORMANCE

Handheld devices speed up Delta Sky Club® access

Delta Sky Club has rolled out handheld devices to ambassadors in 32 of its Clubs to deliver a more individualized Club experience. Each device allows ambassadors to welcome and check in guests at the door - enabling them seamless entry to the Club to enjoy its amenities. Guests who have more complex needs, like updating their travel itinerary, can still receive personalized assistance from a front desk ambassador. [Read more.](#)

Delta named 2017's Most On-Time Global Airline

Delta topped global mainline carriers to be named the World's Most On-Time Airline by FlightGlobal, incorporating FlightStats, becoming the first U.S. airline to scoop the title.

According to FlightStats, in 2017 Delta's mainline operation saw 85.94 percent of flights arrive within 14 minutes of the scheduled arrival time - the industry's widely used definition of on-time. Delta was also recognized as North America's most on-time major carrier—a title that takes into account the Delta Connection regional operation. [Read more.](#)

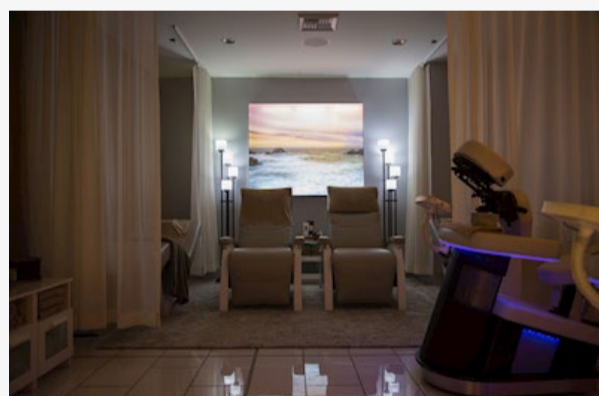


PRODUCT & SERVICE

Asanda Spa Lounge brings R&R to Atlanta

Delta customers can relax at the new Asanda Spa Lounge now available in its Club at Atlanta's Concourse E. Open daily from 9 a.m. to 10 p.m., the spa offers a wide range of treatments, including massages, facials and Deepak Chopra relaxation experiences, all of which are available to pre-book online and pay for using Sky Miles.

The Asanda Spa at Atlanta is the third in Delta's Club network; other facilities are available in Seattle Tacoma and New York-JFK airports. [Read more.](#)



New York-JFK Sky Club offers a taste of Paris

Customers looking for an indulgent treat on their travels can enjoy a taste of Paris from the new Pierre Hermé Paris counter at the Club in New York-JFK's Terminal 4. Named World's Best Pastry Chef in 2016 by the World's 50 Best Restaurants, Pierre Hermé's iconic macarons and chocolates are available to purchase using miles or credit cards. [Read more.](#)



Stay entertained on board

Delta Studio® - Delta's industry-leading in-flight entertainment collection - provides 1,000+ hours of content in the skies and is free for all customers on two-class aircraft.

By downloading the [Gogo Entertainment app](#) before they fly - or even in the air - customers can choose from the latest movies and TV shows and stream them directly via their laptop, tablet or smartphone with no Wi-Fi charges.

Meanwhile, free messaging is available on every flight through Delta's Wi-Fi portal page, airborne.gogoinflight.com.



About Inside Delta.

Inside Delta is a newsletter produced exclusively for travel professionals by Delta Air Lines, Inc.

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