

A Journey of Faith and Service

By: Faridah Ibrahim

Ramadan has always been a deeply personal time for me, a month of reflection, discipline, and gratitude. This year, as I observe the holy month while working at Customer Relations, it feels even more meaningful.

Working in customer Relations during Ramadan requires balance. The claims and complaints from guests don't slow down; the expectations don't change. Guests still need reassurance, clarity, and solutions, sometimes during long hours of fasting. But what makes the experience easier is knowing that I am supported by my colleagues and the organization.

It is in the small, thoughtful details where I feel the support most. There is a quiet pride in knowing that while I am assisting in solving guest complaints and winning their loyalty, my airline is already one step ahead in honoring their spiritual journey. Whether it is ensuring our guests on flights to New York, Dubai, or Kilimanjaro have their Iftar dates ready at 35,000 feet, or seeing the curated meals prepared in our Pride, Asante, Simba, and Msafiri lounges, I know we are delivering more than just a service, we are delivering respect.

For many, an airline is just planes and tickets. But for me, standing here in the heart of Customer Care, Kenya Airways is the Enabler.

Ramadan is a month of reflection and sacrifice, but at KQ, I've realized I'm not walking this path alone. The Pride of Africa is walking it with me.