## GENRE ANALYSIS

## NEWS VALUES ANALYSIS

### Article (left column)

**Qantas: hundreds of passengers stranded in Dubai over New Year's**

Engineers trying to fix A380 aircraft as Qantas customers are put up in hotels while they wait to learn when they will get to Australia



A Qantas A380 aircraft has been delayed for at least 20 hours in Dubai, en route to Sydney. Photograph: Louis Loizou/Getty Images

Hundreds of Qantas passengers spent New Year's Eve stranded in Dubai after their flight to Sydney was delayed by more than 20 hours.

Engineers in Dubai worked on the A380 aircraft while passengers were put up in hotels while they waited to learn when they could fly to Australia.

Other flights at Dubai international airport, the world's busiest for international travel, were delayed by fog. The UAE's National Center of Meteorology & Seismology issued a fog warning on Saturday morning, saying visibility had dropped below 100 metres in most areas.

High humidity and falling temperatures cause the fog to roll in seasonally along the coast of the Arabian Peninsula. The murk threatened to spoil a fireworks display at the Burj Khalifa, the world's tallest at 828 metres (2,716ft), which was expected to draw hundreds of thousands of people on Saturday night.

Some Qantas customers expressed their frustration at the delays on social media. "I've been delayed for 8 hours in Dubai airport. You sent people that you delayed yesterday off on my plane and now I'm stranded," Mia Parkes-Talbot posted to the airline's Facebook page from Dubai on Friday night.

"I really want to go home and celebrate New Year's Eve with family, friends and dog. Please get me home now! Please get me home before I have to spend the first moments of 2017 in an airport hotel."

Meanwhile, others searched for answers. "You've put us up in a lovely hotel but we have no idea what time we'll be leaving tomorrow. What time do we set our alarms for please? Help and communication would be great. Lots of uncertainty. Thanks," Rob Voase wrote.

"Hi Qantas, what's happening with your flights from Dubai? A friend is stranded there for days and may even miss NYE in Sydney. What's the story?" said Steven Powell.

The airline said it was keen to safely fly passengers to Sydney as soon as possible. "The engineering assessment is continuing and, once resolved, we'll be able to provide an updated arrival time," a Qantas spokeswoman said on Saturday.

"We're keen to get passengers on their way, but only when it's absolutely safe to do so. We thank everyone for their patience."

### Genre Analysis (middle column)

**HEADLINE**

**SUB-HEAD**

**IMAGE / CAPTION**

**NUCLEUS**

Ideational, interpersonal and textual peak; launches into story from the point of maximal disruption; typographically prominent headline, sub, and image.

**LEAD PAR**

**Elab  Sat 1**  **Cause-and-effect:** Faulty aircraft —> delayed passengers

**Ext  Sat 2**  **Contextualisation:** Simultaneous event as point of comparison

**Elab  Sat 3**  **Appraisal:** Frustration with Qantas

**Elab  Sat 4**  **Cause-and-effect:** lack of communication —> customer uncertainty

**Elab  Sat 5**  **Cause-and-effect:** Providing the reason for lack of communication

### News Values Analysis (right column)

**HEAD:** cultural Prox/E (*Qantas*); S (*hundreds of*), N (*stranded*), T (*over New Year's*), weak Pers (*passengers*)

**SUB:** cultural Prox/E (*Qantas*); Prox (*Australia*), weak Eliteness (*engineers*), weak N (*wait … Australia*), weak Pers (*customers*)

**Image:** Aesthetic Appeal (sunset reflections and colour cast)

cultural Prox/E (Qantas plane)

**Caption:** cultural Prox/E (*Qantas*), Prox (*Sydney*), N (*delayed…*), S (*for at least 20 hours*)

**LEAD:** S (*hundreds of*), (cultural) Prox/E (*Qantas*), T (*New Year's Eve*), weak Pers (*passengers*), N/I (*stranded, after … delayed*), S (*by more than 20 hours*), Prox (*Sydney*)

**SAT 1:** weak E (*engineers*), weak N (*waited … Australia*), weak Pers (*passengers*), Prox (*Australia*)

**SAT 2:** N (*other flights … delayed by fog*); E/S (*Dubai international airport, the world's busiest for international travel*); E (*UAE's National Center of Meteorology & Seismology*), N/S (*fog warning… below 100 metres in most areas*); T (*on Saturday morning*); N/I/S (*The murk threatened to … hundreds of thousands of people*), T (*on Saturday night*)

**SAT 3:** cultural Prox/E (*Qantas*), weak Pers (*customers expressed their frustration*), N/I (*frustrations at the delays*); Pers (*Mia Parkes-Talbot*; *"I really want …home"*) N (*"I've been delayed … now I'm stranded; before … in an airport hotel"*) T (*yesterday, now, on Friday night, the first moments of 2017*)

**SAT 4:** weak N (*searched for answers*), Pers (*Rob Voase*), Pos (*you've put us up in a lovely hotel*), N (*have no idea… uncertainty*), T (*tomorrow*), Pers (*Steven Powell*) cultural Prox/E (*Qantas*), T (*'s happening, is, 's, NYE*), Prox (*in Sydney*) N (*stranded, may miss*)

**SAT 5:** Prox (*to Sydney*) T (*as soon as possible, is continuing, on Saturday*) cultural Prox/E (*Qantas*), E (*a Qantas spokeswoman*) weak Pers (*passengers*)