

11. If it was NOT a connecting flight, what mode of transport did you use to arrive at THIS airport?

Private/Company Car ☐ Bus/Shuttle ☐ Taxi/Limo ☒
Rail/Subway ☐ Rental Car ☐ Other ☐

12. How long before the scheduled departure time of your flight did you arrive at THIS airport?

Less than 30 mins ☐ 30-45 mins ☐ 45-60 mins ☐ 1 hr-1 hr 15 mins ☐
1 hr 15 mins-1 hr 30 mins ☐ 1 hr 30 mins-2 hrs ☐ More than 2 hrs ☒

13. When you checked in at THIS airport, did you use a: (check all that apply)

Self-service kiosk ☐ Check-in desk ☒ Internet check-in ☐
Mobile check-in ☐ Bag drop-off desk ☐ Other ☐

14. What is your nationality/country of citizenship?

United States of America

15. What is your country of residence? (if different from above)

United States of America

16. Postal/Zip Code (residence):

9 3 6 4 8

17. Are you...

Male ☐ Female ☒

18. What is your age group?

16-21 ☐ 22-25 ☐ 26-34 ☐ 35-44 ☐
45-54 ☐ 55-64 ☒ 65-75 ☐ 76 & over ☐

Additional comments:

The gentleman who brought the wheelchair to help with my mother was wonderful.

Thank you for your participation. Please return this form to the interviewer before boarding.

Interviewer: Please indicate in the boxes below the traffic, the terminal and the gate of the interview. (Please write in block capitals or place a 'X' in the box where applicable)

124 184010147 Inter. ☒ CA-US-T ☐ Dom. ☐ 2C C14 1

Code Questionnaire No.

Terminal

Gate No.

Interviewer No.



Dear Passenger,

As part of this airport's ongoing efforts to offer the highest service quality and improve passenger experience, we kindly ask that you take some time to fill out this brief questionnaire.

This survey is conducted by ACI (Airports Council International) and is intended to help airports understand how passengers like you evaluate their performance.

Once completed, please return this questionnaire to the interviewer before your departure. Your views regarding your airport experience today are very important to us.

Thank you.

Write in your response or place a 'X' in the box where applicable

1.

Airline Wtzz
Airport BUD
Flight number W6 2229
Gate No. C14
Letters W
Numbers 62229

Departure date

DD 13
MM 11
Year 2018

Departure time

HH 06
MM 10
(24 hours e.g. 20:15)

2. Have you just made a connection/transfer at THIS airport?

Yes ☐ No ☒

3. Which airport are you flying to on the flight that you are about to board?

SKOPJE SKP

4. What is/was your MAIN reason for this air trip?

Business ☒ Leisure ☐ Other ☐

5. Which section of the aircraft are you travelling in?

First Class ☐ Business/Upper Class ☐ Economy/Tourist ☒

6. Including this trip, how many return trips by air have you made to any destination in the past 12 months? (A departing and arriving flight counts as one trip.)

1-2 ☒ 3-5 ☐ 6-10 ☐ 11-20 ☐ 21 or more ☐

Write in your response or place a 'X' in the box where applicable

7. Based on your experience today, please rate THIS airport on each service item:

ACCESS

A. Ground transportation to/from airport

B. Parking facilities

C. Value for money of parking facilities

D. Availability of baggage carts/trolleys

CHECK-IN (at this airport)

E. Waiting time in check-in queue/line

F. Efficiency of check-in staff

G. Courtesy and helpfulness of check-in staff

PASSPORT/PERSONAL ID CONTROL

H. Waiting time at passport/personal ID inspection

I. Courtesy and helpfulness of inspection staff

SECURITY

J. Courtesy and helpfulness of security staff

K. Thoroughness of security inspection

L. Waiting time at security inspection

M. Feeling of being safe and secure

FINDING YOUR WAY

N. Ease of finding your way through airport

O. Flight information screens

P. Walking distance inside the terminal

Q. Ease of making connections with other flights

AIRPORT FACILITIES

R. Courtesy and helpfulness of airport staff
(excluding check-in, passport control and security)

S. Restaurant/eating facilities

T. Value for money of restaurant/eating facilities

? 5 4 3 2 1
Did not notice/use Excellent Very Good Good Fair Poor

Write in your response or place a 'X' in the box where applicable

AIRPORT FACILITIES

U. Availability of bank/ATM facilities/money changers

V. Shopping facilities

W. Value for money of shopping facilities

X. Internet access/Wi-Fi

Y. Business/Executive lounges

Z. Availability of washrooms/toilets

AA. Cleanliness of washrooms/toilets

BB. Comfort of waiting/gate areas

AIRPORT ENVIRONMENT

CC. Cleanliness of airport terminal

DD. Ambience of the airport

OVERALL SATISFACTION with the airport

8. Which of the items listed in Question 7 are MOST IMPORTANT to you at THIS airport? (Please use the letters in front of the items for your rating. e.g. J)

9. What was your BEST and WORST experience at THIS airport today?

BEST

WORST

Help with wheelchair for my mom
Time it took at ticket desk

? 5 4 3 2 1
Did not notice/use Excellent Very Good Good Fair Poor

10. Arrivals services at THIS airport: (Based on previous experience in last 3 months)

A. Passport/Personal ID inspection

B. Speed of baggage delivery service

C. Customs inspection

? 5 4 3 2 1
Did not notice/use Excellent Very Good Good Fair Poor