

11. Si votre vol n'est PAS une correspondance, quel moyen de transport avez-vous utilisé pour vous rendre à CET aéroport?

Voiture personnelle ☒ Bus / Navette ☐ Taxi / Limousine ☐
Train / Métro ☐ Voiture de location ☐ Autres ☐

12. Combien de temps avant le départ planifié de votre vol êtes-vous arrivé à CET aéroport ?

Moins de 30 min. ☐ 30 - 45 min. ☐ 45 - 60 min. ☐ 1 h - 1 h 15 min. ☐
1 h 15 min. - 1 h 30 min. ☐ 1 h 30 min. - 2 h ☐ Plus de 2 h ☒

13. Lors de votre enregistrement à CET aéroport, avez-vous utilisé: (plusieurs réponses possibles)

Borne libre-service ☐ Comptoir d'enregistrement ☒ Enregistrement sur internet ☒
Enregistrement sur un téléphone mobile ☐ Comptoir de dépôt de bagages ☐ Autres ☐

14. Quelle est votre nationalité?
FRENCH

15. Dans quel pays êtes vous domicilié (e)? (si différent de ci-dessus)
ESTONIA

16. Code postal (domicile):
12112

17. Sexe: Masculin ☒ Féminin ☐

18. Quelle est votre tranche d'âge?
16-21 ☐ 22-25 ☐ 26-34 ☐ 35-44 ☐
45-54 ☐ 55-64 ☒ 65-75 ☐ 76 et + ☐

Commentaires additionnels:

Merci de votre participation. Veuillez SVP remettre ce questionnaire à l'enquêteur avant d'embarquer.

Enquêteur: Veuillez indiquer dans les cases ci-dessous le type de trafic, le terminal et la porte d'embarquement. (SVP écrire en lettres majuscules ou un « X » dans les cases prévues à cet effet)

124 184020006 Inter. ☒ CA-US-T ☐ Dom. ☐ Terminal LA No. porte A8 No. enquêteur 1



Cher(e) passager(e),

Vous venez d'être sélectionné(e) au hasard pour prendre part à cette enquête qui est une partie intégrante de l'engagement de cet aéroport à fournir un service de la plus haute qualité.

Cette enquête est commanditée par l'association internationale des aéroports (Airports Council International (ACI)). Elle a pour objectif d'aider les aéroports à comprendre comment vous, leur client, jugez leur performance et permettre ainsi de mieux répondre à vos attentes et besoins.

Votre opinion quant à la performance de l'aéroport dont vous avez fait l'expérience aujourd'hui est essentielle et nous vous serions reconnaissants de nous consacrer quelques minutes pour répondre à ce questionnaire ainsi que de bien vouloir le remettre à l'enquêteur avant le départ. Merci.

1. Veuillez inscrire votre réponse ou un 'X' dans les cases prévues à cet effet

1. Compagnie aérienne FINNAIR
Aéroport BUD Numéro du vol AY 1252 Numéro de porte A8
Lettres Chiffres

Date de départ 16 11 2018 Heure de départ 11:35
JJ MM (24 heures, ex. 20:15)

2. Avez-vous effectué une correspondance à CET aéroport? Oui ☐ Non ☒

3. Quel est l'aéroport de destination du vol pour lequel vous allez embarquer?
HELSINKI HEL

4. Quel est l'objectif PRINCIPAL de ce voyage?
Affaires ☐ Loisirs ☐ Autres ☒

5. En quelle classe voyagez-vous?
Première classe ☐ Classe affaires ☐ Économique / Charter ☒

6. En comptant ce trajet, combien de voyages en avion avez-vous effectués au cours des 12 derniers mois? (Un aller-retour compte pour un seul voyage)

1-2 ☐ 3-5 ☐ 6-10 ☒ 11-20 ☐ 21 ou plus ☐

Veuillez inscrire votre réponse ou un 'X' dans les cases prévues à cet effet

7. En vous basant sur votre expérience d'aujourd'hui, veuillez évaluer CET aéroport pour chacun des éléments suivants:

ACCÈS

? 5 4 3 2 1
Pas utilisé / Pas utilisé / Excellent Très bon Bon Passable Mauvais
non concerné

- A. Transport depuis / vers l'aéroport ☐ ☐ ☒ ☐ ☐ ☐
- B. Parkings à l'aéroport ☐ ☐ ☐ ☒ ☐ ☐
- C. Rapport qualité / prix des parkings ☐ ☐ ☐ ☒ ☐ ☐
- D. Disponibilité des chariots à bagages ☒ ☐ ☐ ☐ ☐ ☐

ENREGISTREMENT (à cet aéroport)

- E. Temps d'attente à l'enregistrement ☐ ☐ ☐ ☐ ☒ ☐
- F. Efficacité du personnel d'enregistrement ☐ ☐ ☒ ☐ ☐ ☐
- G. Courtoisie et serviabilité du personnel d'enregistrement ☐ ☒ ☐ ☐ ☐ ☐

CONTRÔLE DES PASSEPORTS

- H. Temps d'attente au contrôle des passeports ☒ ☐ ☐ ☐ ☐ ☐
- I. Courtoisie et serviabilité du personnel de contrôle des passeports ☒ ☐ ☐ ☐ ☐ ☐

SECURITE

- J. Courtoisie et serviabilité du personnel de sécurité ☐ ☐ ☐ ☐ ☒ ☐
- K. Minutie de l'inspection de sécurité ☐ ☐ ☐ ☒ ☐ ☐
- L. Temps d'attente à l'inspection de sécurité ☐ ☐ ☐ ☐ ☒ ☐
- M. Sentiment de sécurité ☐ ☐ ☐ ☒ ☐ ☐

ORIENTATION DANS L'AÉROPORT

- N. Facilité à s'orienter dans l'aéroport ☐ ☐ ☒ ☐ ☐ ☐
- O. Écrans d'information de vol ☐ ☐ ☒ ☐ ☐ ☐
- P. Distance à parcourir à pied dans le terminal ☐ ☐ ☒ ☐ ☐ ☐
- Q. Facilité des correspondances avec d'autres vols ☒ ☐ ☐ ☐ ☐ ☐

SERVICES DANS L'AÉROPORT

- R. Courtoisie et serviabilité du personnel de l'aéroport (hors enregistrement, contrôle des passeports et sécurité) ☐ ☐ ☐ ☒ ☐ ☐
- S. Cafés, bars, sandwicheries, restaurants ☐ ☐ ☒ ☐ ☐ ☐
- T. Rapport qualité / prix des cafés, bars, sandwicheries, restaurants ☐ ☐ ☒ ☐ ☐ ☐

Veuillez inscrire votre réponse ou un 'X' dans les cases prévues à cet effet

SERVICES DANS L'AÉROPORT

U. Services financiers (banques, bureaux de change, distributeurs automatiques)

? 5 4 3 2 1
Pas utilisé / Pas utilisé / Excellent Très bon Bon Passable Mauvais
non concerné

- V. Boutiques / commerces ☒ ☐ ☐ ☒ ☐ ☐
- W. Rapport qualité / prix des boutiques / commerces ☐ ☐ ☐ ☐ ☒ ☐
- X. Accès Internet / Wi-Fi ☐ ☐ ☐ ☐ ☒ ☐
- Y. Salons d'affaires, 1ère classe ☒ ☐ ☐ ☐ ☐ ☐
- Z. Nombre de toilettes à disposition ☐ ☐ ☐ ☒ ☐ ☐
- AA. Propreté des toilettes ☐ ☐ ☐ ☒ ☐ ☐
- BB. Confort des salles d'attente / salons ☐ ☐ ☐ ☐ ☐ ☒

ENVIRONNEMENT DE L'AÉROPORT

- CC. Propreté du terminal de cet aéroport ☐ ☐ ☐ ☐ ☒ ☐
- DD. Ambiance générale de l'aéroport ☐ ☐ ☐ ☐ ☒ ☐
- Satisfaction d'ensemble pour cet aéroport ☐ ☐ ☐ ☒ ☐ ☐

8. Parmi les éléments cités en question 7, lesquels sont les PLUS IMPORTANTS pour vous au départ de CET aéroport? (Veuillez utiliser la lettre majuscule située devant chaque critère)

1er

BB

(ex. P)

2ème

E

(ex. K)

3ème

XX

(ex. V)

9. Quelle a été votre MEILLEURE et PIRE expérience à CET aéroport aujourd'hui?

MEILLEURE:

CHECK IN (SILVER STATUS)

PIRE:

GATE A8, ALWAYS NO SEAT

10. Services des arrivées à CET aéroport: (expérience des 3 derniers mois)

? 5 4 3 2 1
Pas utilisé / Pas utilisé / Excellent Très bon Bon Passable Mauvais
non concerné

- A. Contrôle des passeports ☒ ☐ ☐ ☐ ☐ ☐
- B. Vitesse du service de livraison des bagages ☐ ☐ ☒ ☐ ☐ ☐
- C. Contrôle douanier ☒ ☐ ☐ ☐ ☐ ☐

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?

Finland

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

Hungary

16. Postal/Zip Code (residence):

8500

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:

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 184010163 Inter. ☒ CA-US-T ☐ Dom. ☐ Terminal 2A Gate No. A8 Interviewer No. 1

Code Questionnaire 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

Finnair

Airport

BUD

Flight number

AY

Gate No.

A8

Letters

Numbers

Departure date

1 6 1 1

2018

DD

MM

Departure time

1 1

HH

3 5

MM

(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?

EFHK

HEL

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:

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

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

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)

1st

A

(e.g. N)

2nd

AA

(e.g. BB)

3rd

M

(e.g. C)

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

BEST

Flight on time

WORST

Cleanliness of toilets

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

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

A. Passport/Personal ID inspection

B. Speed of baggage delivery service

C. Customs inspection

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?

Finn

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

Finn

16. Postal/Zip Code (residence):

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:

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 184010168 Inter. ☒ CA-US-T ☐ Dom. ☐ 2A 48 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

~~FINNAIR~~ FINNAIR

Airport

BUD

Flight number

1252

Gate No.

A8

Letters

Numbers

Departure date

1 6 1 1 2018

DD

MM

HH

Departure time

1 1 : 3 0

MM (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?

Hel

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

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

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

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)

1st

V

(e.g. N)

2nd

K

(e.g. BB)

3rd

AA

(e.g. C)

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

BEST

WORST

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

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

A. Passport/Personal ID inspection

B. Speed of baggage delivery service

C. Customs inspection

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?

RF

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

16. Postal/Zip Code (residence):

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:

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 184010032 ☒ Inter. ☐ CA-US-T ☐ 2A ☐ A8 ☐ 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

Finnair

Airport

BUD

Flight number

AY

Gate No.

1252

A8

Letters

Departure date

16

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2018

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Departure time

16

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Departure time

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Departure time

16

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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:

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

ACCESS

- A. Ground transportation to/from airport ☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1
- B. Parking facilities ☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1
- C. Value for money of parking facilities ☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1
- D. Availability of baggage carts/trolleys ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1

CHECK-IN (at this airport)

- E. Waiting time in check-in queue/line ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☒ 1
- F. Efficiency of check-in staff ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1
- G. Courtesy and helpfulness of check-in staff ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1

PASSPORT/PERSONAL ID CONTROL

- H. Waiting time at passport/personal ID inspection ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1
- I. Courtesy and helpfulness of inspection staff ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1

SECURITY

- J. Courtesy and helpfulness of security staff ☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1
- K. Thoroughness of security inspection ☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1
- L. Waiting time at security inspection ☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1
- M. Feeling of being safe and secure ☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1

FINDING YOUR WAY

- N. Ease of finding your way through airport ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☒ 1
- O. Flight information screens ☐ 5 ☐ 4 ☐ 3 ☒ 2 ☐ 1
- P. Walking distance inside the terminal ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1
- Q. Ease of making connections with other flights ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1

AIRPORT FACILITIES

- R. Courtesy and helpfulness of airport staff (excluding check-in, passport control and security) ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1
- S. Restaurant/Eating facilities ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1
- T. Value for money of restaurant/eating facilities ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1

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

AIRPORT FACILITIES

- U. Availability of bank/ATM facilities/money changers ☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1

- V. Shopping facilities ☐ 5 ☒ 4 ☐ 3 ☐ 2 ☐ 1

- W. Value for money of shopping facilities ☐ 5 ☒ 4 ☐ 3 ☐ 2 ☐ 1

- X. Internet access/Wi-Fi ☐ 5 ☒ 4 ☐ 3 ☐ 2 ☐ 1

- Y. Business/Executive lounges ☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1

- Z. Availability of washrooms/toilets ☐ 5 ☐ 4 ☐ 3 ☒ 2 ☐ 1

- AA. Cleanliness of washrooms/toilets ☐ 5 ☐ 4 ☐ 3 ☒ 2 ☐ 1

- BB. Comfort of waiting/gate areas ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1

AIRPORT ENVIRONMENT

- CC. Cleanliness of airport terminal ☐ 5 ☐ 4 ☐ 3 ☒ 2 ☐ 1

- DD. Ambience of the airport ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1

OVERALL SATISFACTION with the airport

☐ 5 ☐ 4 ☐ 3 ☒ 2 ☐ 1

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)

1st

(e.g. N)

2nd

(e.g. BB)

3rd

(e.g. C)

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

BEST

WORST

waiting for registration

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

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

- A. Passport/Personal ID inspection ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1
- B. Speed of baggage delivery service ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1
- C. Customs inspection ☐ 5 ☐ 4 ☒ 3 ☐ 2 ☐ 1