

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?

New Zealand

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

India

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: (she was brunette + tattooed)

A waitress at Le Ray Bistro was extremely rude. I asked for a glass of tap water and she refused to give it to me and yelled at me and walked away. My husband and I left we were so shocked at her behavior.

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 184010170 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 KLM  
 Airport BUD  
 Flight number 1976  
 Gate No. A8

Letters Numbers

Departure date

1 6 1 1 2018  
 DD MM HH  
 Departure time 50  
 (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?

Amsterdam AMS

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 ☐







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?

USA

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

USA

16. Postal/Zip Code (residence):

44514

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 184010175 Inter. ☒ CA-US-T ☐ Terminal 2A Gate No. 48 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 KLM/Delta Flight number 1976 Gate No. A8

Airport

BUD Letters KL Numbers 1976 8

Departure date

DD 16 MM 11 2018 HH 12 MM 50 (24 hours e.g. 20:15)

Departure time

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?

Amsterdam AMS

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

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

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

I

(e.g. N)

2nd

N

(e.g. BB)

3rd

Z

(e.g. C)

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

BEST

Check In

WORST

really didn't have one

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

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

NL

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

NL

16. Postal/Zip Code (residence):

1075 NK

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 184010171 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 KL

Airport BUD Flight number 1076 Gate No. A8

Letters KL Numbers 1076 Departure date 1/1/2018 Departure time 50:12:00  
DD MM HH 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? AMS

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:

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

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 2nd 3rd  
I U L

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)

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

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?

NL

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

NL

16. Postal/Zip Code (residence):

70214W

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 184010169 ☒ Inter. ☐ CA-US-T ☐ Dom. ☐ 24 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.

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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

KLM

Airport

BUD

Flight number

KL

Numbers

1926

Gate No.

A8

Letters

Departure date

16

DD

11

MM

2018

HH

12

MM

50

Departure time

(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?

AMS

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

Did not notice/use  
5  
4  
3  
2  
1  
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

L

(e.g. N)

2nd

Y

(e.g. BB)

3rd

X

(e.g. C)

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

BEST

Security + lounge

WORST

-

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

Did not notice/use  
5  
4  
3  
2  
1  
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?

INDONESIA

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

UK

16. Postal/Zip Code (residence):

AB15 9AY

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 184010172 ☒ Inter. ☐ CA-US-T ☐ Dom. ☐ Terminal ☐ Gate No. ☐ Interviewer No. ☐

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.

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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

KLM

Airport

BUD

Flight number

KL 1976

Gate No.

A8

Letters

Numbers

Departure date

16 11 2018

DD

MM

HH

MM

(24 hours e.g. 20:15)

Departure time

12:50

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?

Amsterdam

AMS

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:

2 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

E

(e.g. N)

2nd

L

(e.g. BB)

3rd

X

(e.g. C)

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

BEST

WORST

check in using machine  
wifi

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

2 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?

NL

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

NL

16. Postal/Zip Code (residence):

7 5 4 5

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 184010173 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

KLM

Airport

BUD

Flight number

KL

1976

Gate No.

A08

Letters

Numbers

Departure date

1 6 1 1

MM

2018

HH

Departure time

1 2

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?

AMS

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

E

(e.g. N)

2nd

R

(e.g. BB)

3rd

L

(e.g. C)

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

BEST

Transportation

WORST

Friendliness of people

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?

NEW ZEALAND

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

16. Postal/Zip Code (residence):

3118

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 184010174 Inter. ☒ Inter. ☐ CA-US-T ☐ Terminal 2A Gate No. 48 Interviewer No. 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

KLM

Airport

BUD

Flight number

1976

Gate No.

A8

Letters

Numbers

Departure date

16

11

2018

MM

DD

Departure time

12

50

HH

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?

AMS

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 ☐







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?

USA

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

16. Postal/Zip Code (residence):

44064

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 184010158 Inter. ☒ CA-US-T ☐ Dom. ☐ Terminal 2A Gate No. 48 Interviewer No. 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

KL-M

Airport

BUD

Flight number

KL

1976

Gate No.

A8

Letters

Numbers

Departure date

16

DD

1

MM

2018

HH

12

:

50

MM

(24 hours e.g. 20:15)

Departure time

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?

Amsterdam

AMS

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

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

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

(e.g. N)

2nd

(e.g. BB)

3rd

(e.g. C)

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

BEST

Check in staff

WORST

Rude staff waiting in line

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

Lines were not well marked

? 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

☒ ☐ ☐ ☐ ☐ ☐