



AIRPORT SERVICE QUALITY

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 the airport?
- Less than 30 mins 30 - 45 mins 45 - 60 mins 1hr - 1hr 15 mins
 1hr 15 mins - 1hr 30 mins 1hr 30 mins - 2 hours More than 2 hrs

13. When you checked in at this airport, did you use a: *(more than one answer possible)*
- Self-service kiosk Check-in desk Internet check-in
 Phone check-in Bag drop-off desk Other

14. What is your nationality/country of citizenship?

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

16. Postal/Zip Code (residence):

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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 completing this questionnaire. Please hand it back to the interviewer before boarding your flight.

Interviewer: Please indicate in the boxes below the traffic, the terminal and the gate of the interview *(Please write in block capitals)*

Questionnaire No	Airport	I or D	Terminal	Gate No.	Interviewer No.

Dear Passenger

You have been randomly selected to take part in a survey which is part of this airport's continuing commitment to provide the highest levels of service. This survey is an ACI (Airports Council International) initiative; it helps airports understand how you, the customer, judge their performance and helps the airport improve services to meet your needs more effectively.

Your opinion of your airport experience today is essential to us. Please take a few minutes to complete this questionnaire and hand it back to the interviewer before your departure.

Write in Your Response or Place an 'X' in the Box Where Applicable

1. Airline:

Flight Number	Departure Date	Departure Time										
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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?

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 in the last 12 months? *(A departing and arriving flight counts as one trip)*

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

