

# Passenger survey results

Flight number

Date

Number of answers

Tally how many passengers ticked each box. Percent agree = (number of 4s + number of 5s) divided by the total, times 100.

| STATEMENT                                                         | 1 | 2 | 3 | 4 | 5 | TOTAL | % AGREE |
|-------------------------------------------------------------------|---|---|---|---|---|-------|---------|
| 1. Booking this flight was straightforward.                       |   |   |   |   |   |       |         |
| 2. Check-in went smoothly, online or at the airport.              |   |   |   |   |   |       |         |
| 3. Boarding was orderly.                                          |   |   |   |   |   |       |         |
| 4. The airline kept me updated about my flight.                   |   |   |   |   |   |       |         |
| 5. The cabin crew were helpful when I needed them.                |   |   |   |   |   |       |         |
| 6. My seat was comfortable enough for a flight of this length.    |   |   |   |   |   |       |         |
| 7. The cabin and restroom were clean.                             |   |   |   |   |   |       |         |
| 8. This flight was worth the fare I paid.                         |   |   |   |   |   |       |         |
| 9. I trust this airline to look after me if something goes wrong. |   |   |   |   |   |       |         |

## Which best describes this flight

ON TIME

15 TO 59 MIN LATE

1 TO 3 HOURS LATE

3+ HOURS LATE

CANCELLED

Strengths

The two statements with the highest percent agree.

Fix before next month

The two statements with the lowest percent agree.

What the open answers say

Sort the comments into three or four themes.

You said, we will

What the station, crew base or product team will change, and when passengers will notice it.