

# Airline Passenger Feedback Survey Template

All questions are optional. Select one answer for each choice question.

Write your answers to the open questions in the space provided.

Please answer about the completed flight identified with this survey. Use the not-applicable choices where needed. Do not include passport or payment information. All questions are optional.

## 1. What was the main reason for this flight?

- ☐ Leisure or a personal visit
- ☐ Work or business
- ☐ Another reason
- ☐ Prefer not to answer

## 2. How easy was it to complete check-in for this flight?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither easy nor difficult
- ☐ Somewhat easy
- ☐ Very easy
- ☐ Someone else handled check-in

## 3. How clear were the instructions about where and when to board?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ Not applicable

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## 4. How satisfied were you with the service you received from the cabin crew?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied
- ☐ I did not use the service

## 5. If your flight plans changed, how clear were the updates you received?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ I received no updates
- ☐ My flight plans did not change

## 6. If you checked a bag, how satisfied were you with the baggage-collection experience at arrival?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied
- ☐ I did not check a bag
- ☐ I have not completed baggage collection

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**7. Which part of this flight experience worked best for you?**

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**8. What is one thing we should improve for a future journey? Please do not include passport or payment details.**

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