

Airline Passenger Satisfaction

Airline companies have many passengers and service and customer satisfaction is always top of mind for the company. Unhappy or disengaged customers naturally mean fewer passengers and less revenue. It's important for the company that customers have an excellent experience every time they travel. On-time flights, good in-flight entertainment, more (and better) snacks, and more legroom might be the obvious contributors to a good experience and more loyalty. So, the airline company wants to know if passengers will be satisfied or not from the flight.