Introduction

The airline passenger satisfaction survey is an in-depth feedback questionnaire that an airline sends to its passenger to collect feedback about the flying experience. This sample survey template helps collect data on a macro and micro level from all the passengers on each flight to monitor service quality and collect feedback about any deterioration of services. These survey questions can be tweaked to collect data about each aspect of a flight experience and manage services and training according to the customers expectations, wants and likes

Data Description

This data we will be using consists of the airline passenger satisfaction survey from

 25893 rows × 24 columns

This is part of the rows in the data set and an explanation of them:

Gender	Gender of the passengers (Female, Male)
Customer Type	The customer type (Loyal customer, disloyal customer)
Age	The actual age of the passengers
Type of Travel	Purpose of the flight of the passengers (Personal Travel, Business Travel)
Class	Travel class in the plane of the passengers (Business, Eco, Eco Plus)
Flight distance	The flight distance of this journey
In-flight wifi service	Satisfaction level of the in-flight wifi service (0:Not Applicable;1-5)

Get this dataset from Kaggle.com

Used tools

Initially , I used Technologies: Jupyter notebook , Python
Libraries: pandas , Matplotlib , Numpy
and used Microsoft Word

Questions\Needs

The airline passenger satisfaction survey, which provides improves the service quality
by taking feedback from clients Each clients will answer the questionnaire through his
experience on the airline on which his flight was booked

What is the most preferred class of travel for customers traveling ?

**Are customers satisfied with the Online booking of the airline on which their
flights are booked ?**

What is the satisfaction rate of people with airline?

who are more loyal customers does the airline have?