

# DANO AIRLINE SATISFACTION REVIEW

130K

total passenger

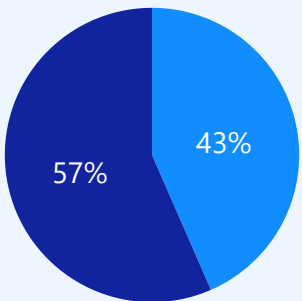
24K

first time passenger

106K

Returning customer

% Satisfaction of passengers



● % of Satisfi...  
● % of Dissat...

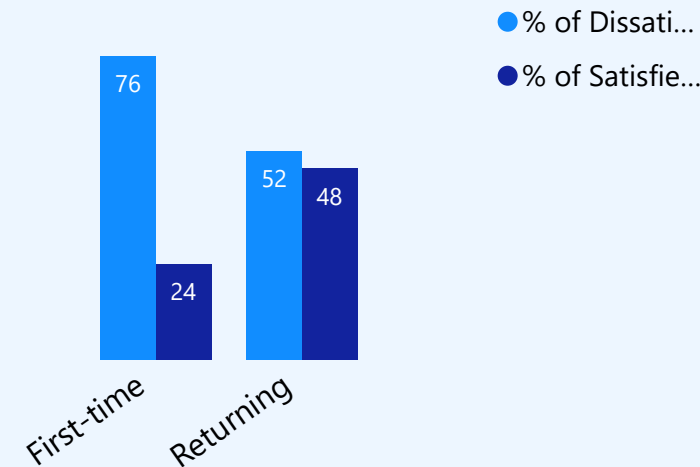
Average airline service rating

4  
3  
2  
1  
0



● avg cleanliness  
● avg baggage handling  
● Average checkin  
● avg food & drinks  
● Avg inflight serv  
● avg leg room serv  
● avg onboarding  
● avg seat comf

% of Satisfaction by customer Type



## ACTION PLAN

- *upgrade crew catering skills, ensure all staff are well trained on standard operating procedures.*
- *proactive communication, personalized assistance and also creating a welcoming and reassuring environment.*
- *proper monitoring of airline before and after boarding to ensure clean and conducive environment.*

Type of Travel	Customer Type	Avg inflight serv	avg food & drinks	Average checkin	avg baggage handling	avg cleanliness	avg leg
Business	Returning	3.65	3.35	3.32	3.65	3.47	
	First-time	3.70	3.04	3.22	3.69	3.06	
	Total	3.66	3.27	3.29	3.66	3.36	
Personal	Returning	3.60	3.07	3.34	3.57	3.12	
	First-time	3.80	3.06	3.25	3.75	3.07	
	Total	3.60	3.07	3.34	3.57	3.12	
Total		3.64	3.20	3.31	3.63	3.29	