

DANO AIRLINE SATISFACTION REVIEW

130K

total passenger

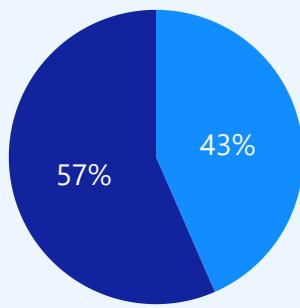
24K

first time passenger

106K

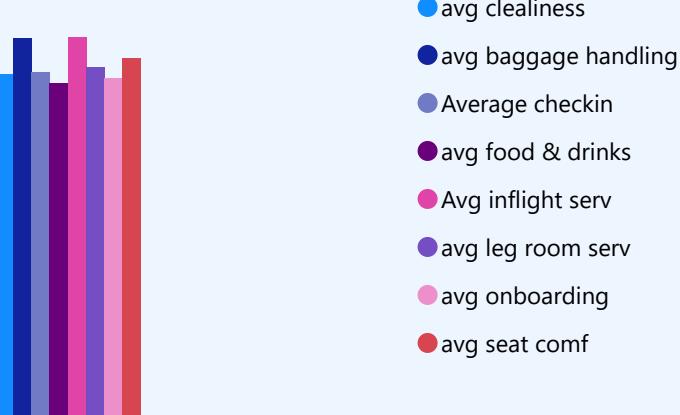
Returning customer

% Satisfaction of passengers



- % of Satisf...
- % of Dissat...

Average airline service rating

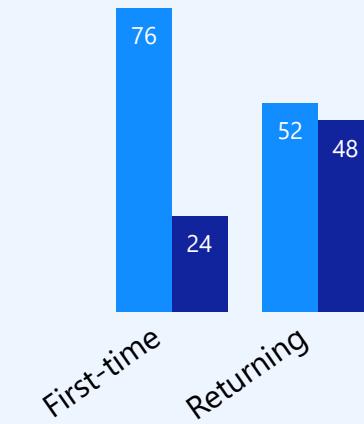


- avg cleanliness
- avg baggage handling
- Average checkin
- avg food & drinks
- Avg inflight serv
- avg leg room serv
- avg onboarding
- avg seat comf

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	

% of Satisfaction by customer Type

- % of Dissati...
- % of Satisfie...



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.