# Classifying passenger satisfaction

Running an airline company is expensive business which relies heavily on customer satisfaction. In their normal course of business, the company collects a lot of data from their passengers. They would like to be able to predict if a customer will be satisfied or not based on a number of factors. They have data on over 100,000+ customers for the following factors shown below:

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

Inflight wifi service: Satisfaction level of the inflight wifi service (0:Not Applicable;1-5)

Departure/Arrival time convenient: Satisfaction level of Departure/Arrival time convenient

Ease of Online booking: Satisfaction level of online booking

Gate location: Satisfaction level of Gate location

Food and drink: Satisfaction level of Food and drink

Online boarding: Satisfaction level of online boarding

Seat comfort: Satisfaction level of Seat comfort

Inflight entertainment: Satisfaction level of inflight entertainment

On-board service: Satisfaction level of On-board service

Leg room service: Satisfaction level of Leg room service

Baggage handling: Satisfaction level of baggage handling

Check-in service: Satisfaction level of Check-in service

Inflight service: Satisfaction level of inflight service

Cleanliness: Satisfaction level of Cleanliness

Departure Delay in Minutes: Minutes delayed when departure

Arrival Delay in Minutes: Minutes delayed when Arrival

Satisfaction: Airline satisfaction level(Satisfaction, neutral or dissatisfaction)

Your task is to build models that can help predict customer satisfaction. Any other insights you can gather from the data will also be heavily useful for the company.