AeroAnalytics

Class wise passenger count

Class

Distinct count of ID

- 60K
- 40K
- 20K
- 0K

Business	Economy	Economy Plus
59,487	25,304	
	33,005	

Type of Travel
- ■ Business
- ■ Personal

Count of customer

1,29,880

Satisfaction
- ■ Neutral or Dissatisfied
- ■ Satisfied

Passenger count as per age

Age_group

0-15	4.97%
16-40	42.69%
above 40	52.34%

% of Total Distinct count of ID

4.97% ▬▬▬▬▬▬▬ 52.34%

Rating of Services

Avg. Food and Drink	3.2048
Avg. Cleanliness	3.2863
Avg. Departure and Arriva..	3.0576
Avg. Ease of Online Booki..	2.7569
Avg. Gate Location	2.9769
Avg. On-board Service	3.3830
Avg. Seat Comfort	3.4414
Avg. Leg Room Service	3.3509
Avg. In-flight Service	3.6422
Avg. In-flight Entertainme..	3.3581

Satisfied and unSatisfied customer based on gender

Satisfied Male

Neutral or Dissatisfied

Neutral or Dissatisfied

Satisfied Female

Type of customers

Returning

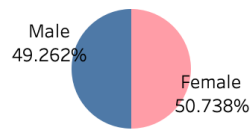# Customers as per gender count

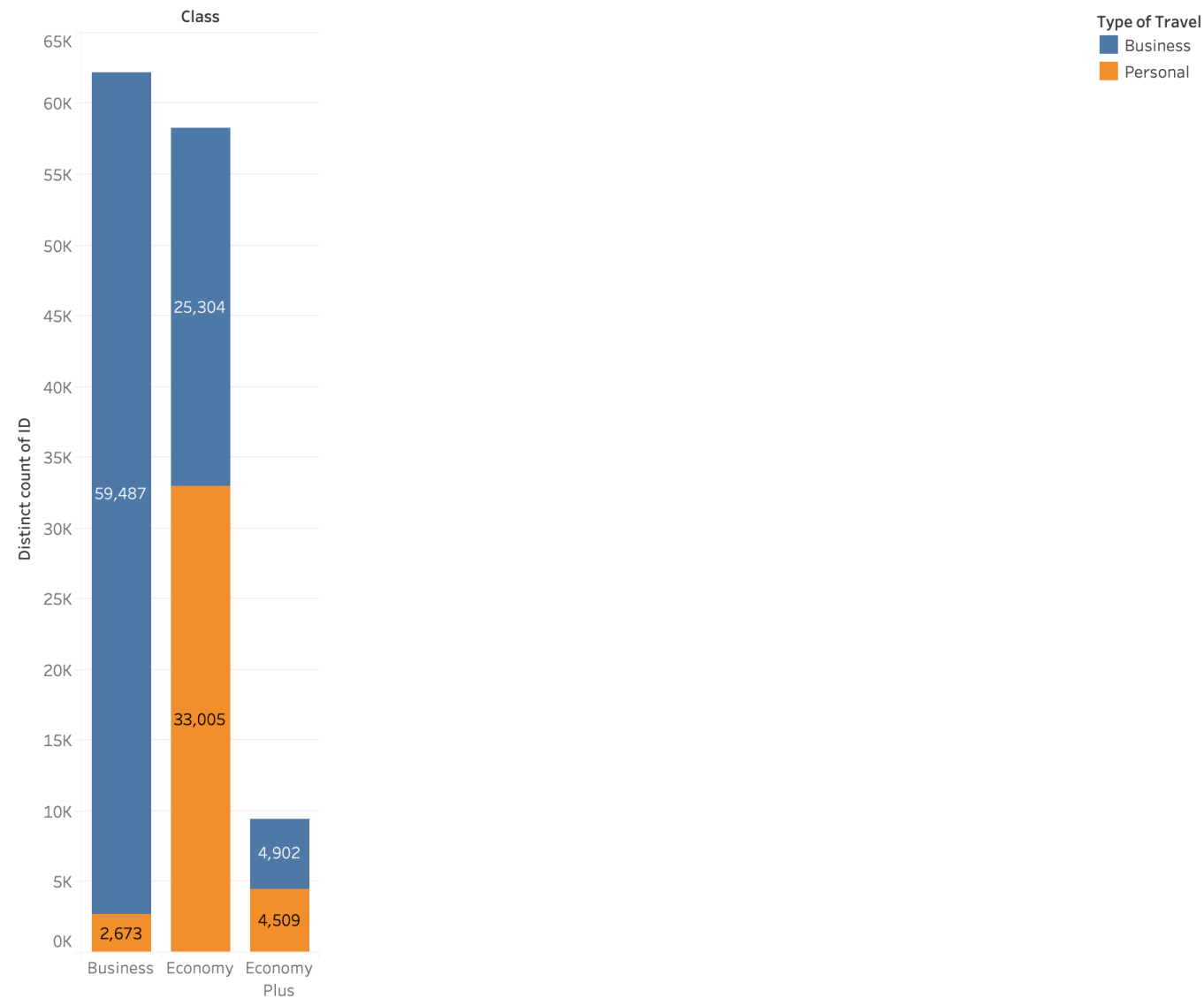We are catering almost same numbers of males and females

Gender
- Female
- Male

Male
49.262%

Female
50.738%

Customers class wise distinction

Basically most of the person are travelling in bussiness class or economy class.Very few are travelling in Economy+.moreover most of people are travelling for personal purpose not for bussiness purpose

Service Ratings

Although we need to work upon almost all the services becoz customers are not feeling aaha! factor.But we need to work upon online booking system and gateway location the most.

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Rating average

2.7569   3.6422
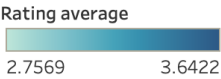
Customer age matrix

Most of customer belong to age bracket of 40 0r above that.

Age_group	
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above 40	52.34%

% of Total Distinct count ..

4.97%   52.34%
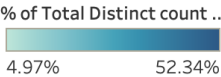
Retention rate

81.69% of total cuatomers are repeated customers and 18.31% are new customers .

Returning

First-time

% of Total Distinct count ..

18.31%   81.69%
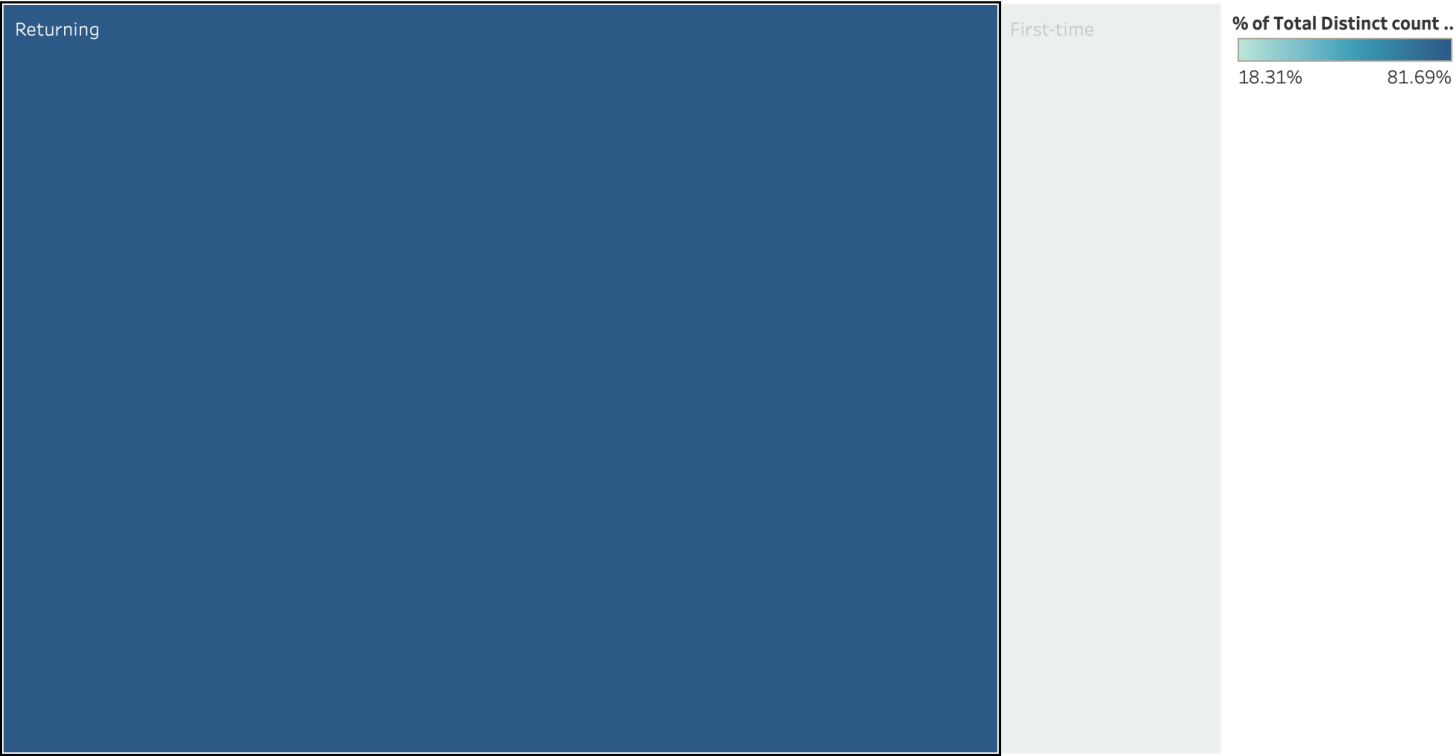
Absolute numbers of male and female satisfaction

Absolute Numbers of satisfied and disatified customers in a month.

Satisfied
Male
28,159

Neutral or Dissatisfied
Female
37,630

Neutral or Dissatisfied
Male
35,822

Satisfied
Female
28,269

Satisfaction
- Neutral or Dissatisfied
- Satisfied