

# MAVEN AIRLINE PASSENGER SATISFACTION

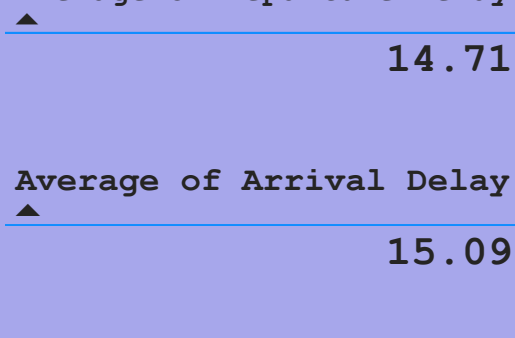
Satisfaction by Gender



Satisfaction by Type of Travel



Average of Departure Delay



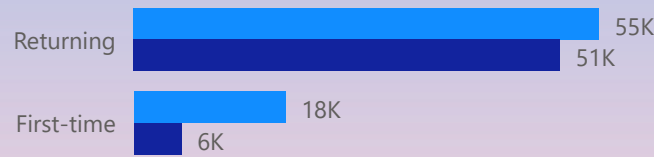
Average of Arrival Delay



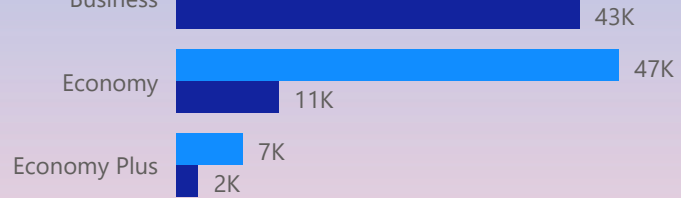
Gate Location



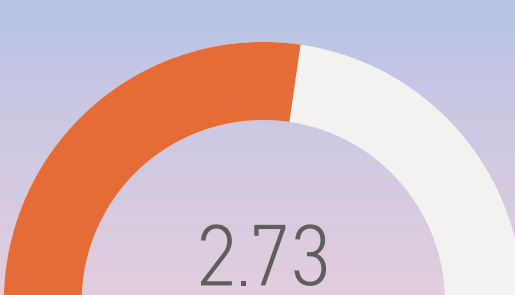
Customer Type by Satisfaction



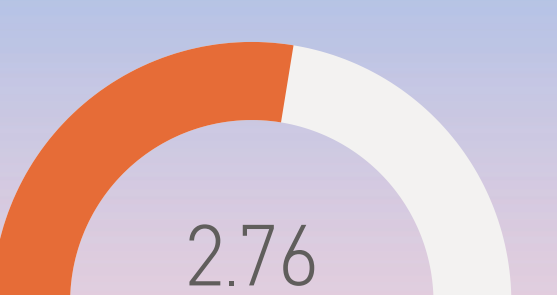
Class by Satisfaction



In-flight Wifi Service



Ease of Online Booking



Satisfaction ×

Satisfied

Gender ×

Female

Class ×

Business

Customer Type ×

- Recommendations**
- improve wi-fi speed in our airline for better service.
  - upgrade user interface for our online service for easy to use and bookings
  - improve the gate service for more easy access.
  - improve the service for first time clients, the overall satisfaction is low for first time clients.
  - our departure and arrival time is much higher we need to put more focus on that to improves our satisfaction.

