

```

SELECT
COUNT(Customer_Type)
FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`
WHERE
Customer_Type = 'Loyal Customer'

```

- Total number of Loyal Customer = 84923
- Total number of Disloyal Customer = 18981

```

SELECT
Customer_Type,
Satisfaction,
Count(satisfaction)
FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`
GROUP BY
Customer_Type, Satisfaction

```

- Loyal Customer “no” 44390, Loyal Customer “yes” 40533
- Disloyal Customer “yes” 4492, Disloyal Customer “no” 14489

```

SELECT
Distinct(Customer_Type)
Satisfaction,
Class,
Count (Class) as customer_per_class,
FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`
GROUP BY
Customer_Type, Class

```

Row	Satisfaction	Class	customer_per_class
1	Loyal Customer	Eco	35835
2	Loyal Customer	Eco Plus	6779
3	Loyal Customer	Business	42309
4	disloyal Customer	Eco	10910
5	disloyal Customer	Business	7356
6	disloyal Customer	Eco Plus	715

SELECT

Customer_Type,

Count(Customer_Type) as customer_count,

Cleanliness as Unsatisfied_Cleanliness,

FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Group By

Customer_Type, Cleanliness

Row	Customer_Type	customer_count	Unsatisfied_Cleanliness
1	Loyal Customer	12	0
2	Loyal Customer	23197	4
3	Loyal Customer	9958	1
4	disloyal Customer	3360	1
5	Loyal Customer	20645	3
6	Loyal Customer	18863	5
7	Loyal Customer	12248	2
8	disloyal Customer	3884	2
9	disloyal Customer	3929	3
10	disloyal Customer	3826	5
11	disloyal Customer	3982	4

SELECT

Customer_Type,

Count(Customer_Type) as customer_count,

Inflight_service as Unsatisfied_Service,

FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Group By

Customer_Type, Inflight_service

Row	Customer_Type	customer_count	Unsatisfied_Service
1	Loyal Customer	16148	3
2	Loyal Customer	30526	4
3	Loyal Customer	6019	1
4	Loyal Customer	9872	2
5	disloyal Customer	7419	4
6	disloyal Customer	4761	5
7	Loyal Customer	22355	5
8	disloyal Customer	1585	2
9	disloyal Customer	4151	3
10	disloyal Customer	1065	1
11	Loyal Customer	3	0

SELECT

Customer_Type,

Count(Customer_Type) as customer_count,

seat_comfort as Unsatisfied_comfortability,

FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Group By

Customer_Type, Seat_comfort

Row	Customer_Type	customer_count	Unsatisfied_comfortability
1	Loyal Customer	27959	4
2	Loyal Customer	10991	2
3	Loyal Customer	14888	3
4	Loyal Customer	22741	5
5	Loyal Customer	8343	1
6	disloyal Customer	3806	4
7	disloyal Customer	3732	1
8	disloyal Customer	3729	5
9	disloyal Customer	3906	2
10	disloyal Customer	3808	3
11	Loyal Customer	1	0

SELECT

Customer_Type,

Count(Customer_Type) as customer_count,

Food_and_drink as Unsatisfied_Cuisine,

FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Group By

Customer_Type, Food_and_drink

Row	Customer_Type	customer_count	Unsatisfied_Cuisine
1	Loyal Customer	83	0
2	Loyal Customer	18331	3
3	Loyal Customer	9467	1
4	Loyal Customer	20406	4
5	disloyal Customer	3370	1
6	Loyal Customer	18584	5
7	Loyal Customer	18052	2
8	disloyal Customer	24	0
9	disloyal Customer	3936	2
10	disloyal Customer	3969	3
11	disloyal Customer	3953	4
12	disloyal Customer	3729	5

SELECT

Customer_Type,

Count(Customer_Type) as customer_count,

Inflight_entertainment as Movies,

FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Group By

Customer_Type, Inflight_entertainment

Row	Customer_Type	customer_count	Movies
1	Loyal Customer	14	0
2	Loyal Customer	9090	1
3	disloyal Customer	3388	1
4	disloyal Customer	3843	2
5	Loyal Customer	13794	2
6	Loyal Customer	15158	3
7	disloyal Customer	3981	3
8	Loyal Customer	25419	4
9	disloyal Customer	4004	4
10	Loyal Customer	21448	5
11	disloyal Customer	3765	5

SELECT

Customer_Type,

Count(Customer_Type) as customer_count,

Inflight_wifi_service as Wifi,

FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Group By

Customer_Type, Inflight_wifi_service

Row	Customer_Type	customer_count	Wifi
1	Loyal Customer	2410	0
2	disloyal Customer	693	0
3	Loyal Customer	14848	1
4	disloyal Customer	2992	1
5	Loyal Customer	21004	2
6	disloyal Customer	4826	2
7	Loyal Customer	20984	3
8	disloyal Customer	4884	3
9	Loyal Customer	15978	4
10	disloyal Customer	3816	4
11	disloyal Customer	1770	5
12	Loyal Customer	9699	5

SELECT

Customer_Type,

Count(Customer_Type) as customer_count,

Departure_Arrival_time_convenient as Convenience,

FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Group By

Customer_Type, Departure_Arrival_time_convenient

Row	Customer_Type	customer_count	Convenience
1	Loyal Customer	20553	5
2	Loyal Customer	12950	1
3	Loyal Customer	21999	4
4	Loyal Customer	13322	2
5	Loyal Customer	2032	0
6	disloyal Customer	2548	1
7	disloyal Customer	3268	0
8	Loyal Customer	14067	3
9	disloyal Customer	3547	4
10	disloyal Customer	3869	2
11	disloyal Customer	1850	5
12	disloyal Customer	3899	3

SELECT

Customer_Type,

```

Count(Customer_Type) as customer_count,
Ease_of_Online_booking as Online_booking,
FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`
Group By
Customer_Type, Ease_of_Online_booking
Order by
Online_booking desc

```

Row	Customer_Type	customer_count	Online_booking
1	Loyal Customer	11989	5
2	disloyal Customer	1862	5
3	Loyal Customer	15815	4
4	disloyal Customer	3756	4
5	Loyal Customer	19599	3
6	disloyal Customer	4850	3
7	Loyal Customer	19328	2
8	disloyal Customer	4693	2
9	Loyal Customer	14562	1
10	disloyal Customer	2963	1
11	Loyal Customer	3630	0
12	disloyal Customer	857	0

```

SELECT
Customer_Type,
Count(Customer_Type) as customer_count,
Checkin_service as Check_in,
FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`
Group By
Customer_Type, Checkin_service
Order by
Checkin_service desc

```

Row	Customer_Type	customer_count	Check_in
1	Loyal Customer	17122	5
2	disloyal Customer	3497	5
3	Loyal Customer	23978	4
4	disloyal Customer	5077	4
5	Loyal Customer	23314	3
6	disloyal Customer	5132	3
7	Loyal Customer	10273	2
8	disloyal Customer	2620	2
9	Loyal Customer	10235	1
10	disloyal Customer	2655	1
11	Loyal Customer	1	0

SELECT

Customer_Type,

Count(Customer_Type) as customer_count,

Baggage_handling as Baggage_claim,

FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Group By

Customer_Type, Baggage_handling

Order by

Baggage_handling desc

Row	Customer_Type	customer_count	Baggage_claim
1	Loyal Customer	22469	5
2	disloyal Customer	4662	5
3	Loyal Customer	29967	4
4	disloyal Customer	7416	4
5	Loyal Customer	16285	3
6	disloyal Customer	4347	3
7	Loyal Customer	9984	2
8	disloyal Customer	1537	2
9	Loyal Customer	6218	1
10	disloyal Customer	1019	1

SELECT

Customer_Type,

Count(Customer_Type) as customer_count,

Leg_room_service as Leg_room,

FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Group By

Customer_Type, Leg_room_service

Order by

Leg_room_service desc

Row	Customer_Type	customer_count	Leg_room
1	Loyal Customer	20474	5
2	disloyal Customer	4193	5
3	Loyal Customer	24507	4
4	disloyal Customer	4282	4
5	disloyal Customer	4204	3
6	Loyal Customer	15894	3
7	Loyal Customer	15454	2
8	disloyal Customer	4071	2
9	Loyal Customer	8122	1
10	disloyal Customer	2231	1
11	Loyal Customer	472	0

SELECT

Customer_Type,

Count(Customer_Type) as customer_count,

On_board_service as Onboarding,

FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Group By

Customer_Type, On_board_service

Order by

On_board_service desc

Row	Customer_Type	customer_count	Onboarding
1	Loyal Customer	20163	5
2	disloyal Customer	3485	5
3	Loyal Customer	25720	4
4	disloyal Customer	5147	4
5	Loyal Customer	17696	3
6	disloyal Customer	5137	3
7	Loyal Customer	12042	2
8	disloyal Customer	2639	2
9	Loyal Customer	9299	1
10	disloyal Customer	2573	1
11	Loyal Customer	3	0

SELECT

Customer_Type,

Count(Customer_Type) as customer_count,

Online_boarding,

FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Group By

Customer_Type, Online_boarding

Order by

Online_boarding desc

Row	Customer_Type	customer_count	Online_boarding
1	Loyal Customer	18807	5
2	disloyal Customer	1906	5
3	Loyal Customer	26979	4
4	disloyal Customer	3783	4
5	Loyal Customer	16967	3
6	disloyal Customer	4837	3
7	Loyal Customer	12873	2
8	disloyal Customer	4632	2
9	Loyal Customer	7688	1
10	disloyal Customer	3004	1
11	Loyal Customer	1609	0
12	disloyal Customer	819	0

SELECT

Customer_Type,

Count(Customer_Type) as customer_count,

Gate_location,

FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Group By

Customer_Type, Gate_location

Order by

Gate_location desc

Row	Customer_Type	customer_count	Online_boarding
1	Loyal Customer	18807	5
2	disloyal Customer	1906	5
3	Loyal Customer	26979	4
4	disloyal Customer	3783	4
5	Loyal Customer	16967	3
6	disloyal Customer	4837	3
7	Loyal Customer	12873	2
8	disloyal Customer	4632	2
9	Loyal Customer	7688	1
10	disloyal Customer	3004	1
11	Loyal Customer	1609	0
12	disloyal Customer	819	0

**** Find min and max flight length****

SELECT

Customer_Type,

Max(Flight_distance) as max_flight_length,

Min(Flight_distance) as min_flight_length,

FROM `festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Group By

Customer_Type

Order by

max_flight_length desc

Row	Customer_Type	max_flight_length	min_flight_length
1	Loyal Customer	4983	31
2	disloyal Customer	4963	31

****Max Flight Length in General****

SELECT

MAX(flight_distance) as max_flight_length

FROM

`festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Row	max_flight_length
1	4983

SELECT

MIN(flight_distance) as min_flight_length

FROM

`festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

Row	min_flight_length
1	31

** What did the loyal customer satisfaction rating who had a max flight length**

SELECT

max(flight_distance) as max_flight_length,
Customer_Type,
Satisfaction,

FROM

`festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

GROUP BY

Customer_Type, satisfaction

Row	max_flight_length	Customer_Type	Satisfaction
1	4983	Loyal Customer	neutral or dissatisfied
2	4983	Loyal Customer	satisfied
3	4963	disloyal Customer	satisfied
4	4963	disloyal Customer	neutral or dissatisfied

*Id of customers with the longest flight length**

SELECT

id,
Flight_distance,

FROM

`festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

WHERE

Flight_distance = 4983

ORDER BY

id asc

Row	id	Flight_distance
1	31812	4983
2	31813	4983
3	31817	4983
4	31870	4983
5	31871	4983
6	31873	4983
7	31875	4983
8	31876	4983
9	31878	4983
10	31879	4983
11	31880	4983
12	31881	4983

SELECT

id,
Flight_distance,
Customer_Type,
Satisfaction

FROM

`festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

WHERE

Flight_distance = 4983

ORDER BY

id asc

Row	id	Flight_dista...	Customer_Type	Satisfaction
1	31812	4983	Loyal Customer	satisfied
2	31813	4983	Loyal Customer	satisfied
3	31817	4983	Loyal Customer	satisfied
4	31870	4983	Loyal Customer	satisfied
5	31871	4983	Loyal Customer	satisfied
6	31873	4983	Loyal Customer	satisfied
7	31875	4983	Loyal Customer	satisfied
8	31876	4983	Loyal Customer	satisfied
9	31878	4983	Loyal Customer	neutral or dissatisfied
10	31879	4983	Loyal Customer	neutral or dissatisfied
11	31880	4983	Loyal Customer	satisfied
12	31881	4983	Loyal Customer	neutral or dissatisfied

** ID 31878**

SELECT

id,
Flight_distance,
age,
class,

inflight_wifi_service, cleanliness, food_and_drink, Inflight_service, Checkin_service

FROM

`festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

WHERE

Flight_distance = 4983 and

id = 31878

Row	id	Flight_dista...	age	class	inflight_wifi_service	cleanliness	food_and_drink	Inflight_service	Checkin_service
1	31878	4983	29	Eco	2	4	2	3	4

**ID 31879

SELECT

id,

Flight_distance,

age,

class,

inflight_wifi_service, cleanliness, food_and_drink, Inflight_service, Checkin_service

FROM

`festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

WHERE

Flight_distance = 4983 and

id = 31879

Row	id	Flight_dista...	age	class	inflight_wifi...	cleanliness	food_and_dr...	Inflight_serv...	Checkin_ser...
1	31879	4983	47	Eco	1	3	1	2	3

** ID 31881

SELECT

id,

Flight_distance,

age,

class,

inflight_wifi_service, cleanliness, food_and_drink, Inflight_service, Checkin_service

FROM

`festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

WHERE

Flight_distance = 4983 and

id = 31881

Row	id	Flight_dista...	age	class	inflight_wifi...	cleanliness	food_and_dr...	Inflight_serv...	Checkin_ser...
1	31881	4983	62	Eco Plus	3	4	3	1	4

SELECT

AVG(inflight_wifi_service) as avg_wifi_rating,
AVG(cleanliness) as avg_cleanliness,
AVG(food_and_drink) as avg_cuisine,
AVG(Inflight_service) as avg_hospitality,
AVG(Checkin_service) as avg_checkin_service,
AVG(ease_of_online_booking) as avg_online_booking_rating,
AVG(gate_location) as avg_gate_location,
AVG(online_boarding) as avg_online_boarding,
AVG(seat_comfort) as avg_comfortability,
AVG(inflight_entertainment) as avg_entertainment_rating,
AVG(baggage_handling) as avg_baggage_handling,

AVG(leg_room_service) as avg_leg_room_rating,
 AVG(On_board_service) as avg_onboarding_rating

FROM

`festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

avg_wifi_rating	avg_cleanlin...	avg_cuisine	avg_hospita...	avg_checkin...	avg_online_booking...	avg_gate_location	avg_online_boarding	avg_comfor...	avg_entertai...	avg_baggag...	avg_leg_roo...	avg_onboa
2.729683169...	3.28635086...	3.20212888...	3.64042770...	3.30429049...	2.7569006005543404	2.976882506929...	3.250375346473672	3.43939598...	3.35815753...	3.63183323...	3.35105481...	3.382362

SELECT

id,
 flight_distance,
 Customer_Type,
 satisfaction

FROM

`festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

WHERE

Flight_distance = 31

ORDER BY

id desc

Row	id	flight_distan...	Customer_Type	satisfaction
1	30184	31	Loyal Customer	satisfied
2	30144	31	Loyal Customer	neutral or dissatisfied
3	30130	31	Loyal Customer	neutral or dissatisfied
4	30125	31	Loyal Customer	neutral or dissatisfied
5	30078	31	Loyal Customer	neutral or dissatisfied
6	29992	31	disloyal Customer	neutral or dissatisfied
7	29863	31	Loyal Customer	satisfied
8	29824	31	disloyal Customer	satisfied

SELECT

id,
 flight_distance,
 Customer_Type,

satisfaction,
Ease_of_Online_booking,
Gate_location

FROM

`festive-idea-357421.Passanger_Satisfaction.Passanger_survey`

WHERE

Flight_distance = 31 and id = 30144

Row	id	flight_distance	Customer_Type	satisfaction	Ease_of_Online_booking	Gate_location
1	30144	31	Loyal Customer	neutral or dissatisfied	0	3

SELECT

ROUND(AVG(inflight_wifi_service),2) as avg_wifi_rating,
ROUND(AVG(cleanliness),2) as avg_cleanliness,
ROUND(AVG(food_and_drink),2) as avg_cuisine,
ROUND(AVG(Inflight_service),2) as avg_hospitality,
ROUND(AVG(Checkin_service),2) as avg_checkin_service,
ROUND(AVG(ease_of_online_booking),2) as avg_online_booking_rating,
ROUND(AVG(gate_location),2) as avg_gate_location,
ROUND(AVG(online_boarding),2) as avg_online_boarding,
ROUND(AVG(seat_comfort),2) as avg_comfortability,
ROUND(AVG(inflight_entertainment),2) as avg_entertainment_rating,
ROUND(AVG(baggage_handling),2) as avg_baggage_handling,
ROUND(AVG(leg_room_service),2) as avg_leg_room_rating,
ROUND(AVG(On_board_service),2) as avg_onboarding_rating

FROM

`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`

WHERE

Class = 'Eco'

Row	wifi_rati...	avg_cleanlin...	avg_cuisine	avg_hospita...	avg_checkin...	avg_online_booki...	avg_gate_lo...	avg_online_boarding	avg_comfor...	avg_entertai...	avg_baggag...	avg_leg_room...	avg_onboarding_rating
1	2.68	3.11	3.09	3.46	3.12	2.61	2.97	2.81	3.14	3.1	3.45	3.09	3.12

SELECT

```
ROUND(AVG(inflight_wifi_service),2) as avg_wifi_rating,  
ROUND(AVG(cleanliness),2) as avg_cleanliness,  
ROUND(AVG(food_and_drink),2) as avg_cuisine,  
ROUND(AVG(Inflight_service),2) as avg_hospitality,  
ROUND(AVG(Checkin_service),2) as avg_checkin_service,  
ROUND(AVG(ease_of_online_booking),2) as avg_online_booking_rating,  
ROUND(AVG(gate_location),2) as avg_gate_location,  
ROUND(AVG(online_boarding),2) as avg_online_boarding,  
ROUND(AVG(seat_comfort),2) as avg_comfortability,  
ROUND(AVG(inflight_entertainment),2) as avg_entertainment_rating,  
ROUND(AVG(baggage_handling),2) as avg_baggage_handling,  
ROUND(AVG(leg_room_service),2) as avg_leg_room_rating,  
ROUND(AVG(On_board_service),2) as avg_onboarding_rating
```

FROM

```
`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`
```

WHERE

```
Class = 'Eco Plus'
```

Row	avg_wifi_rati..	avg_cleanlin..	avg_cuisine	avg_hospita..	avg_checkin..	avg_online_boo..	avg_gate_lo..	avg_online_boa..	avg_comfor..	avg_entertal..	avg_baggage..	avg_leg_room..	avg_onboarding..
1	2.77	3.13	3.12	3.39	3.02	2.66	2.97	2.89	3.18	3.14	3.36	3.06	3.05

SELECT

```
ROUND(AVG(inflight_wifi_service),2) as avg_wifi_rating,  
ROUND(AVG(cleanliness),2) as avg_cleanliness,  
ROUND(AVG(food_and_drink),2) as avg_cuisine,  
ROUND(AVG(Inflight_service),2) as avg_hospitality,  
ROUND(AVG(Checkin_service),2) as avg_checkin_service,  
ROUND(AVG(ease_of_online_booking),2) as avg_online_booking_rating,  
ROUND(AVG(gate_location),2) as avg_gate_location,  
ROUND(AVG(online_boarding),2) as avg_online_boarding,  
ROUND(AVG(seat_comfort),2) as avg_comfortability,  
ROUND(AVG(inflight_entertainment),2) as avg_entertainment_rating,
```

```

ROUND(AVG(baggage_handling),2) as avg_baggage_handling,
ROUND(AVG(leg_room_service),2) as avg_leg_room_rating,
ROUND(AVG(On_board_service),2) as avg_onboarding_rating
FROM
`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`
WHERE
Class = 'Business'

```

Row	avg_wifi_rati..	avg_cleanlin..	avg_cuisine	avg_hospita..	avg_checkin..	avg_online_booki..	avg_gate_lo..	avg_online_boar..	avg_comfor..	avg_entertai..	avg_baggage..	avg_leg_roo..	avg_onboarding..
1	2.78	3.48	3.32	3.84	3.52	2.91	2.98	3.72	3.76	3.64	3.84	3.64	3.68

```

SELECT
Customer_Type,
COUNT(Gender) as loyal_male_customers
FROM
`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`
WHERE
Customer_Type = 'Loyal Customer' and
Gender = 'Male'
GROUP BY
Customer_Type

```

Row	Customer_Type	loyal_male_customers
1	Loyal Customer	42465

```

SELECT
Customer_Type,
Gender,
COUNT(Customer_type) as Count,
FROM
`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`
GROUP BY

```

Gender, Customer_Type

Row	Customer_Type	Gender	Count
1	Loyal Customer	Male	42465
2	Loyal Customer	Female	42458
3	disloyal Customer	Female	10269
4	disloyal Customer	Male	8712

SELECT

Type_of_Travel,

Gender,

COUNT(Gender) as Count,

FROM

`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`

GROUP BY

Gender, Type_of_Travel

Row	Type_of_Travel	Gender	Count
1	Business travel	Male	35127
2	Business travel	Female	36528
3	Personal Travel	Female	16199
4	Personal Travel	Male	16050

****Disloyal vs Loyal Customer Satisfaction Rating****

SELECT

Customer_Type,

Count(Customer_Type) as Count,

Satisfaction,

FROM

`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`

GROUP BY

Customer_Type, Satisfaction

Row	Customer_Type	Count	Satisfaction
1	Loyal Customer	44390	neutral or
2	Loyal Customer	40533	satisfied
3	disloyal Customer	4492	satisfied
4	disloyal Customer	14489	neutral or dissatisfied

****Disloyal vs Loyal Customer Type of Travel****

SELECT

Customer_Type,

Count(Customer_Type) as Count,

Type_of_Travel,

FROM

`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`

GROUP BY

Customer_Type, Type_of_Travel

Row	Customer_Type	Count	Type_of_Travel
1	Loyal Customer	52838	Business travel
2	Loyal Customer	32085	Personal Travel
3	disloyal Customer	18817	Business travel
4	disloyal Customer	164	Personal Travel

SELECT

Customer_Type,

Count(Customer_Type) as Count,

Type_of_Travel,

Class

FROM

`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`

WHERE

Customer_Type = 'disloyal Customer' and

Type_of_Travel = 'Business travel'

GROUP BY

Customer_Type, Type_of_Travel, class

Row	Customer_Type	Count	Type_of_Travel	Class
1	disloyal Customer	10761	Business travel	Eco
2	disloyal Customer	7345	Business travel	Business
3	disloyal Customer	711	Business travel	Eco Plus

SELECT

Customer_Type,

COUNT(Customer_Type) as Count,

Type_of_Travel,

Class

FROM

`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`

WHERE

Type_of_Travel = 'Personal Travel'

GROUP BY

Customer_Type, Type_of_Travel, Class

Row	Customer_Type	Count	Type_of_Travel	Class
1	Loyal Customer	26339	Personal Travel	Eco
2	Loyal Customer	2146	Personal Travel	Business
3	Loyal Customer	3600	Personal Travel	Eco Plus
4	disloyal Customer	149	Personal Travel	Eco
5	disloyal Customer	4	Personal Travel	Eco Plus
6	disloyal Customer	11	Personal Travel	Business

SELECT

Customer_Type,

COUNT(Customer_Type) as Count,

Type_of_Travel,

Class

FROM

`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`

WHERE

Type_of_Travel = 'Business travel'

GROUP BY

Customer_Type, Type_of_Travel, Class

Row	Customer_Type	Count	Type_of_Travel	Class
1	Loyal Customer	9496	Business travel	Eco
2	Loyal Customer	3179	Business travel	Eco Plus
3	Loyal Customer	40163	Business travel	Business
4	disloyal Customer	10761	Business travel	Eco
5	disloyal Customer	7345	Business travel	Business
6	disloyal Customer	711	Business travel	Eco Plus

SELECT

Customer_Type,

COUNT(Customer_Type) as Count,

Type_of_Travel,

Class

FROM

`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`

WHERE

Type_of_Travel = 'Business travel' or Type_of_Travel = 'Personal Travel'

GROUP BY

Customer_Type, Type_of_Travel, Class

Combine Tables

SELECT

Customer_Type,

ROUND(AVG(inflight_wifi_service),2) as avg_wifi_rating,

ROUND(AVG(cleanliness),2) as avg_cleanliness,

ROUND(AVG(food_and_drink),2) as avg_cuisine,

ROUND(AVG(Inflight_service),2) as avg_hospitality,

ROUND(AVG(Checkin_service),2) as avg_checkin_service,

ROUND(AVG(ease_of_online_booking),2) as avg_online_booking_rating,

ROUND(AVG(gate_location),2) as avg_gate_location,

ROUND(AVG(online_boarding),2) as avg_online_boarding,

ROUND(AVG(seat_comfort),2) as avg_comfortability,

ROUND(AVG(inflight_entertainment),2) as avg_entertainment_rating,

ROUND(AVG(baggage_handling),2) as avg_baggage_handling,

ROUND(AVG(leg_room_service),2) as avg_leg_room_rating,

ROUND(AVG(On_board_service),2) as avg_onboarding_rating

FROM

`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`

WHERE

Class = 'Business' and Customer_Type = 'Loyal Customer'

GROUP BY

Customer_Type

Customer_Type	avg_wifi_rati..	avg_cleanlin..	avg_cuisine	avg_hospita..	avg_checkin..	avg_online..	avg_gate_lo..	avg_online..	avg_comfor..	avg_entertai..	avg_baggag..	avg_leg_roo..	avg_onboar..
Loyal Customer	2.75	3.55	3.37	3.78	3.49	2.91	3.0	3.86	3.9	3.74	3.78	3.68	3.67

SELECT

Flight_Distance

Customer_Type,

ROUND(AVG(inflight_wifi_service),2) as avg_wifi_rating,

```

ROUND(AVG(cleanliness),2) as avg_cleanliness,
ROUND(AVG(food_and_drink),2) as avg_cuisine,
ROUND(AVG(Inflight_service),2) as avg_hospitality,
ROUND(AVG(Checkin_service),2) as avg_checkin_service,
ROUND(AVG(ease_of_online_booking),2) as avg_online_booking_rating,
ROUND(AVG(gate_location),2) as avg_gate_location,
ROUND(AVG(online_boarding),2) as avg_online_boarding,
ROUND(AVG(seat_comfort),2) as avg_comfortability,
ROUND(AVG(inflight_entertainment),2) as avg_entertainment_rating,
ROUND(AVG(baggage_handling),2) as avg_baggage_handling,
ROUND(AVG(leg_room_service),2) as avg_leg_room_rating,
ROUND(AVG(On_board_service),2) as avg_onboarding_rating
FROM
`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`
WHERE
Flight_Distance = 31
GROUP BY

```

Customer_Type

Row	stomer_T...	avg_wifi_rati...	avg_cleanlin...	avg_cuisine	avg_hospita...	avg_checkin...	avg_online...	avg_gate_lo...	avg_online...	avg_comfor...	avg_entertai...	avg_baggag...	avg_leg_roo...	avg_onboar...
1	31	3.38	2.5	2.88	3.25	4.38	2.75	2.88	3.38	2.88	3.13	4.38	2.75	3.5

```

SELECT
Flight_Distance
Customer_Type,
ROUND(AVG(inflight_wifi_service),2) as avg_wifi_rating,
ROUND(AVG(cleanliness),2) as avg_cleanliness,
ROUND(AVG(food_and_drink),2) as avg_cuisine,
ROUND(AVG(Inflight_service),2) as avg_hospitality,
ROUND(AVG(Checkin_service),2) as avg_checkin_service,
ROUND(AVG(ease_of_online_booking),2) as avg_online_booking_rating,
ROUND(AVG(gate_location),2) as avg_gate_location,
ROUND(AVG(online_boarding),2) as avg_online_boarding,
ROUND(AVG(seat_comfort),2) as avg_comfortability,
ROUND(AVG(inflight_entertainment),2) as avg_entertainment_rating,
ROUND(AVG(baggage_handling),2) as avg_baggage_handling,
ROUND(AVG(leg_room_service),2) as avg_leg_room_rating,
ROUND(AVG(On_board_service),2) as avg_onboarding_rating
FROM

```


`festive-idea-357421.Passanger_satisfaction_rating.Passenger_survey`

WHERE

Flight_Distance = 4983

GROUP BY

Customer_Type

Row	stomer_T_	avg_wifi_rati_	avg_cleanlin_	avg_cuisine	avg_hospita_	avg_checkin_	avg_online_	avg_gate_lo_	avg_online_	avg_comfor_	avg_entertai_	avg_baggag_	avg_leg_roo_	avg_onboar_
1	4983	3.0	3.42	3.33	2.92	3.42	3.08	3.67	3.42	3.42	2.67	3.67	3.92	2.5