



CUSTOMER PROFILE

Satisfaction

All

Total Number of Passengers

130K

Average Age of Passengers

39

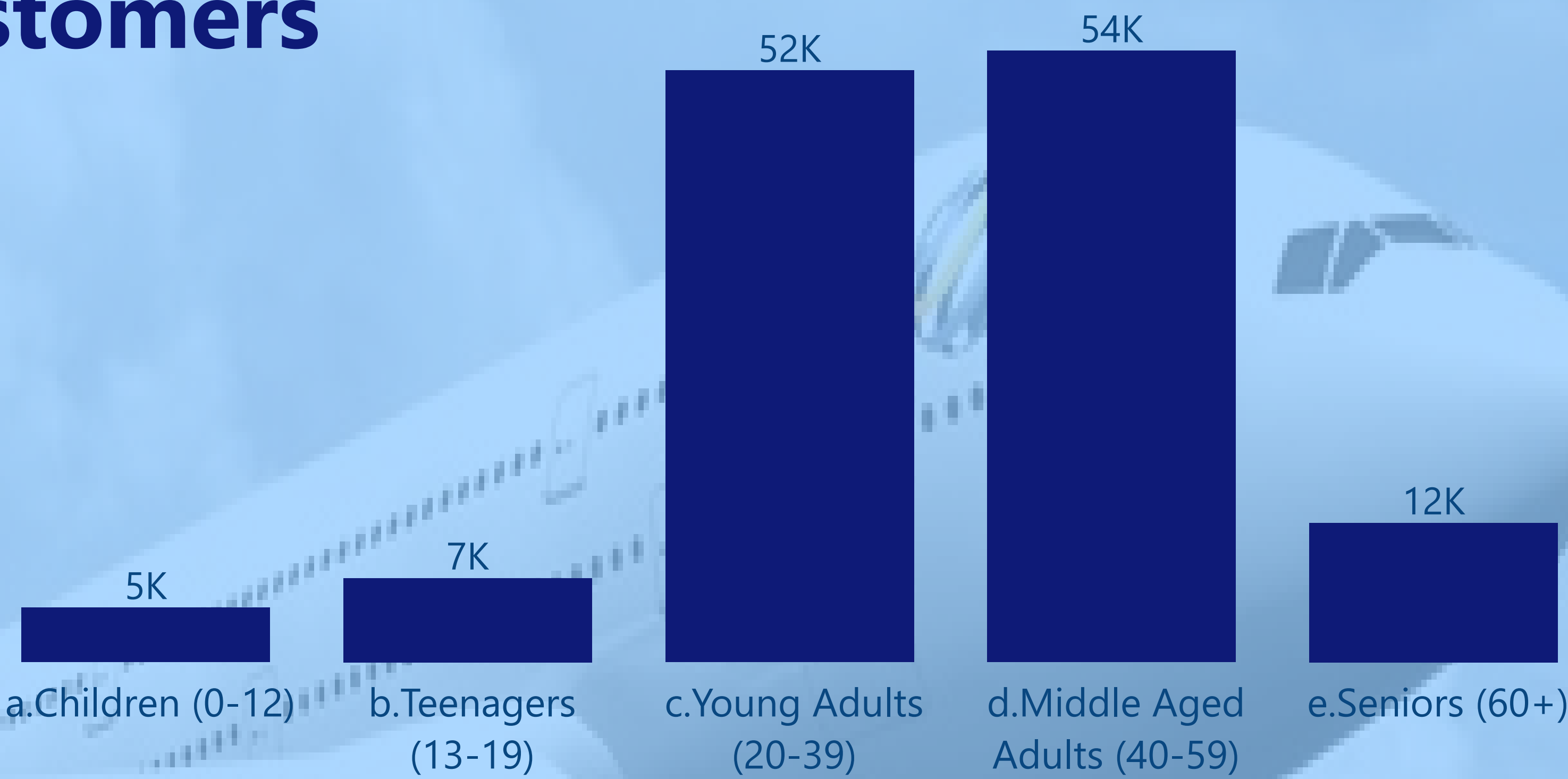
Minimum Age of Passengers

7

Maximum Age of Passengers

85

Age Distribution of Customers



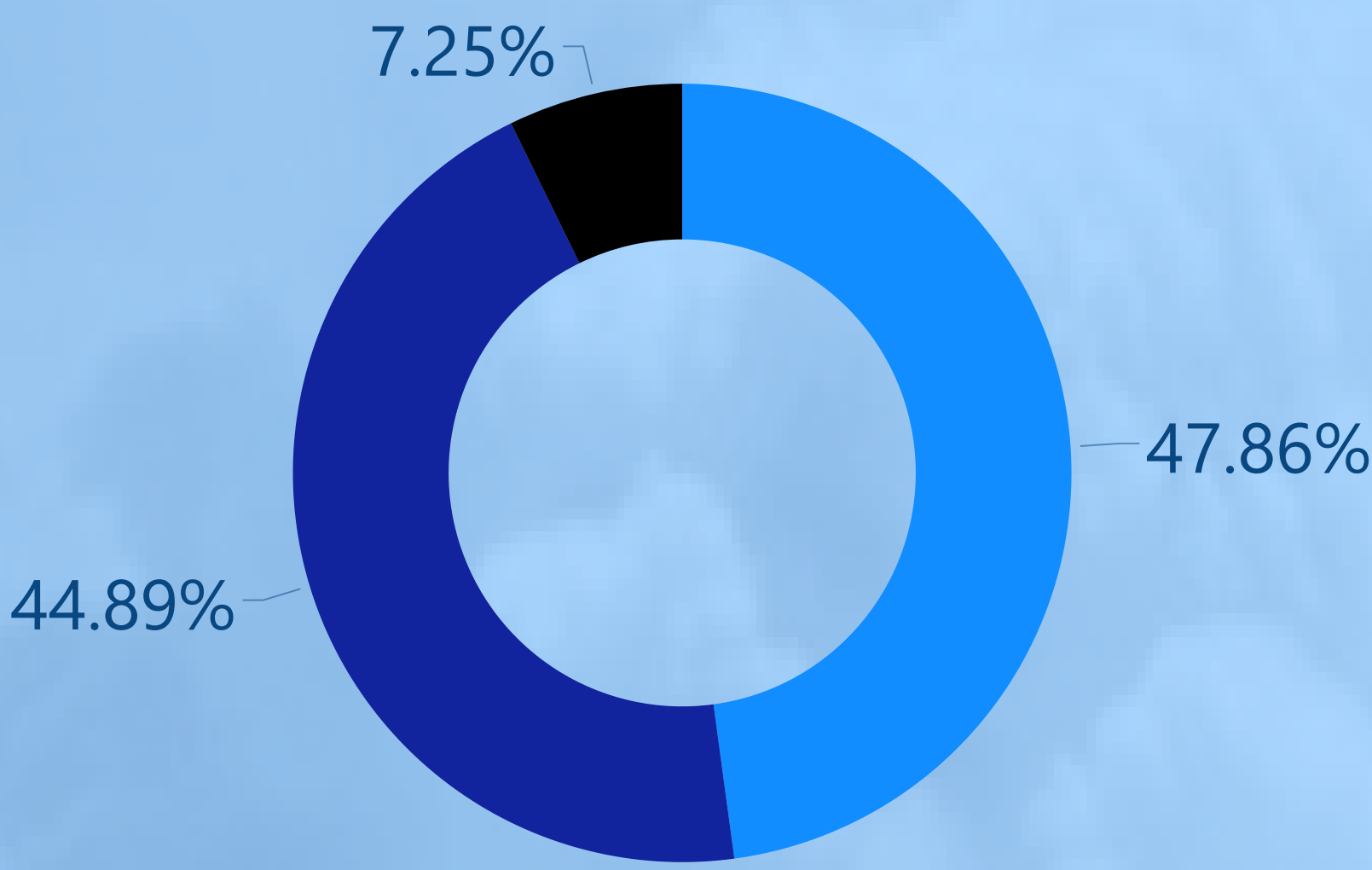
Gender

Female Male



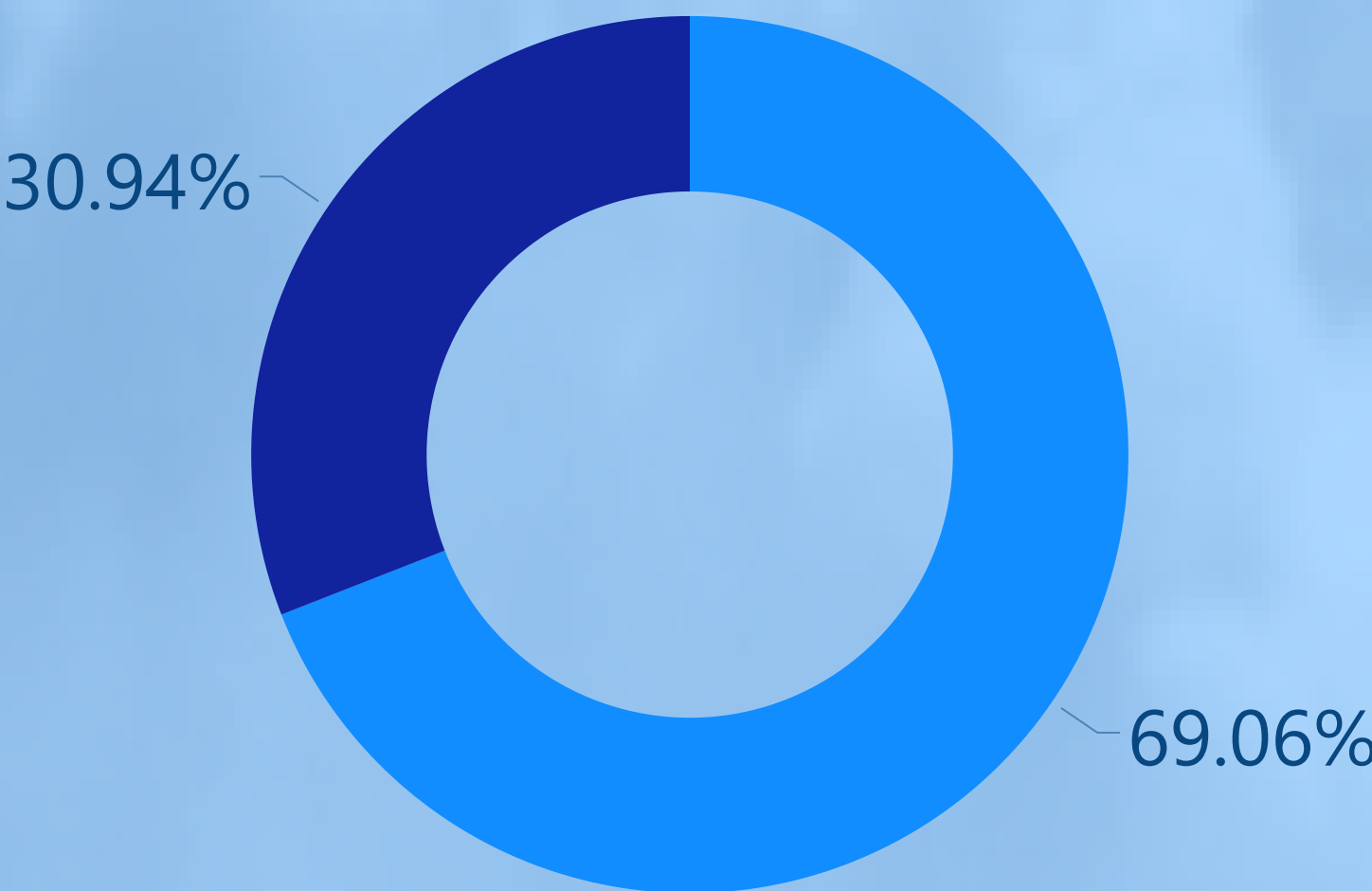
Ticket Class

Business Economy Economy Plus



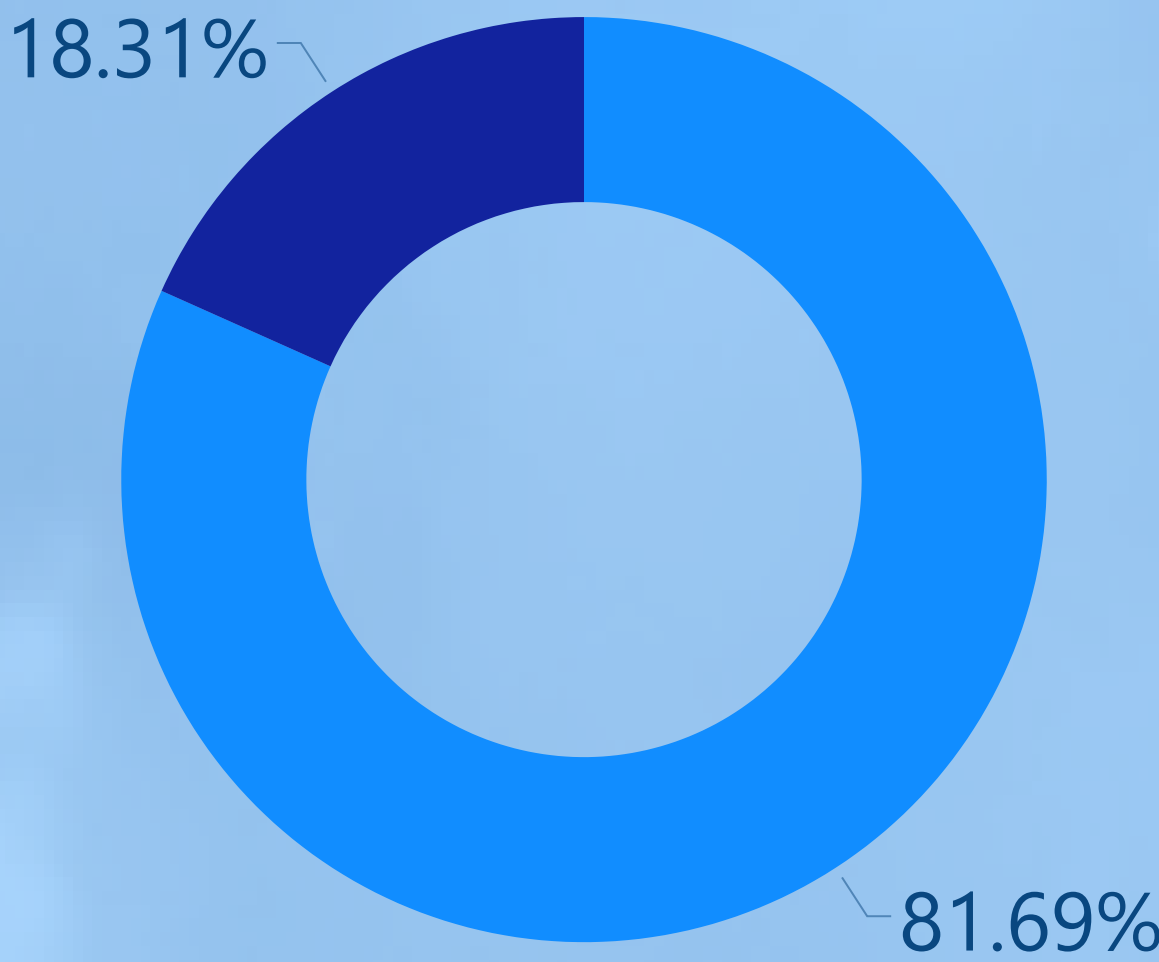
Type of Travel

Business Personal



Type of Customers

Returning First-time





SATISFACTION LEVELS

Satisfaction

All

Distance Class

All

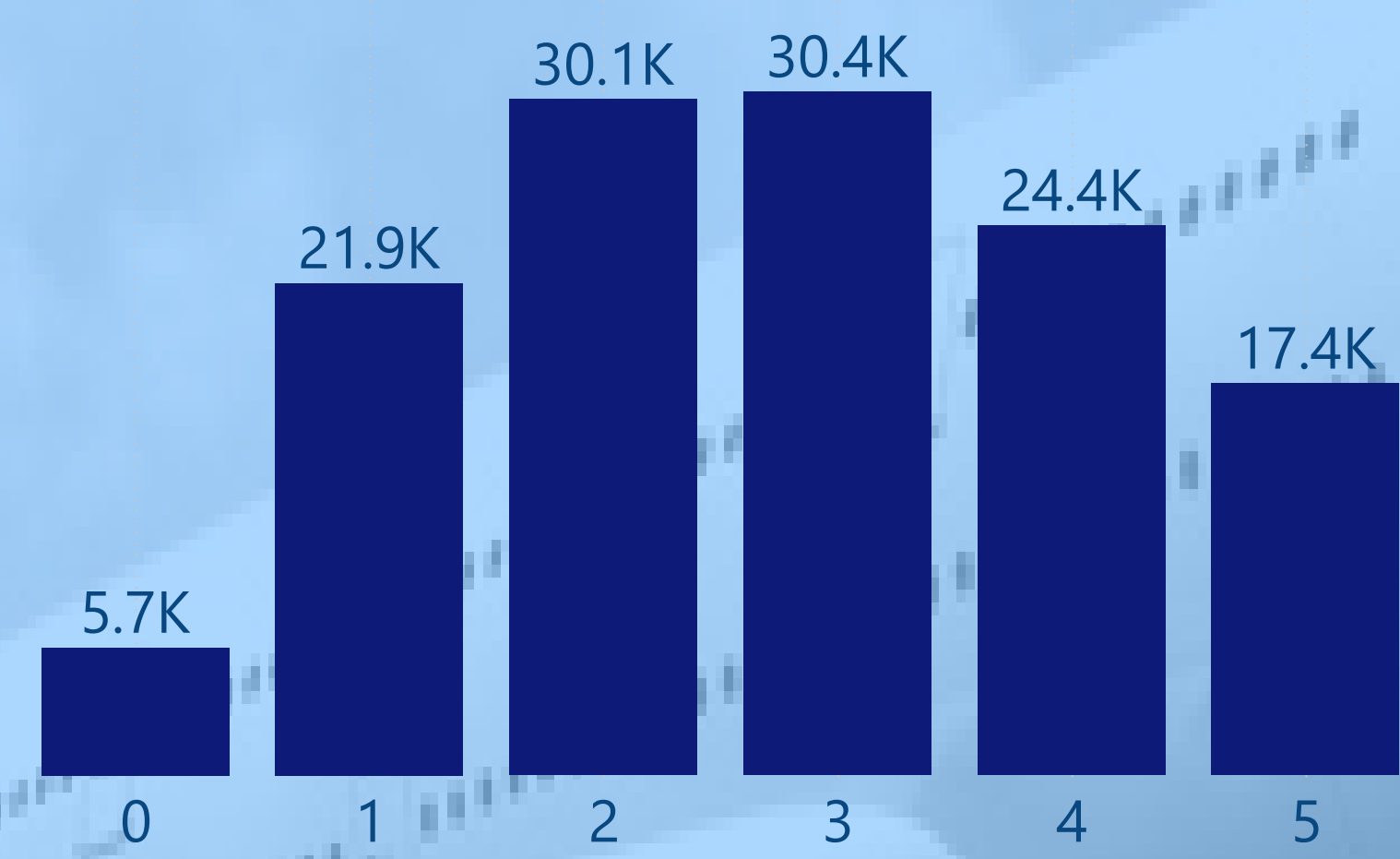
Customer Type

All

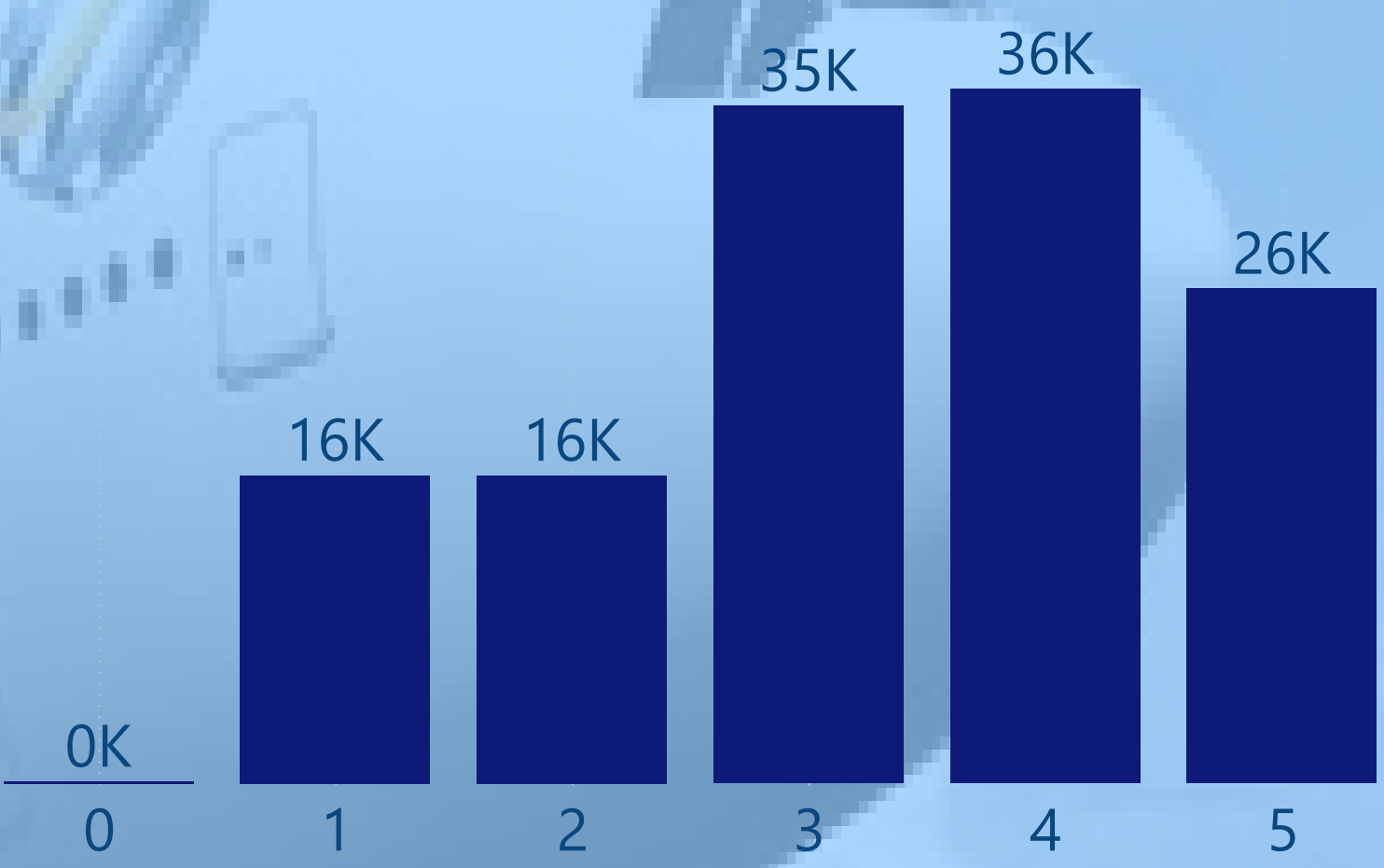
Departure and Arrival Time Convenience



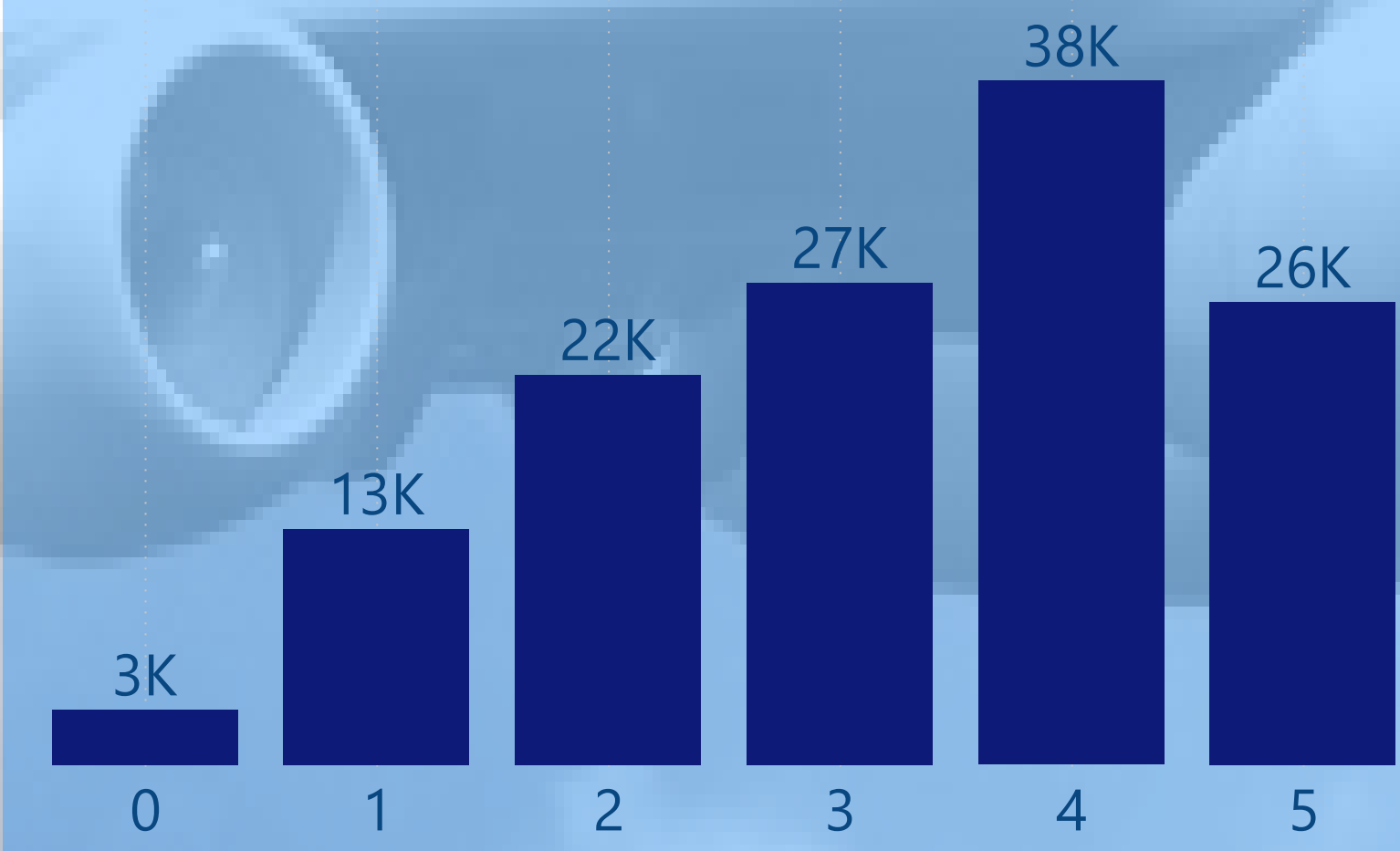
Ease of Online Booking



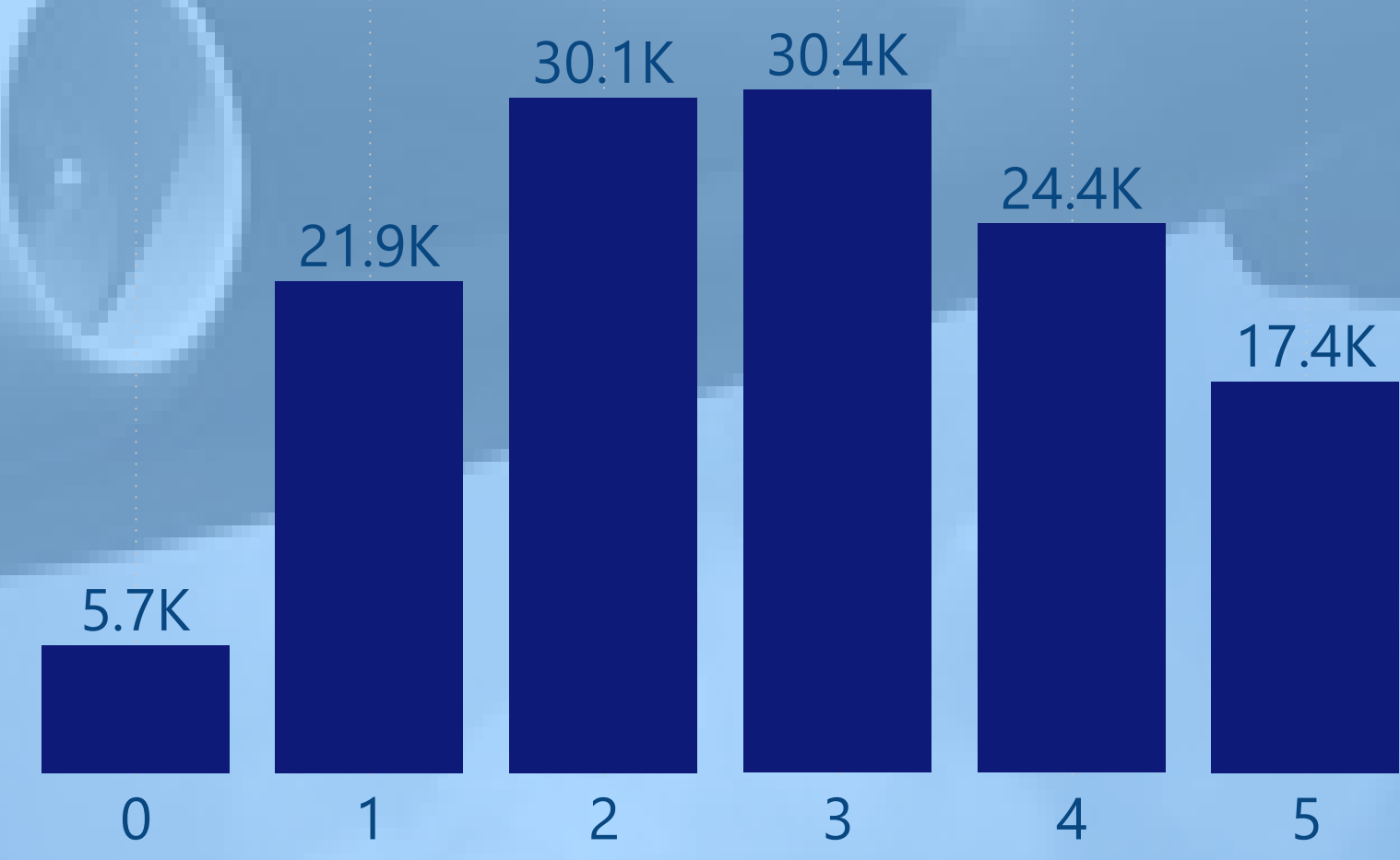
Check in Service



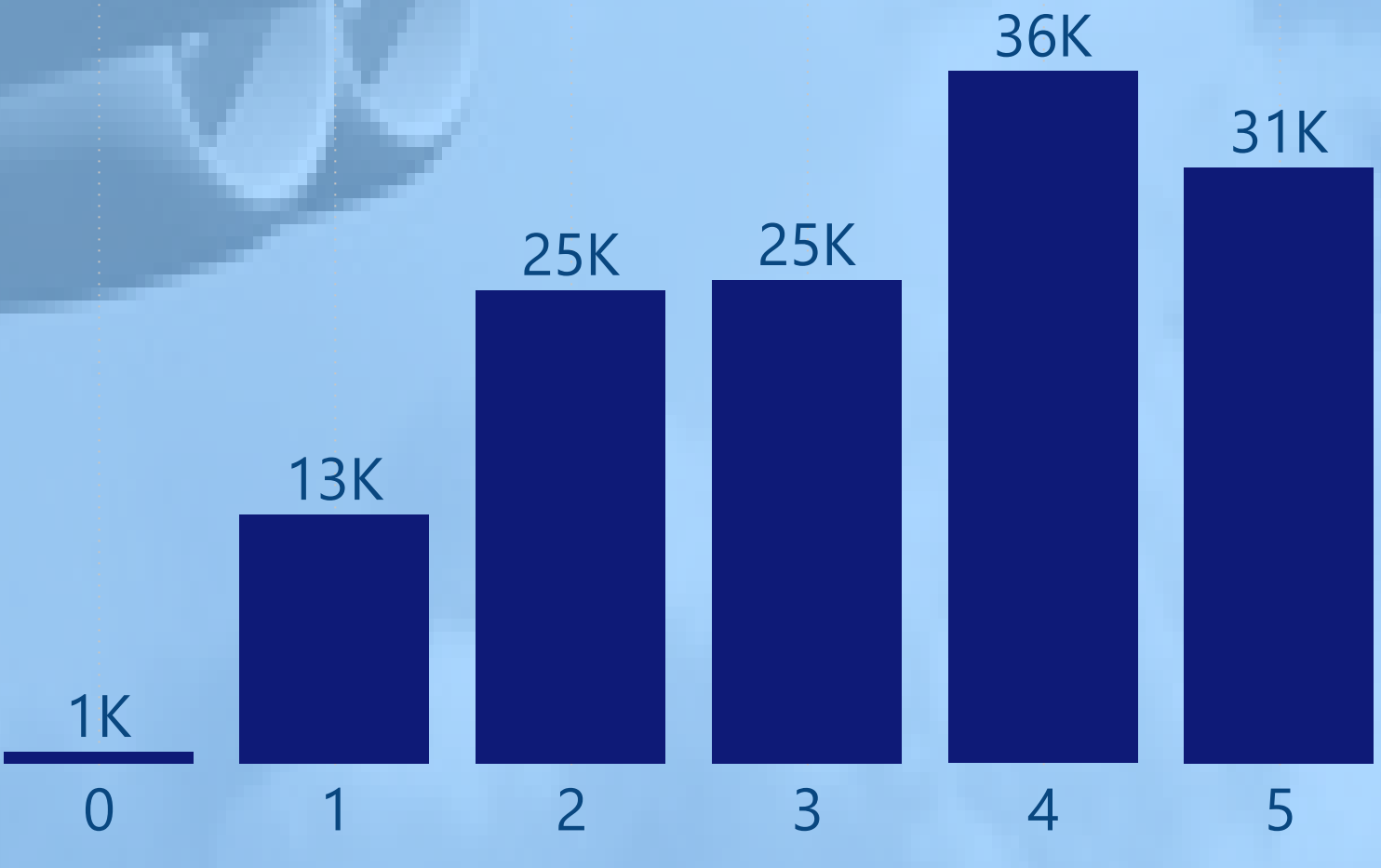
Online Boarding Service



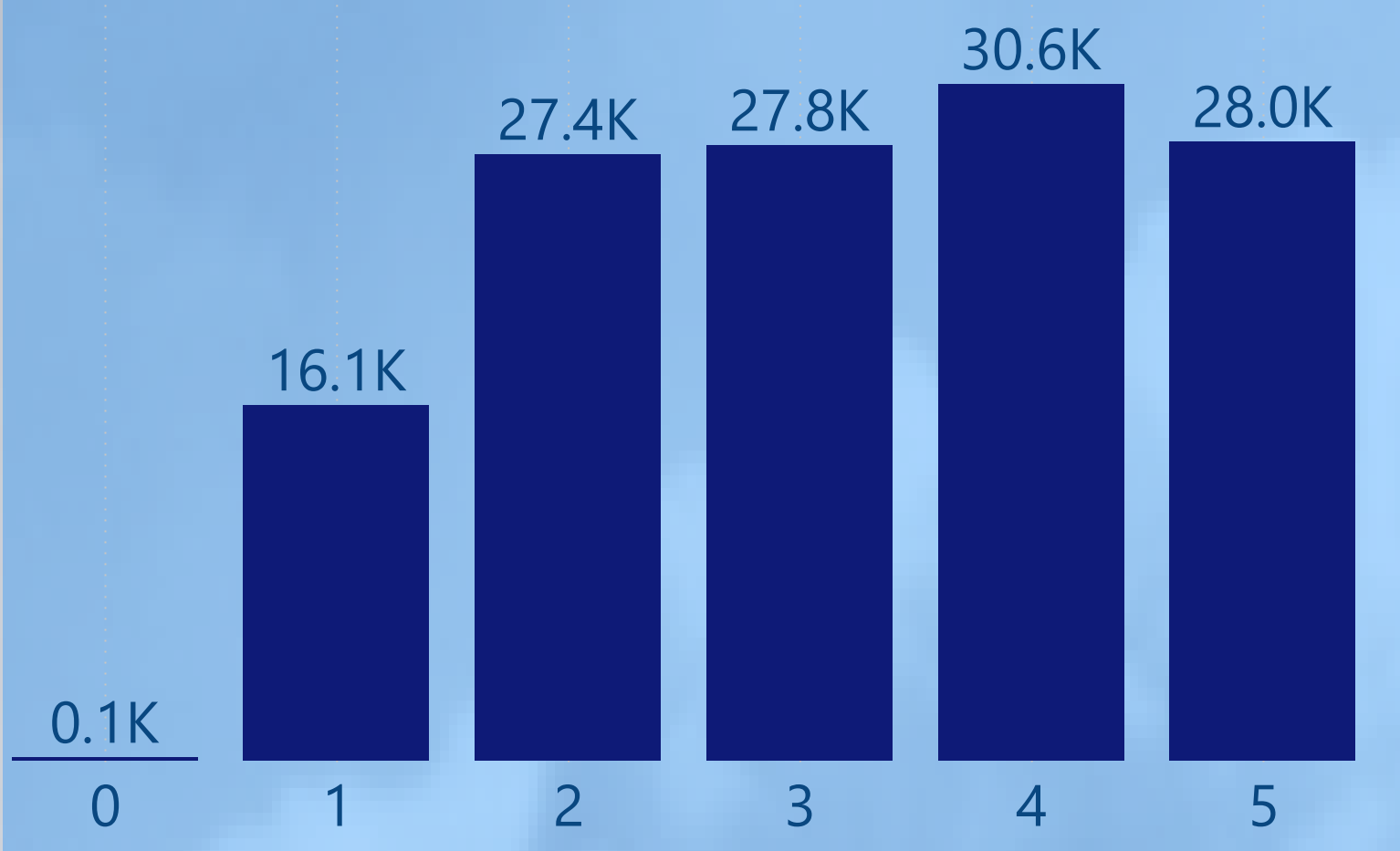
Ease of Online Booking



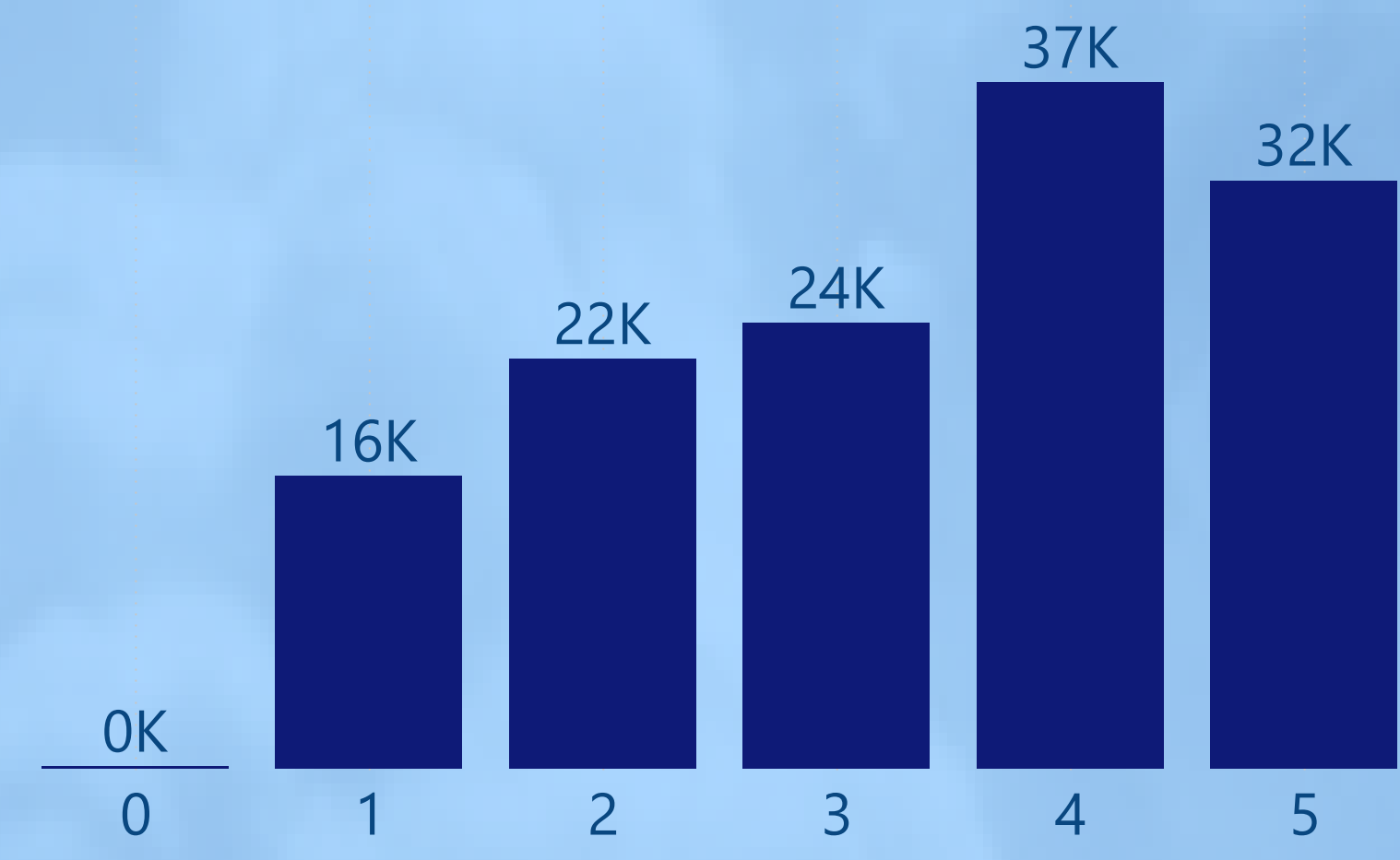
Leg Room Service



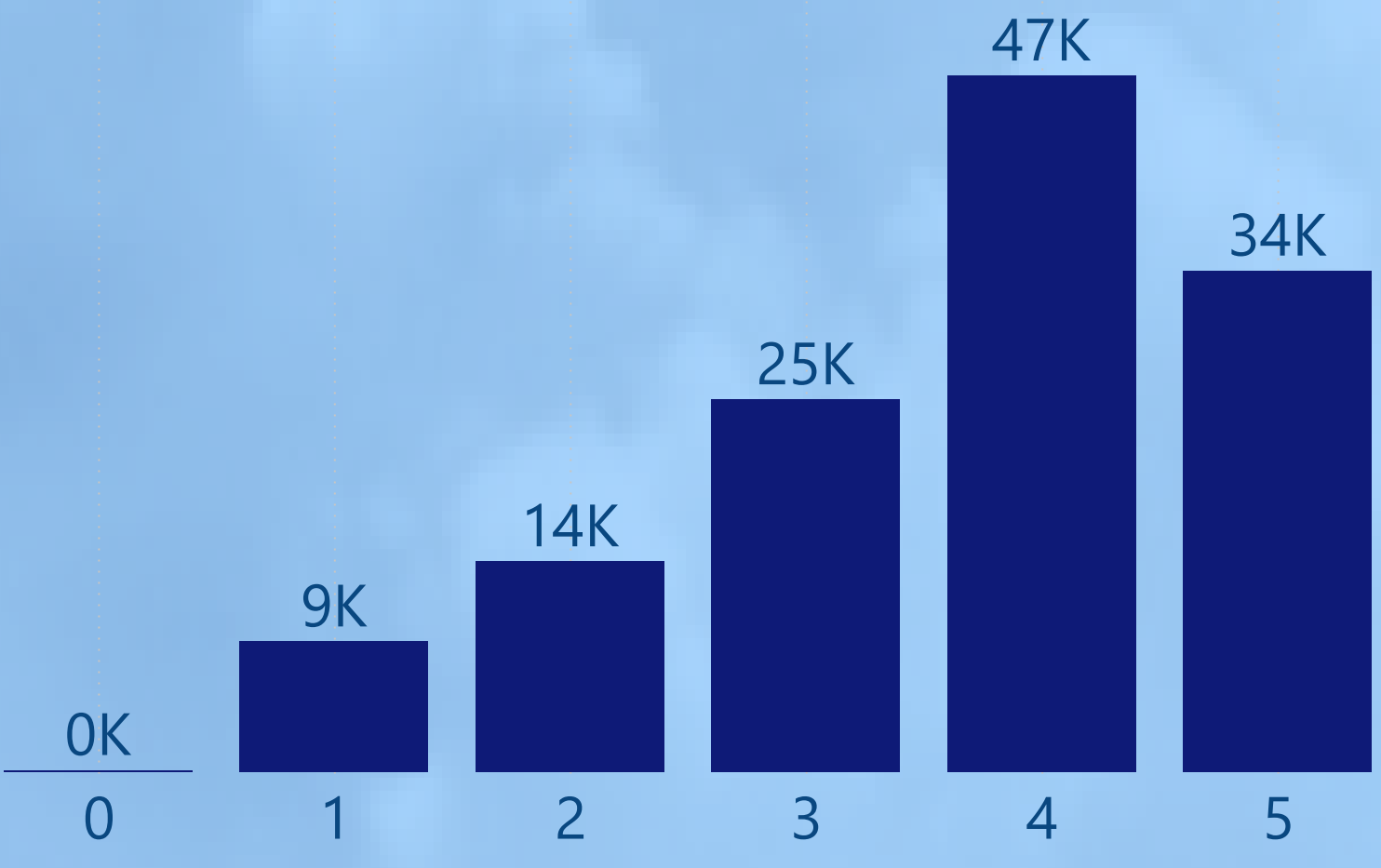
Food and Drink Service



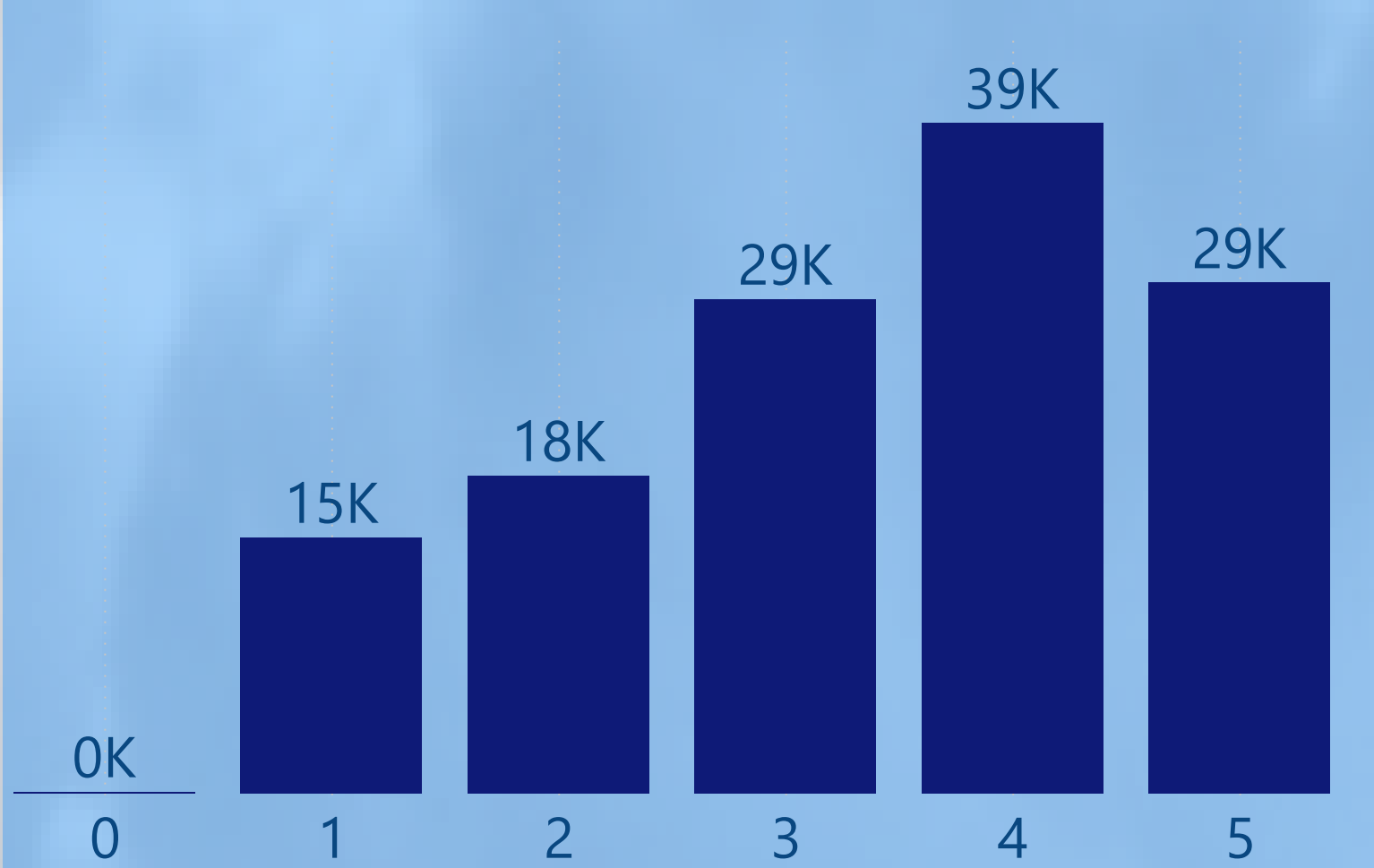
In-flight Entertainment



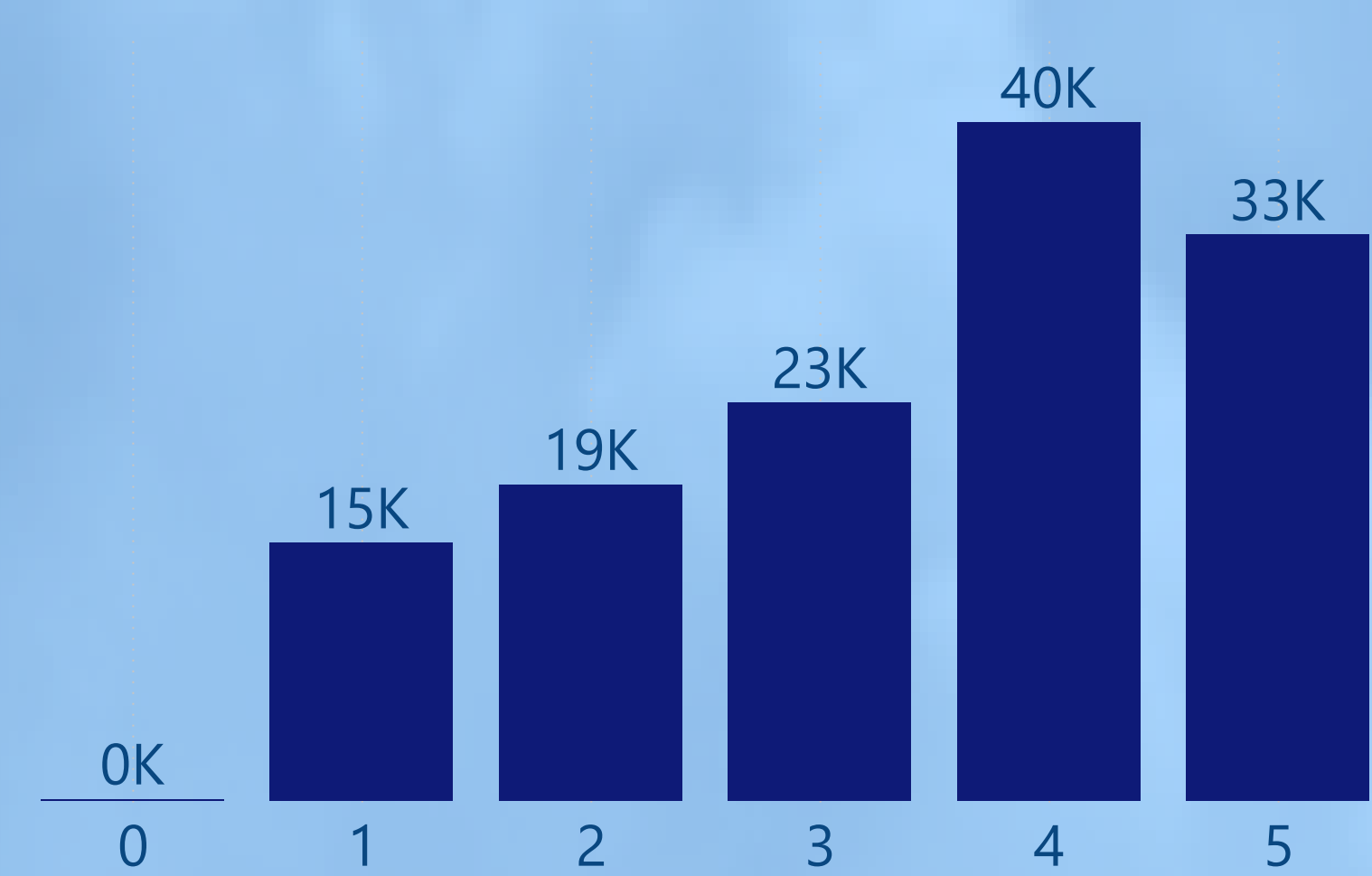
In-flight Service



Onboard Service



Seat Comfort



Customer Satisfaction

