

FOR PURPOSES OF FORAGE VIRTUAL WORK EXPERIENCE PROGRAM



# ANALYSIS OF CUSTOMER SATISFACTION BASED ON RECOMMENDATION STATUS

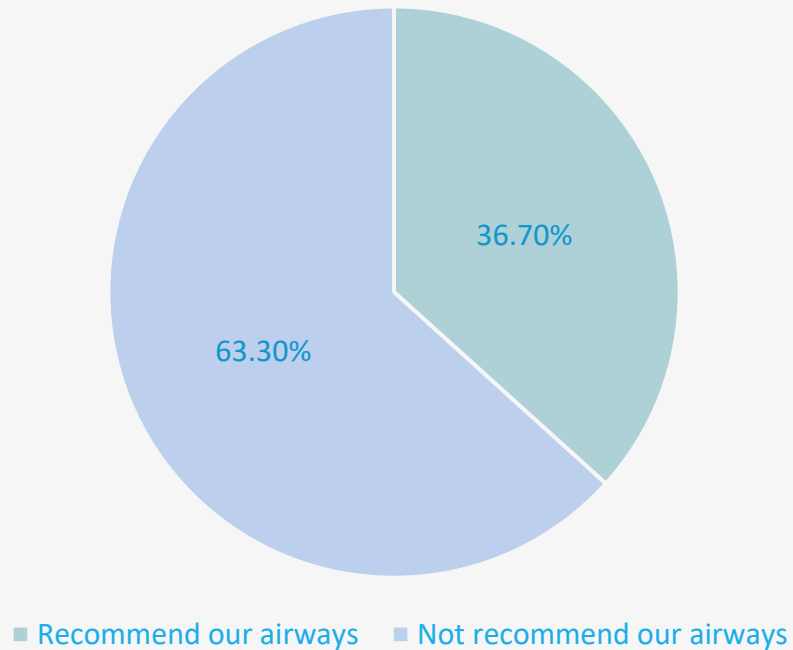
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# CUSTOMER SATISFACTION



**63,3% of customer not satisfied with our airways, what do they say?**



Food and beverages get's 1.8 average rating out of 5

1. Time to deliver the order is too long
2. For free catering just bottle of water and a packet of crisps
3. Minimal selection of food items for purchase.



Value for money get's 1.6 average rating out of 5

1. The refund take a lot of time
2. Forced to use of vouchers however it was useless
3. Long delay time