

✈️ Maven Airline Challenge ✈️

Total Passengers



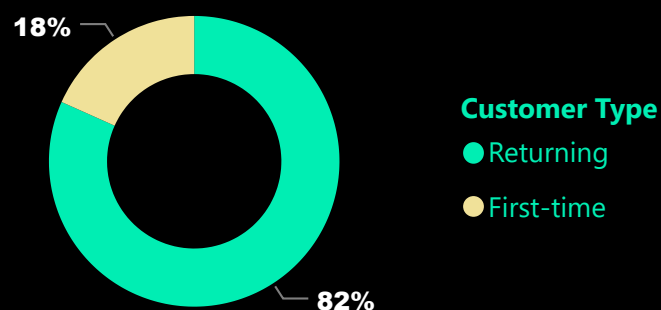
Satisfied Passengers



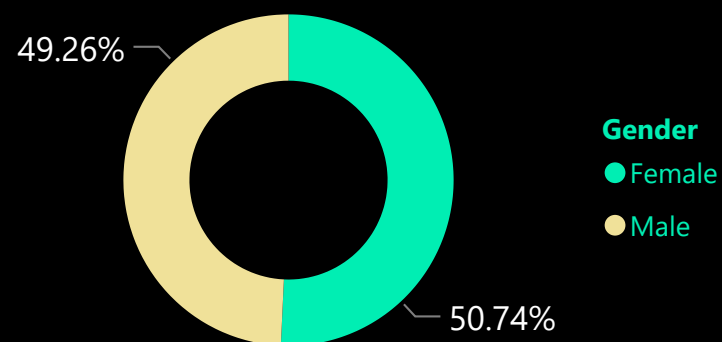
Dissatisfied Passengers



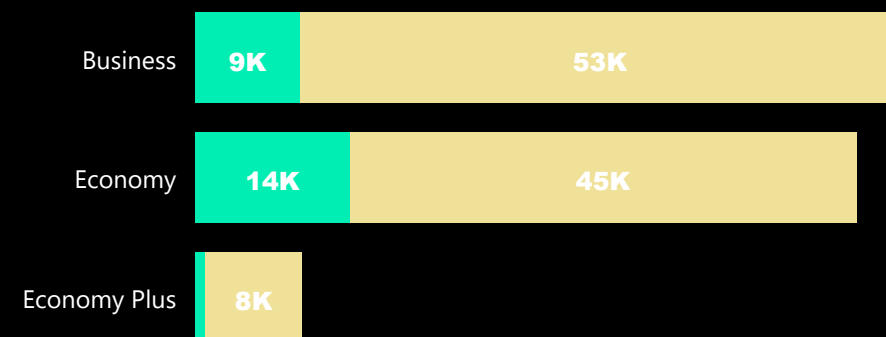
Most Customers have experience travelling



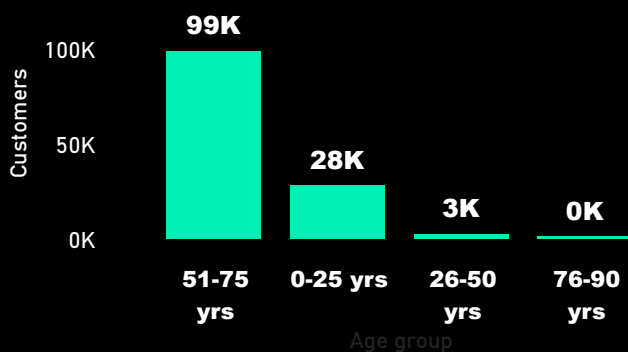
Total Passengers by Gender



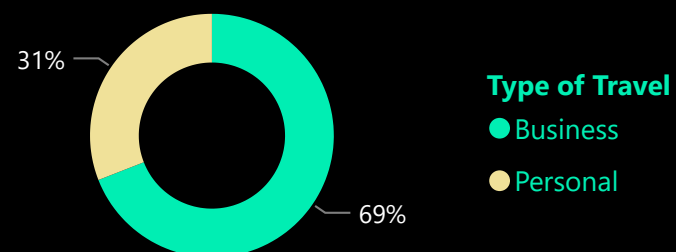
Total Passengers by Class and Customer Type



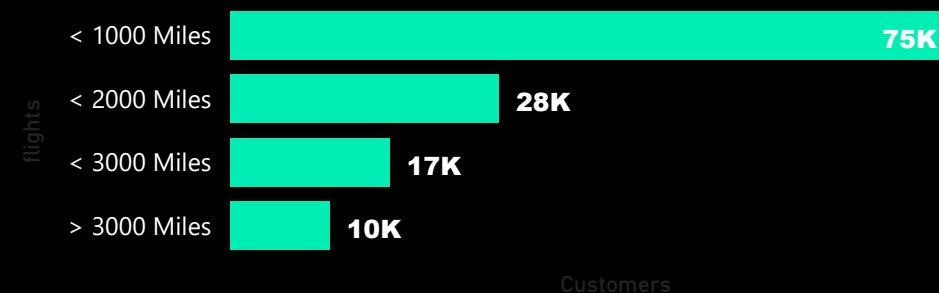
Customers by Age group



Purpose of Travel



Customers by flights



Seat Comfort



Onboarding Service



Departure and Arrival Time Convenience



Cleanliness



Baggage Handling



Issues & Recommendations

The first-time traveler is happier than the returning passenger.

The airline has to upgrade its Wi-Fi and online booking capabilities because they received the lowest scores.

According to passengers, in-flight service and baggage handling are the finest services and received ratings of 3.64 and 3.63 out of 5 in the overall ratings.

The age groups of 1 to 25 and 51 to 75 travel more frequently, so it makes sense to target those customers to raise their service ratings by offering them excellent services.