



Flight Satisfaction & Service Analysis

Age Group

Gender

Class

Customer Type

Satisfaction

Type of Travel

24K

18.31%

First-Time Flyers

43.45

Satisfied %

155M

Total Distance

130K

Total Customers

0.43

Satisfaction Score

106K

81.69%

Loyal Flyers

Class

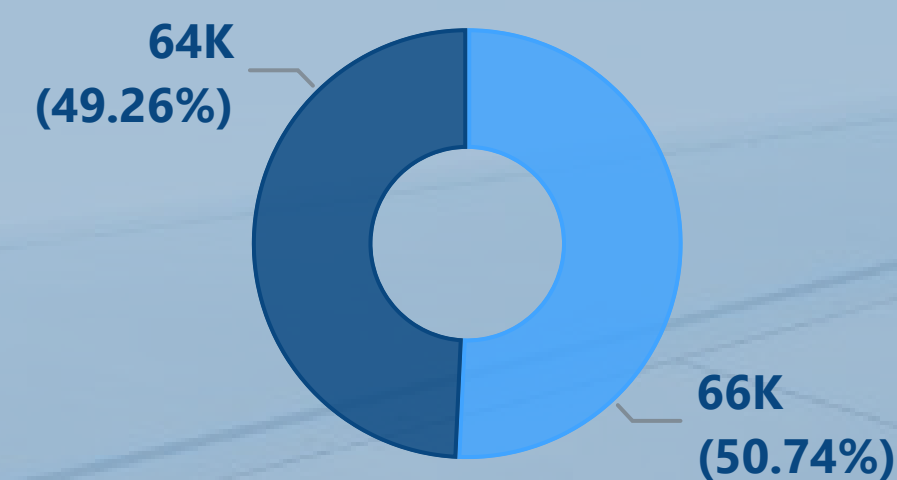
All

Customer Type

All

Total Flights by Gender

Gender Female Male

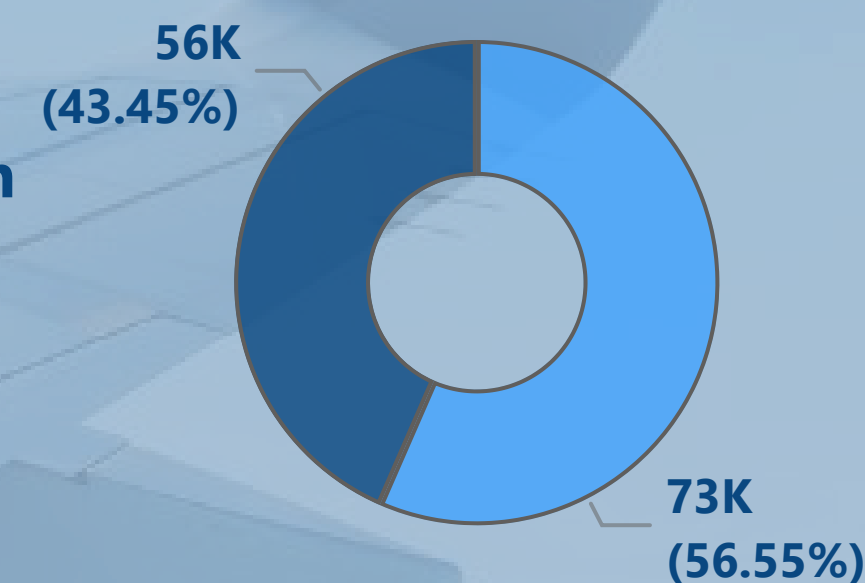


Total Customers by Satisfaction

Satisfaction

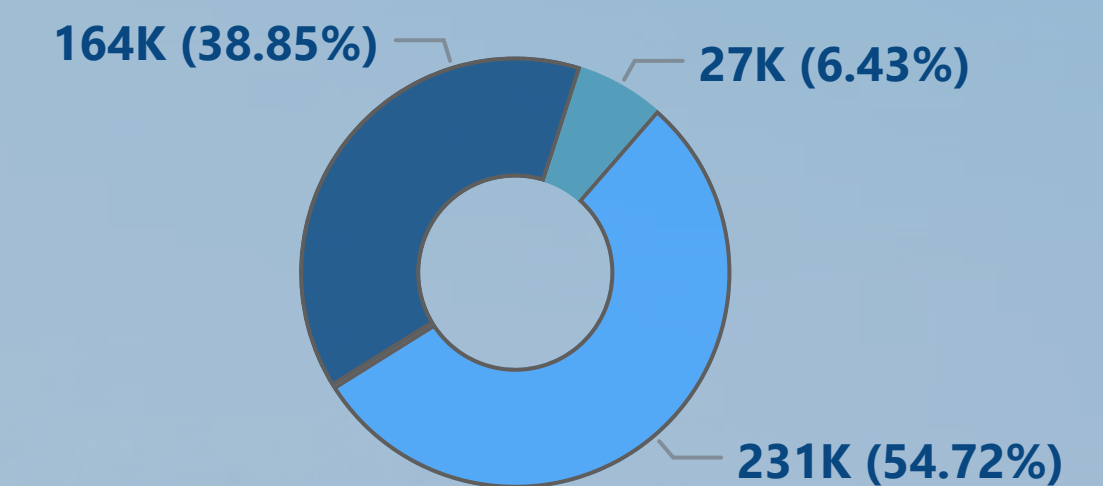
Neutral ...

Satisfied



Sum of Online Boarding by Class

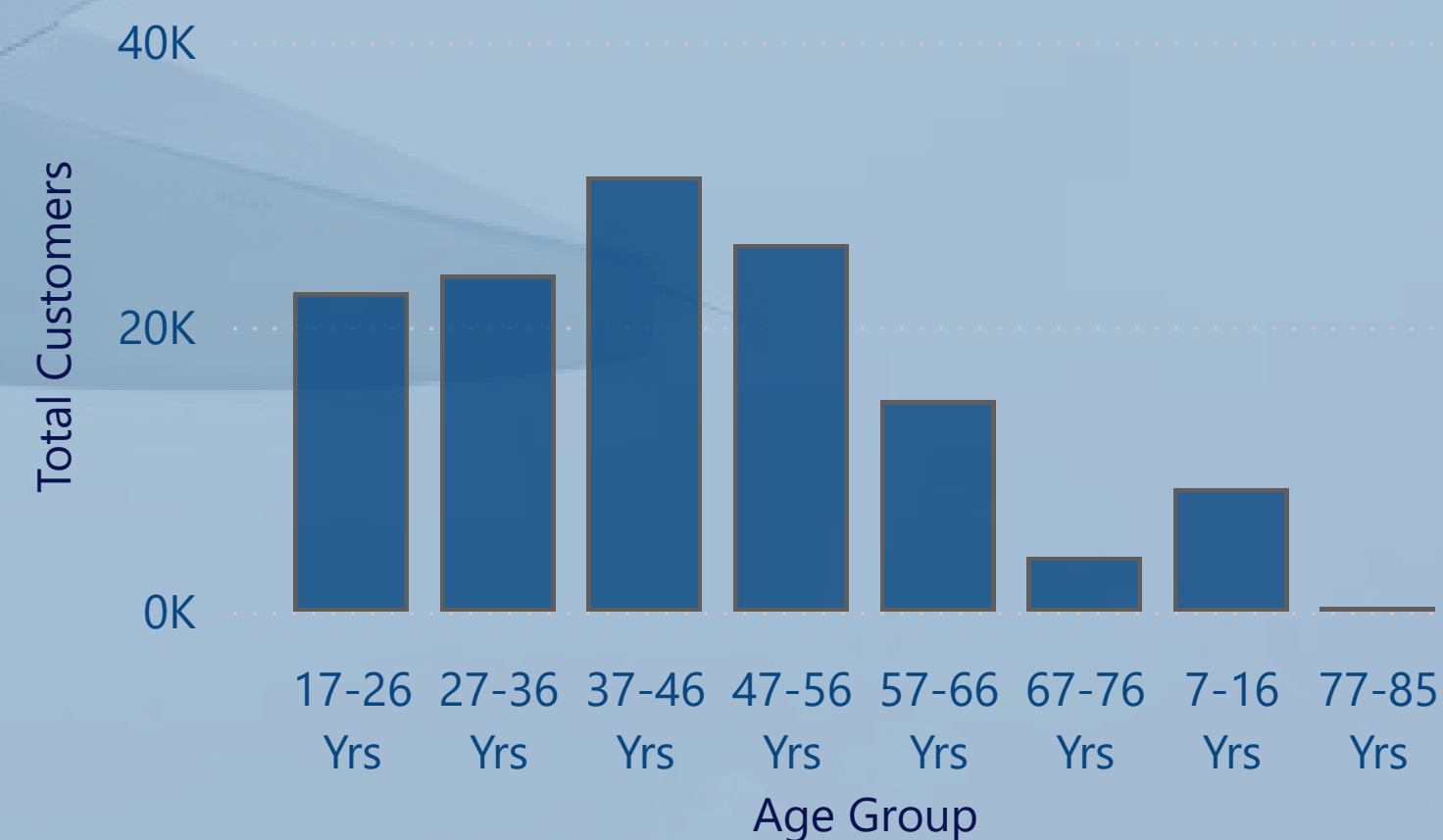
Class Business Economy Economy Plus



Total Flights First-Time Customers Returning Customers



Total Customers by Age Group

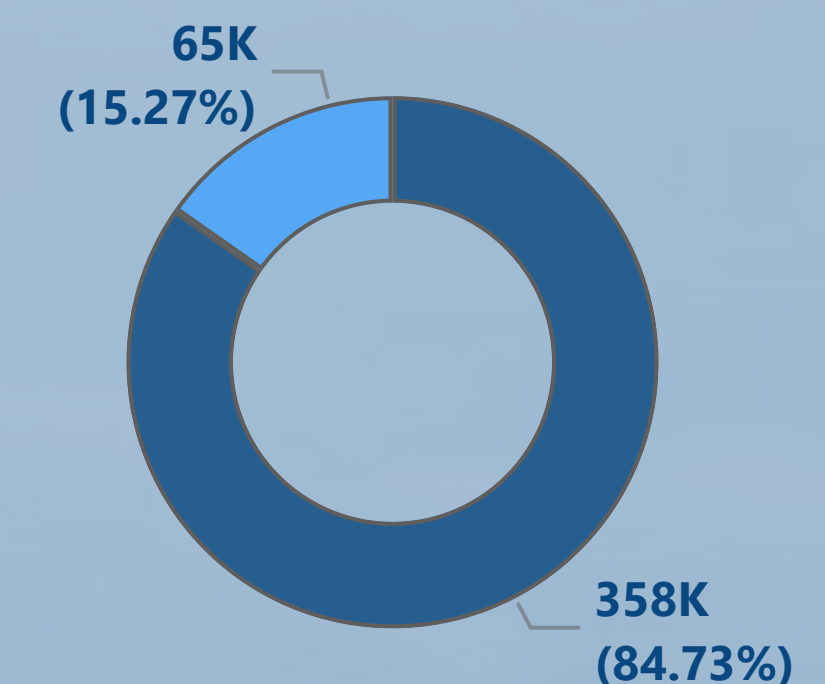


Sum of Online Boarding by Customer Type

Customer Type

Returning

First-time



Class

All

Type of Travel

All

Satisfaction

All

3.27

Avg Service Rating

15.10

Avg_Arrival Delay

14.71

Avg Departure Delay

Service	Avg_Service_Score_Display
Seat comfort	3.44
Online boarding	3.25
On-board service	3.38
Leg room service	3.35
Inflight wifi service	2.73
Inflight service	3.64
Inflight entertainment	3.36
Gate location	2.98
Food and drink	3.20
Ease of Online booking	2.76
Departure/Arrival time convenient	3.06
Cleanliness	3.29
Checkin service	3.31
Baggage handling	3.63

KEY INSIGHTS

- **81.69% customers are loyal flyers**, while 18.31% are first-time flyers.
- Only **43.45% customers are satisfied**; improvement needed in service.
- **Returning customers** prefer online boarding far more than first-timers.
- **Top-rated services:** Inflight service (3.64), Baggage handling (3.63).
- **Lowest-rated:** Ease of Online Booking (2.8), Gate Location (2.98).
- **Returning customers** rate most services higher than first-timers.

