



# **ANALYSIS OF CUSTOMER SATISFACTION BASED ON RECOMMENDATION STATUS**

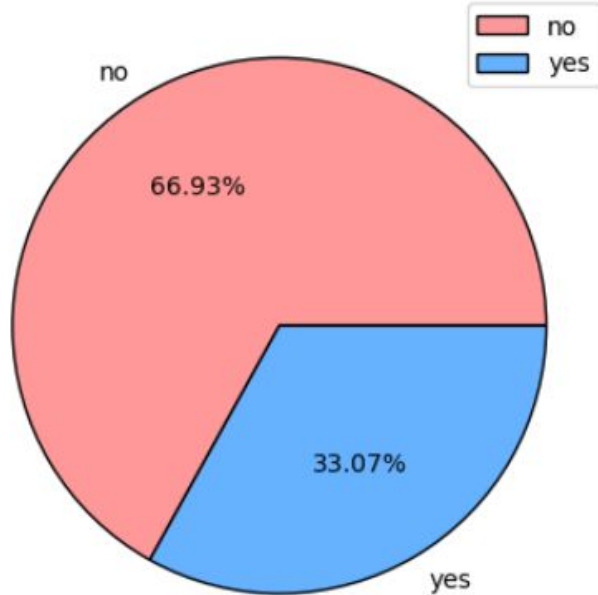
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# Customer Satisfaction

Almost 67 % Customers are not Satisfied with Services. What do they Say?



Food and beverages gets 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 gets 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

**Recommends British Airways => 33.07 %**

**Does not Recommend British Airways => 66.93 %**