



- ### Recommendations!
- As In-flight Wifi service and Ease of Online Boarding are the major two areas of customer dissatisfaction they need to be address as soon as possible
  - Seniors and Minor age customers, Economy and Economy Plus customers are among the least satisfied, management should design and implement service improvement interventions
  - Short and Medium distance travelers are more dissatisfied than long distance travelers. Gate Location is just a little above the average. Both needs closer attention for areas of improvement opportunity.