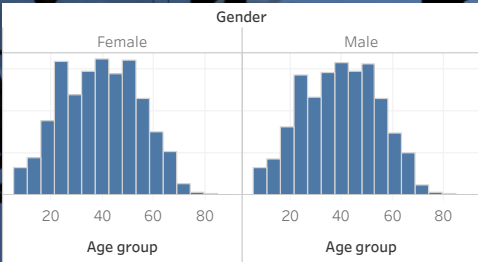
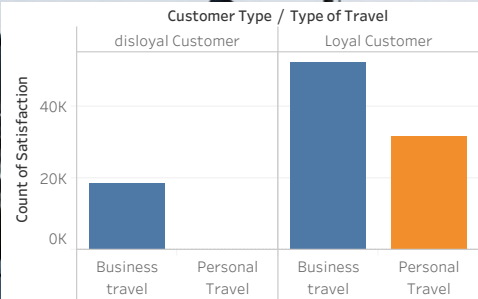
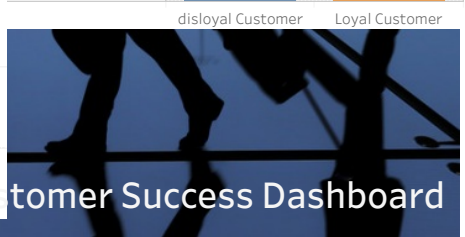


Ratings of Services (from 0 to 5)

	Customer Type	
	disloyal Customer	Loyal Customer
Cleanliness	3.05	3.34
Checkin service	3.22	3.32
Baggage handling	3.69	3.62
Food and drink	3.03	3.24
Gate location	2.99	2.97
Inflight entertainment	3.05	3.43
Inflight service	3.70	3.63
Inflight wifi service	2.71	2.73
Leg room service	3.22	3.38
On-board service	3.23	3.42
Seat comfort	2.99	3.54



Satisfaction Rate by Age Group

