

Customer Profile

Satisfaction



Neutral or Dissatisfied



Satisfied

Number of customers

130K

Average age of customers

39

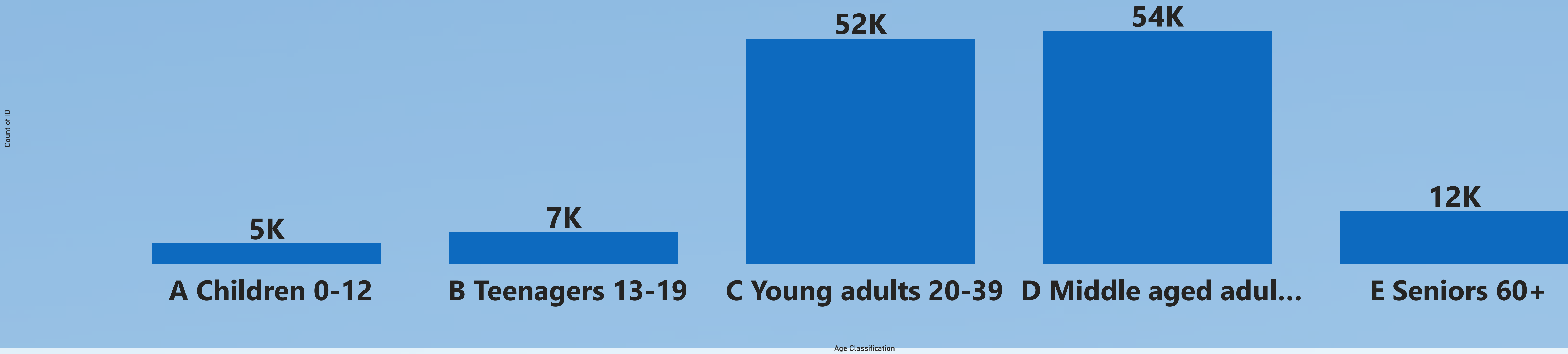
Minimum age of customers

7

Maximum age of customers

85

Age Classification



Gender



Female



Male



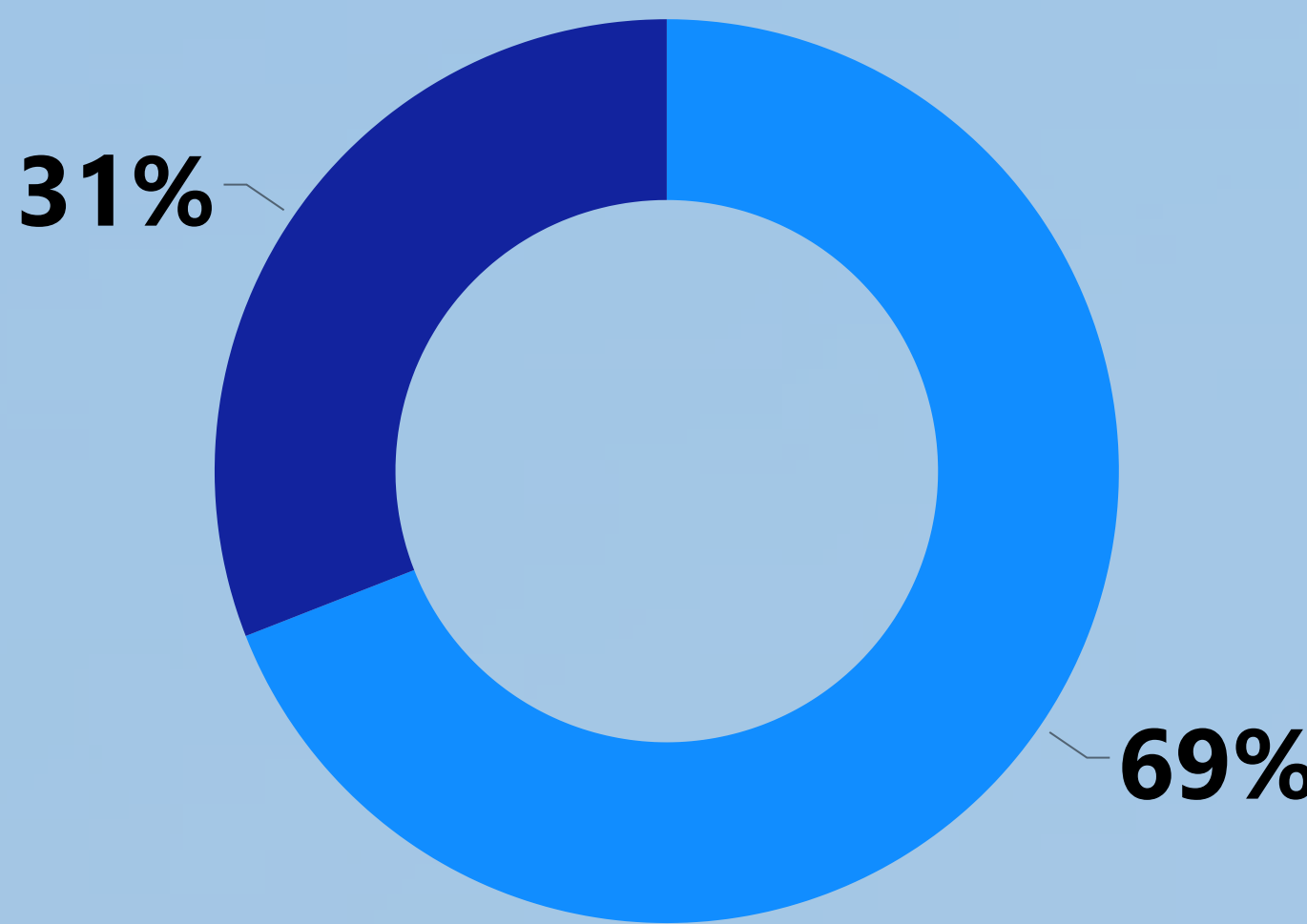
Travel Type



Business



Personal



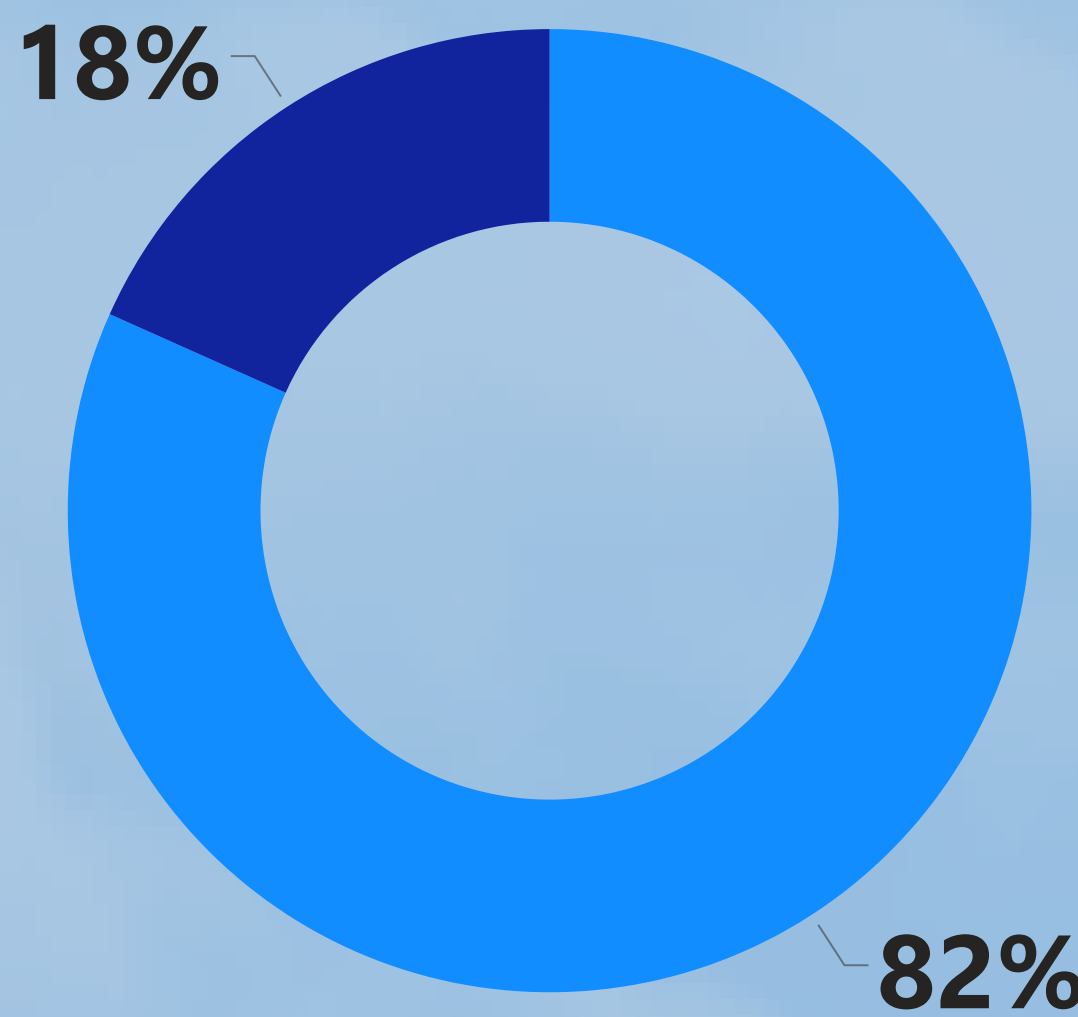
Customer Type



Returning



First-time



Ticket Class



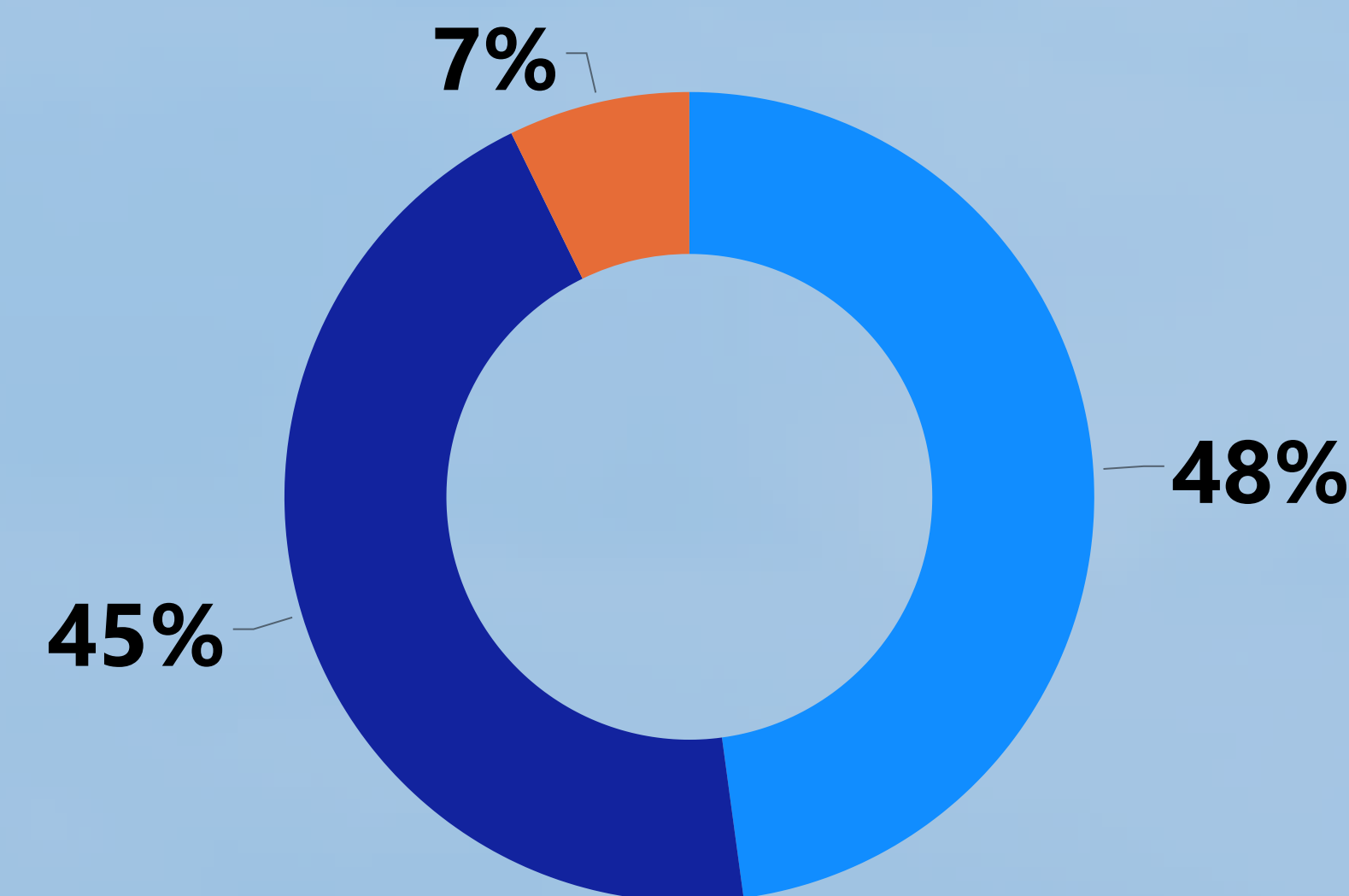
Business



Economy



Economy Plus





Satisfaction level

Flight classification

All

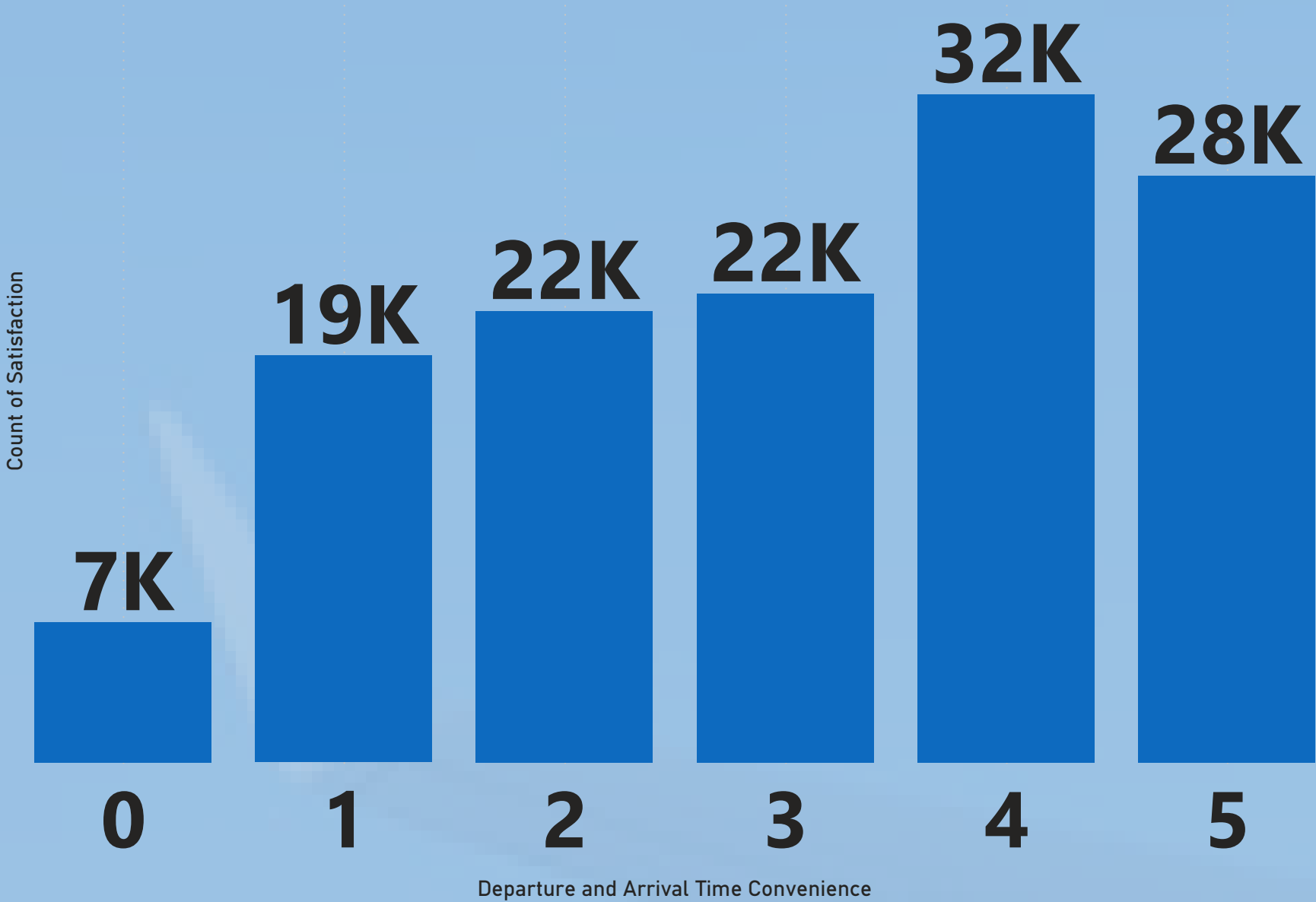
Satisfaction

All

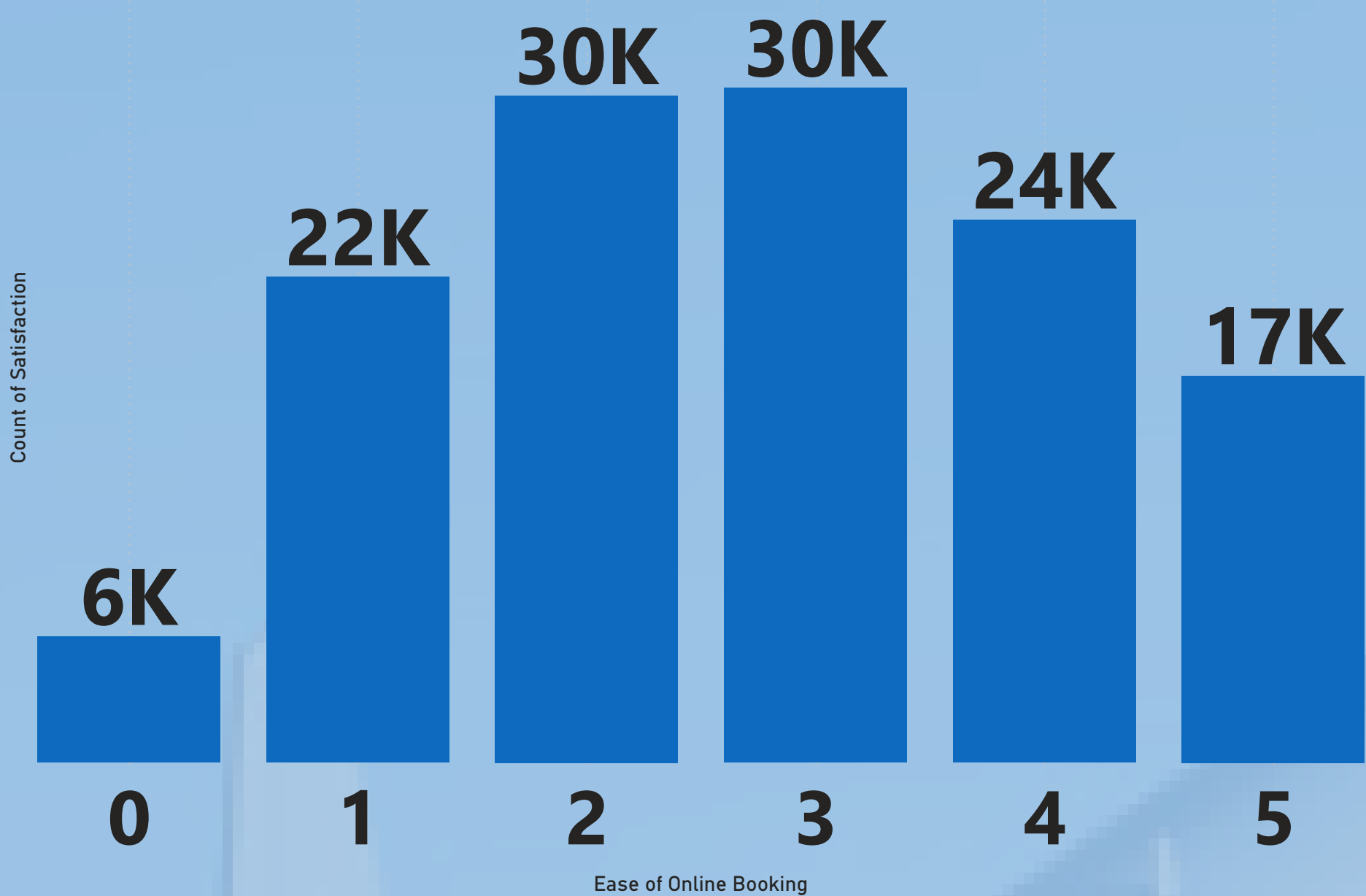
Customer type

All

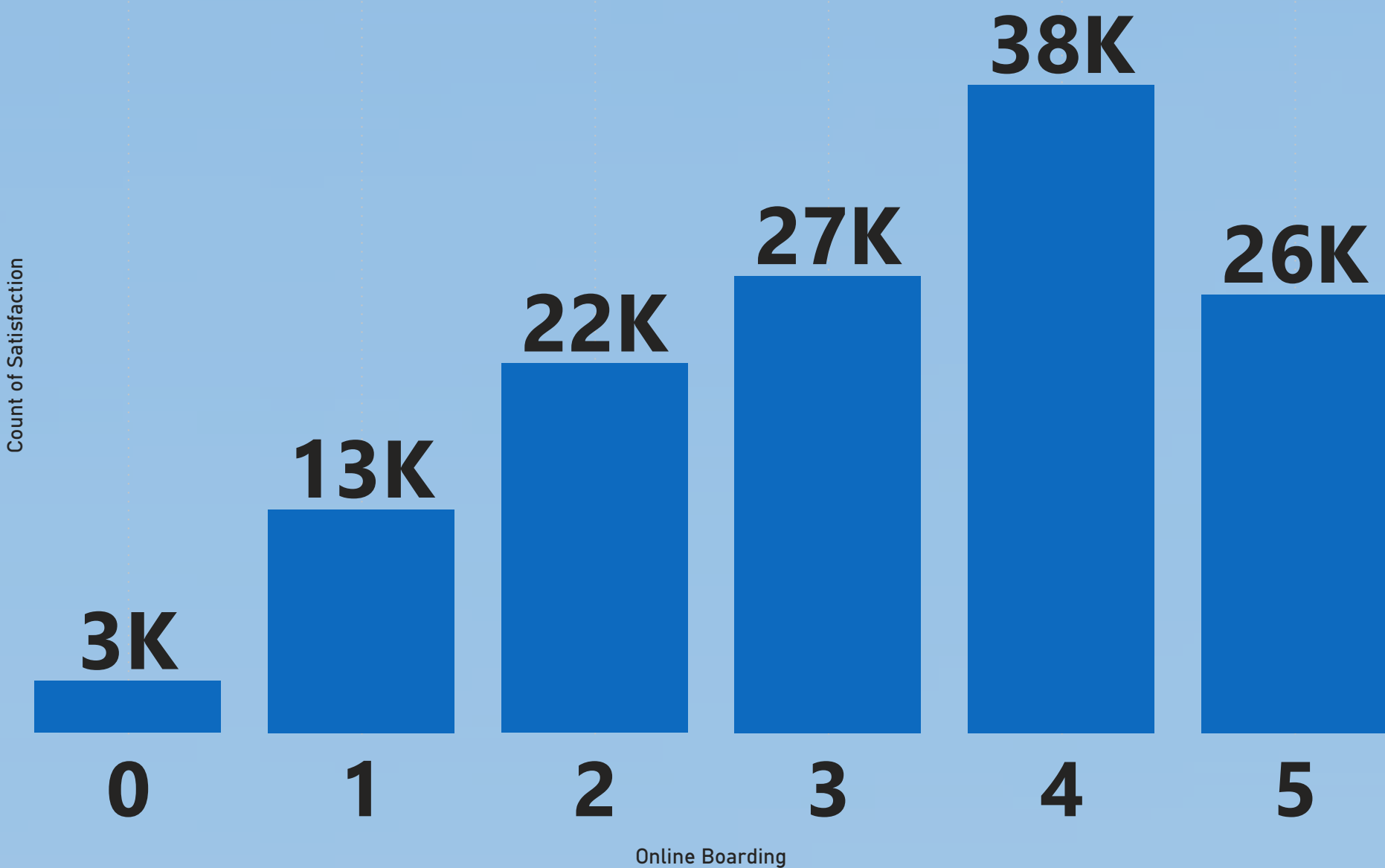
Departure &Arrival time convenience



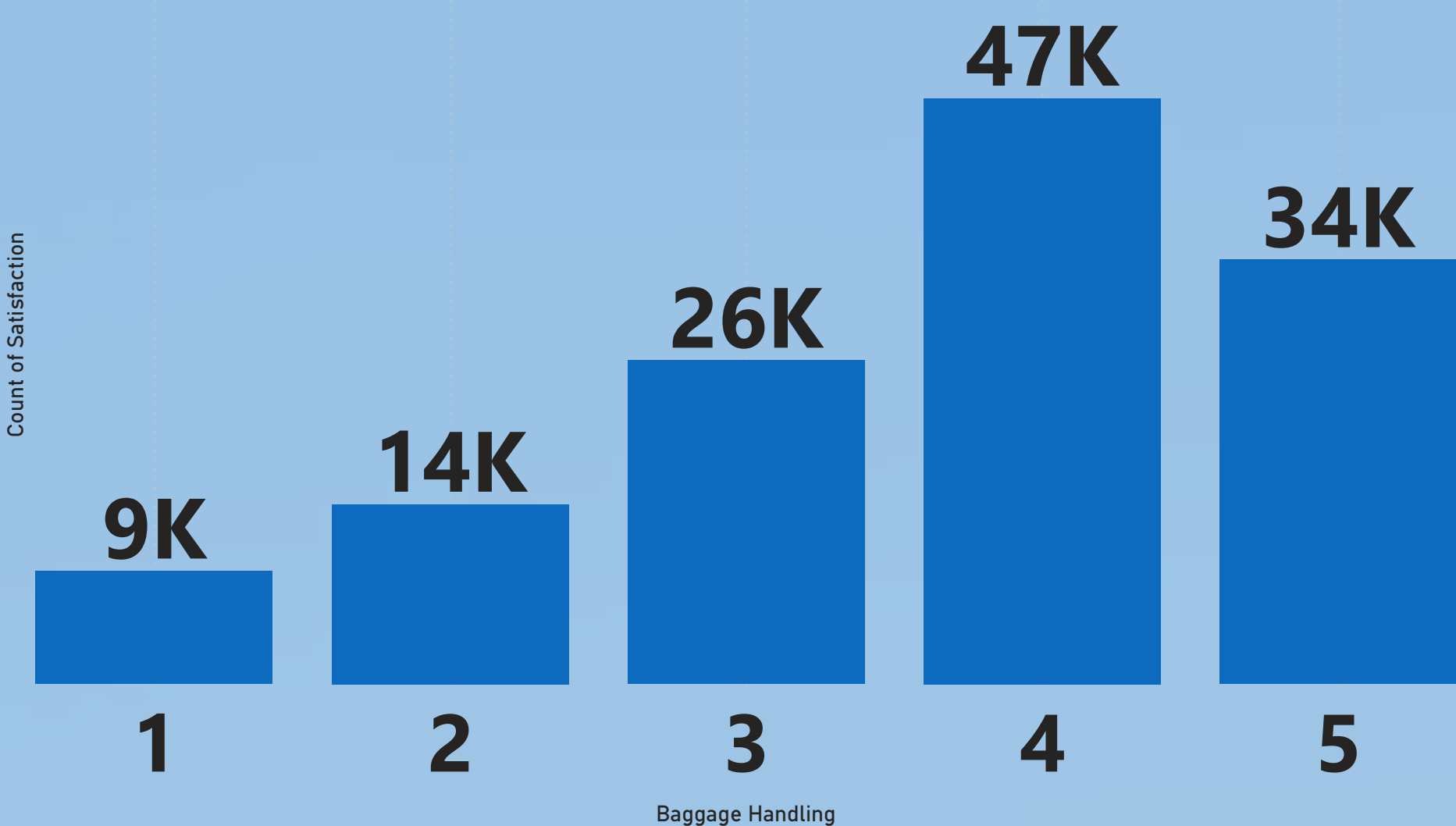
Ease of online booking



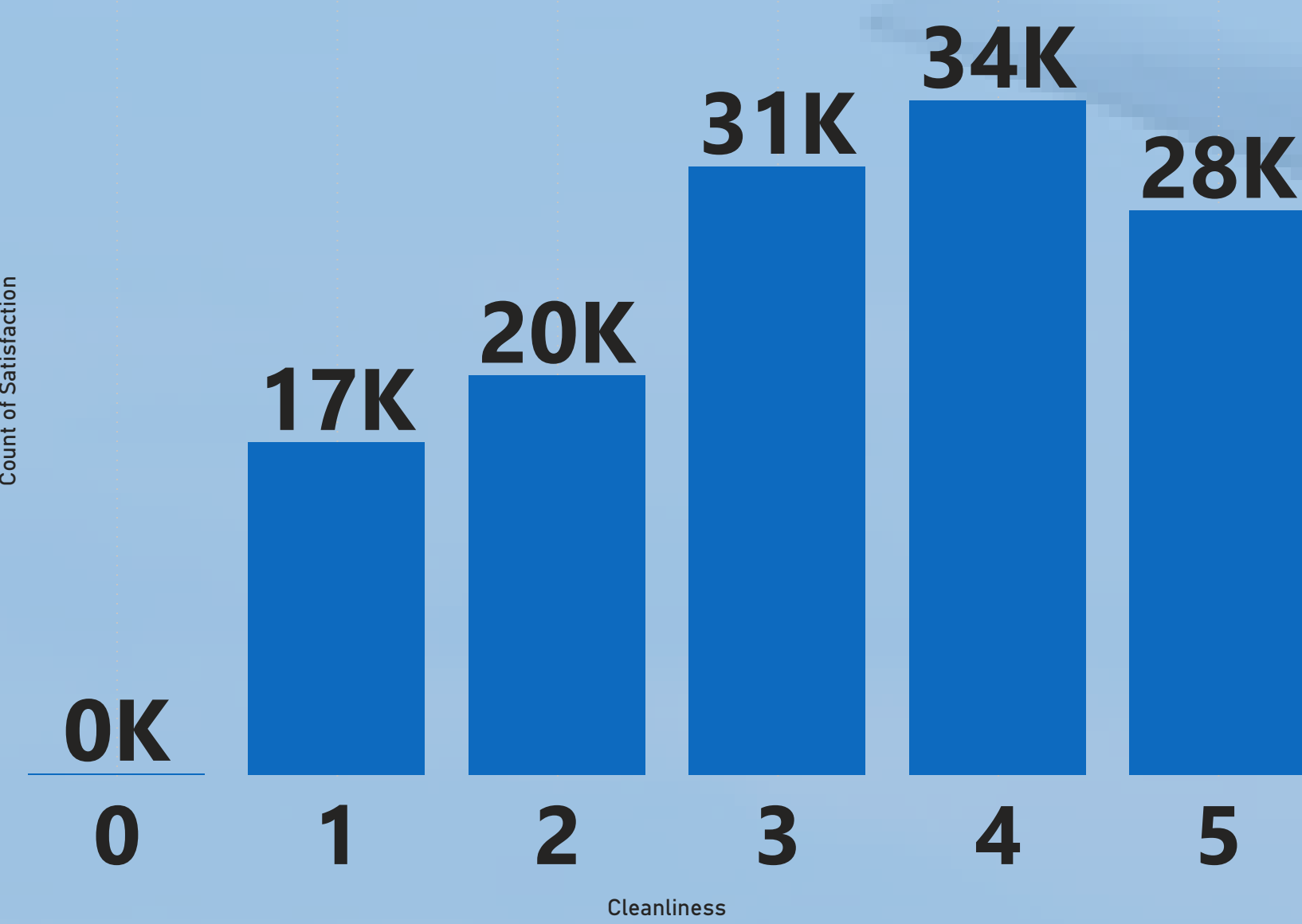
Ease of online boarding



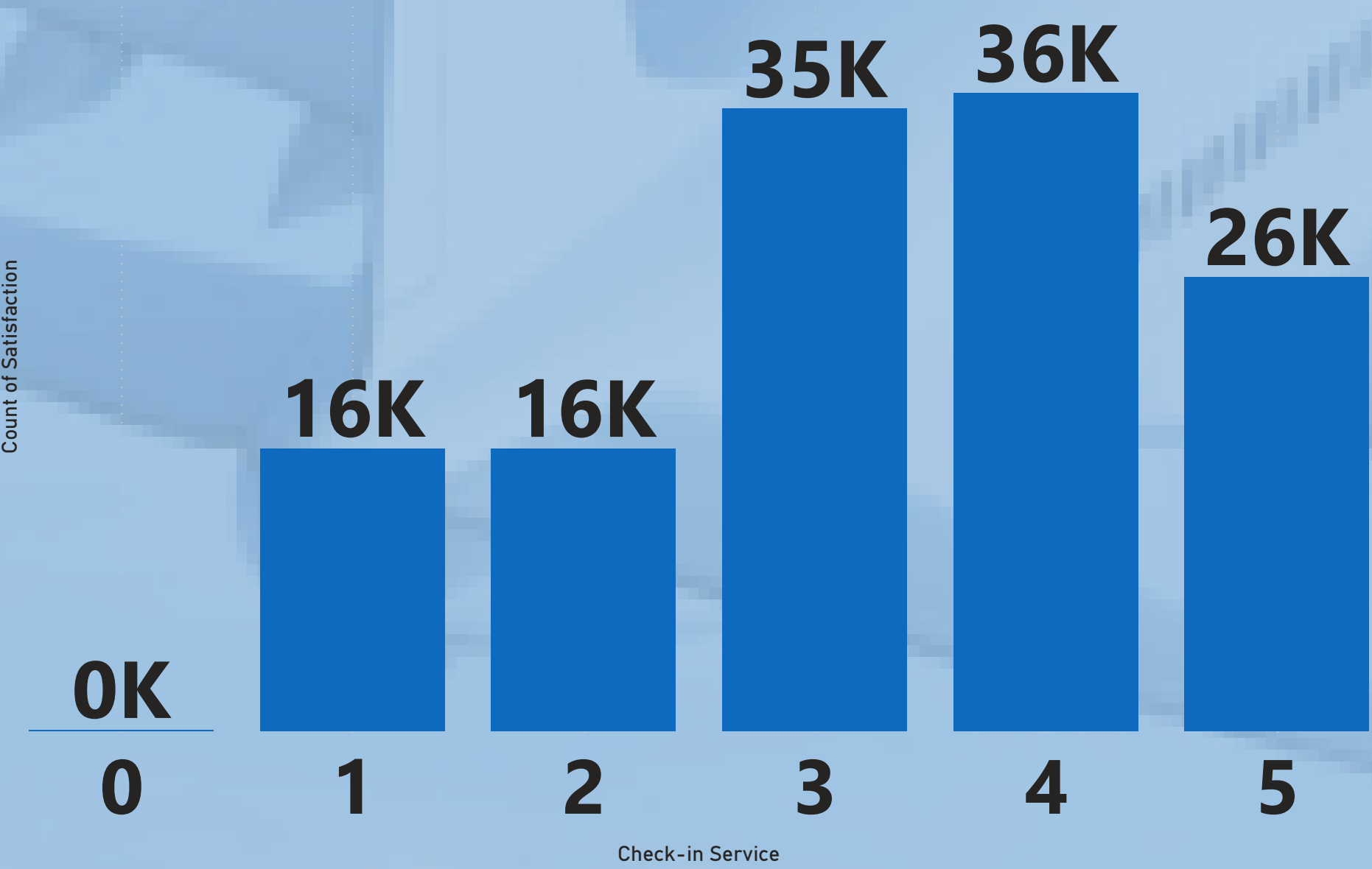
Baggage handling



Cleanliness



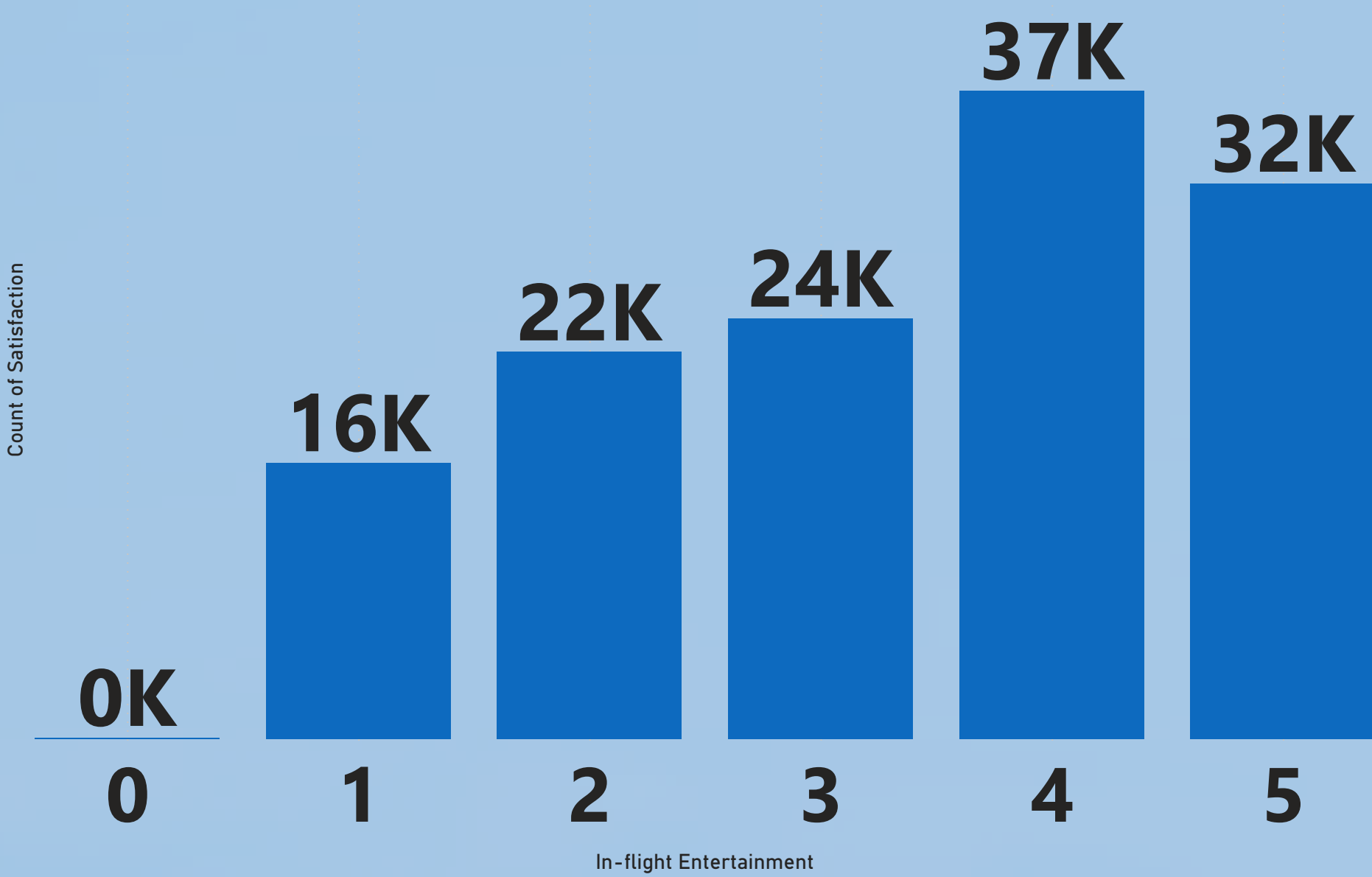
Check in service



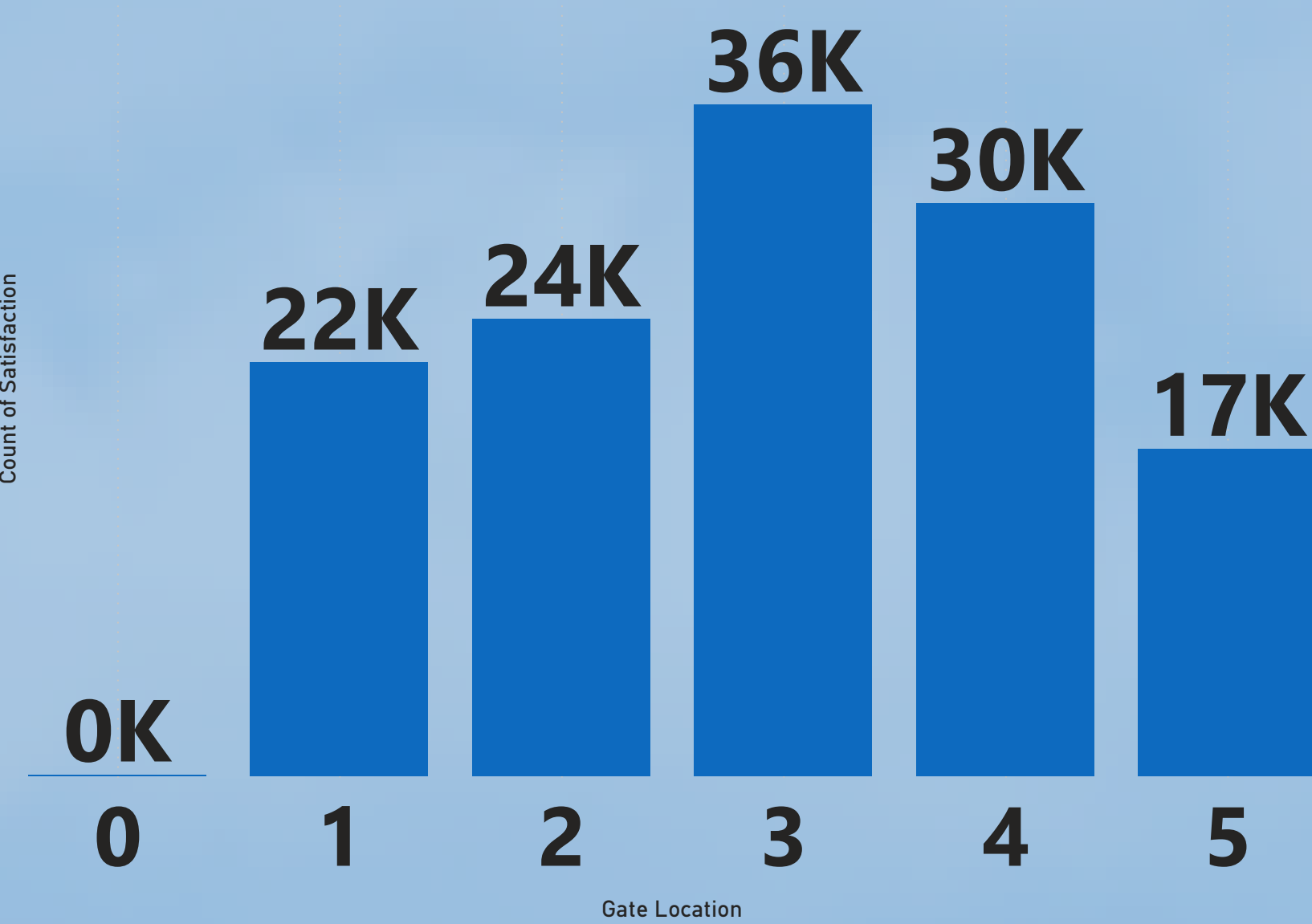
Food and drink



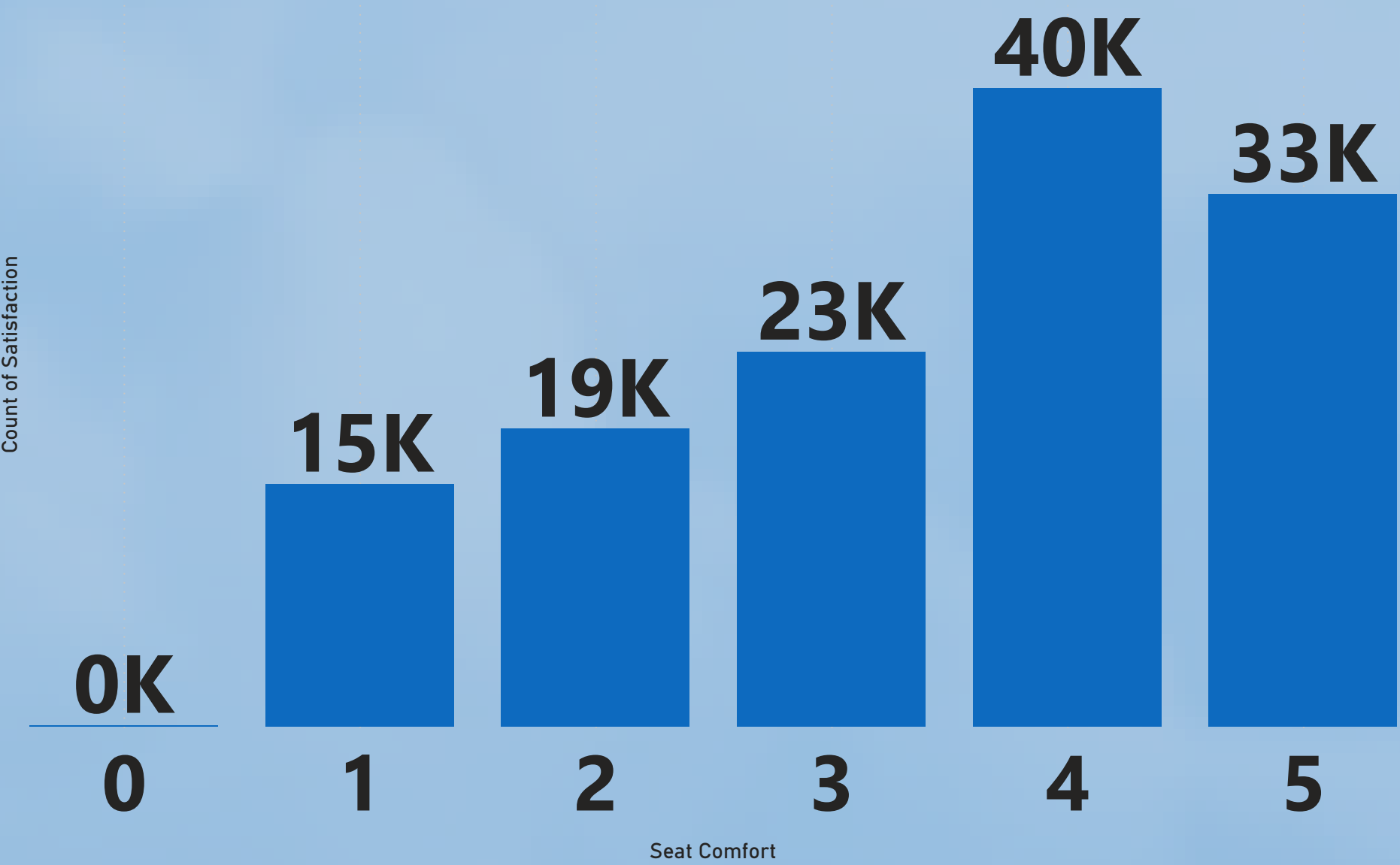
In-flight entertainment



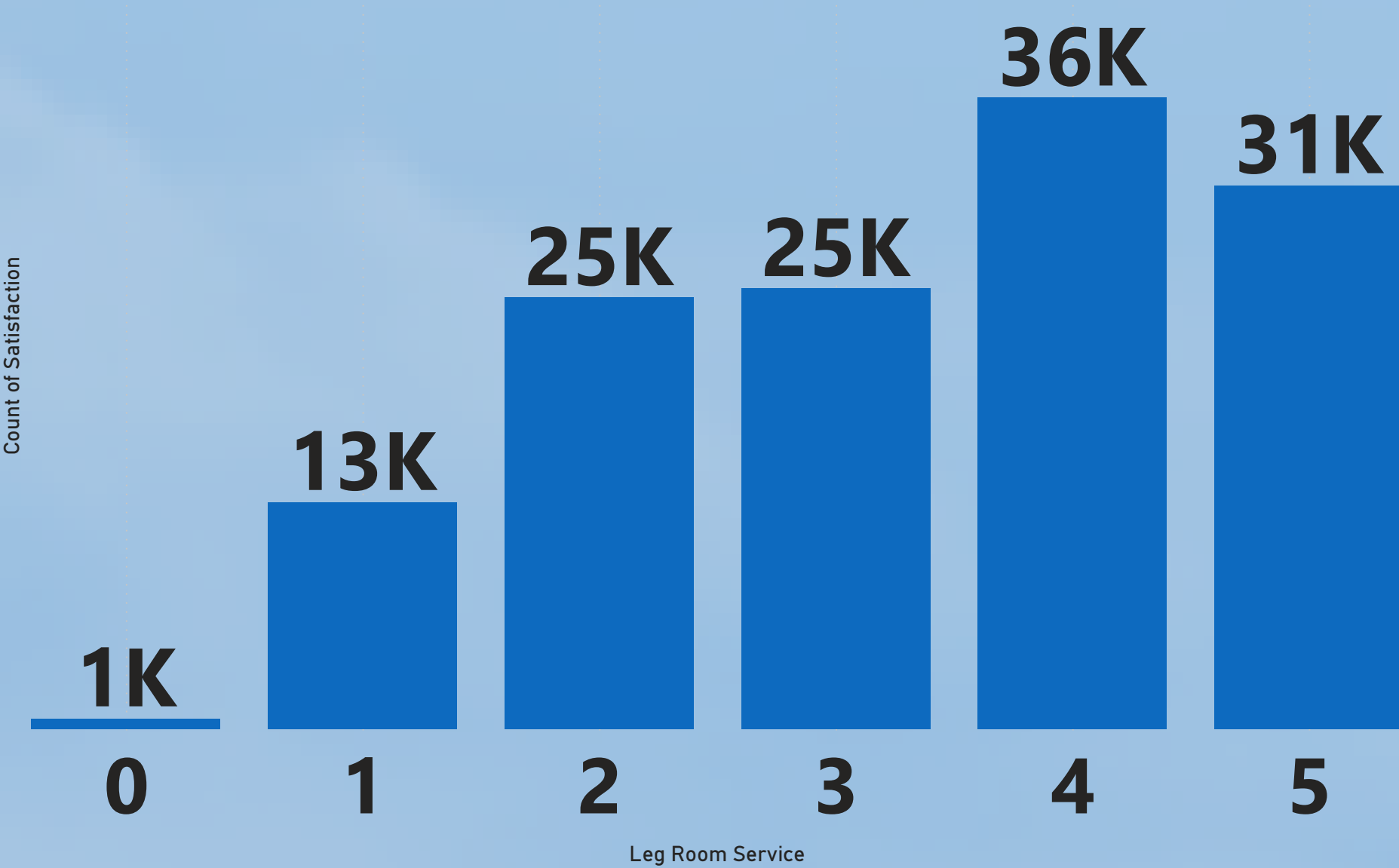
Gate location



Seat comfort



Leg room service



Online boarding

