Airline Customer Satisfaction Study
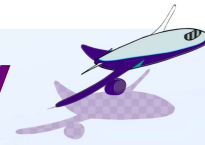
SCORE CARD

TRENDS

SUMMARY

REGIONAL ANALYSIS

SCORECARD

Baggage handling

Attribute Title	Month
Baggage handling ▾	All ▾

CLEAR FILTER SELECTIONS

Brand	Top 2 Box%	Top 2 Box% ▾		Mean	previous period%
Virgo	62.27%			3.81	62.27%
Scorpian	52.20%			3.64	52.20%
Leo	39.99%			3.29	39.99%
Pisces	38.98%			3.21	38.98%
Aries	27.61%			3.05	27.61%

Gender
All ▾

Age Range
All ▾

Type of Travel
All ▾

Class
All ▾

Trip Length
All ▾

Customer Type
All ▾

State
All ▾

230043

Total Sample

TRENDS

Checkin service

Checkin service

CLEAR FILTER SELECTIONS

Gender
All

Age Range
All

Type of Travel
All

Class
All

Trip Length
All

Customer Type
All

State
All

Top 2 Box% by Month and Brand

Brand ●Aries ●Leo ●Pisces ●Scorpian ●Virgo
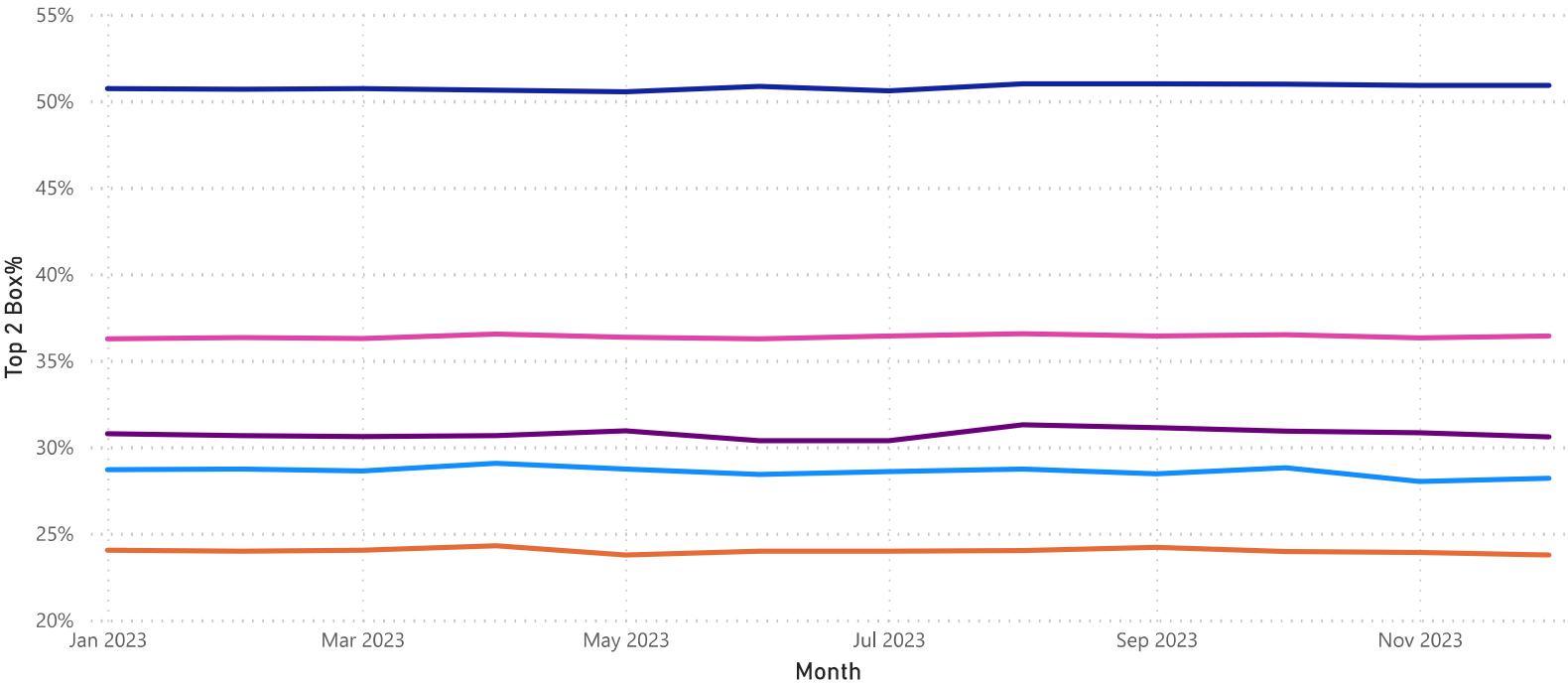
209982

Total Sample

Aries

Selections	Brand	Time Period
All	All	All

CLEAR FILTER SELECTIONS

Gender
All

Age Range
All

Type of Travel
All

Class
All

Trip Length
All

Customer Type
All

State
All

Attribute	Top 2 Box%
Baggage handling	50%
Checkin service	36%
Cleanliness	42%
Departure/Arrival time convenient	38%
Ease of Online booking	52%
Food and drink	45%
Gate location	24%
Inflight entertainment	70%
Inflight wifi service	57%
Leg room service	45%

3786667

Total Sample

REGIONAL ANALYSIS

Pisces

Cleanliness

Brand	Attribute Title	Month
Pisces	Cleanliness	All

CLEAR FILTER SELECTIONS

Gender

All

Age Range

All

Type of Travel

All
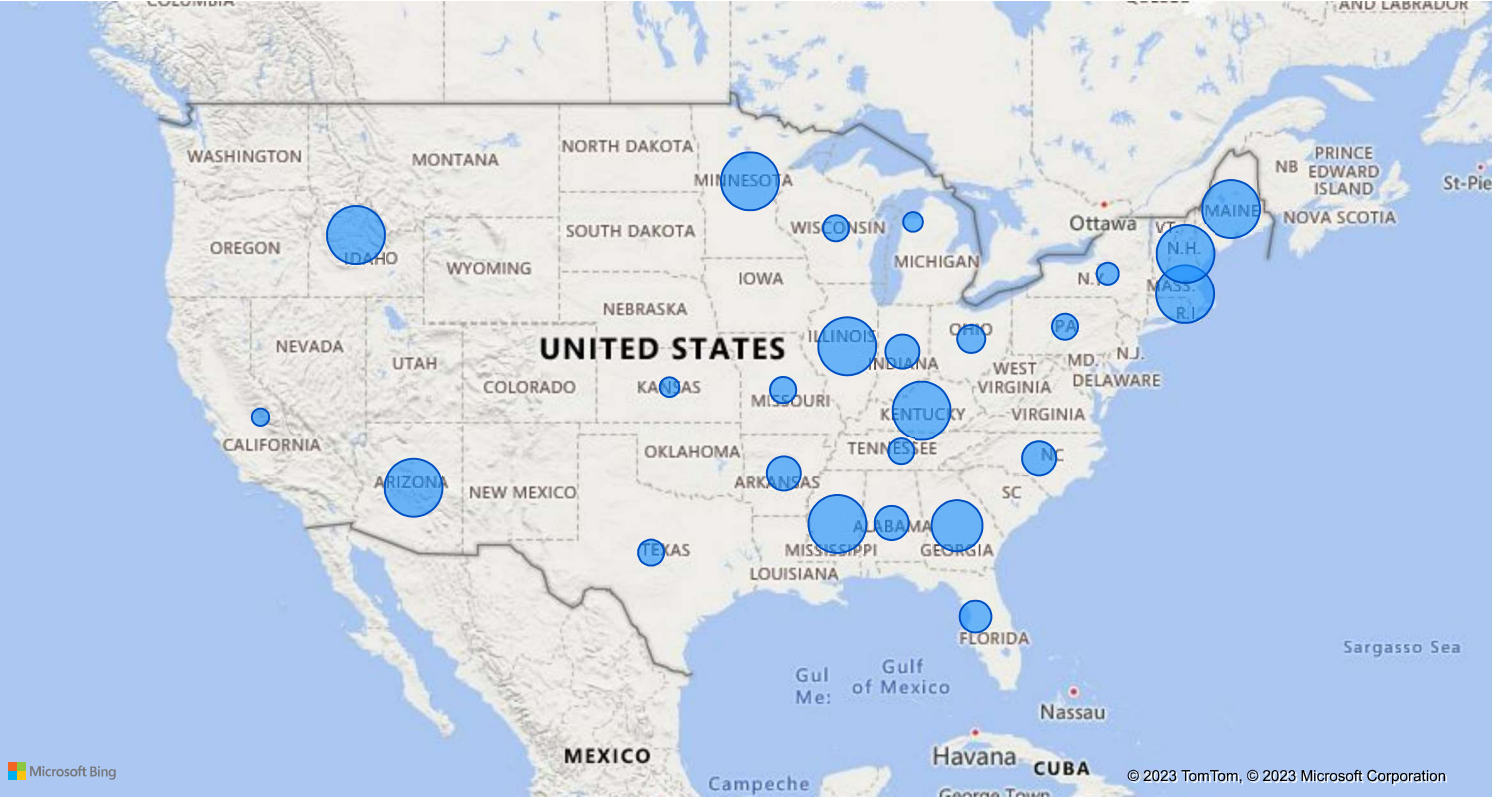
Class

All

Trip Length

All

Customer Type

All

State

All

Top 2 Box% by State Name

41388

Total Sample

Top 2 Box% and previous period% by Month

● Top 2 Box% ● previous period%