



Based on your recent flight from Sydney to Melbourne how likely are you to recommend Jetstar to a friend or colleague?



Hi Carla

Thank you for choosing Jetstar.

We're always looking for ways to improve your travel experience with Jetstar. As part of this, we'd really appreciate your feedback about your recent flight from Sydney to Melbourne on 21/06/2020. It'll only take a few minutes to complete, we promise.

Let's begin with your recent flight experience. Select a ranking from 0-10 from the scale above to launch the survey.

The Jetstar Team

If you are unable to click the link, please copy and paste the full URL below into your browser:

https://survey.qualtrics.com/jfe/form/SV_cSbnFVlipAPBmQJ?Q_DL=9FAvFnXnMOUDTIY_cSbnFVlipAPBmQJ_CGC_a9pdRDTitKwrGYd&Q_CHL=email



[Privacy Policy](#) [Website terms of use](#) [Unsubscribe](#) [Support](#)

Jetstar Airways Pty Limited ABN 33 069 720 243

2a – NPS Verbatim (Promoters/Passives)



English ▼

You have provided a score of 9.

Thanks! Can you tell us why you chose 9?

Next >

2b – NPS Verbatim (Detractors)



English ▼

You have provided a score of 1.

We are sorry to let you down, can you tell us why you gave us 1?

Next >



English ▼

Thinking about your recent flight experience from Sydney to Melbourne on 2019-01-01, how would you rate your **satisfaction** of each of the following...

	Completely Dissatisfied												Completely Satisfied	
	0	1	2	3	4	5	6	7	8	9	10	NA		
★ Your experience overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
📄 Making your booking (e.g. via our website, app, contact centre, through a travel agent)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
📄 Managing your booking (e.g. adding bags, meals, changing flights)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
👤 Checking in (including bags)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
✈️ Timeliness of flight (departing and arriving on time)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
🛫 Boarding your flight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
👤 The service on board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			
🍴 Any purchases you made on-board (e.g. food, drinks, entertainment)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
🚶 Your arrival experience from landing to leaving the airport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			

< Previous

Next >



SURVEY SUBMITTED

Thanks for your feedback. Your survey response has been successfully submitted!

We appreciate the time you have spent responding to our questions.