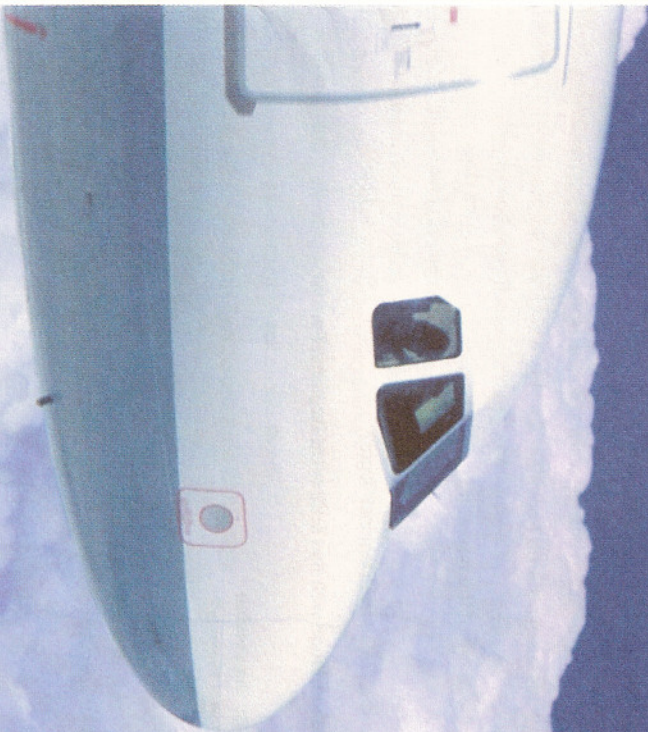




Lufthansa

Lufthansa Regional



Your opinion is valuable to us!

English

**Dear Passenger,**

we do our best to ensure that the service we offer meets your personal requirements. May we therefore kindly request you to give us your opinion by filling in this short questionnaire. Please take a few minutes during your flight to answer our questions. Your flight attendant will collect this questionnaire shortly before landing.



Before this flight were you aware that Lufthansa works together with other airlines within the framework of the "Lufthansa Regional" concept in Europe?

☐ Yes ☐ No

Were you told **upon booking** that this is a "Lufthansa Regional" flight?

☐ Yes ☐ No

☐ I didn't book myself

Upon booking, were you given the **name of the operating airline company**?

☐ Yes ☐ No

Were you told **on board** that this is a "Lufthansa Regional" flight?

☐ Yes ☐ No

Please think of your previous experience with this Lufthansa Regional Partner irrespective of this flight.

In general, how would you assess **the service offered by this Lufthansa Regional Partner**?

(scale from 1=excellent to 6=poor, use the values in between to graduate your opinion)

1	2	3	4	5	6
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
certain	probably	rather probable	rather improbable	probably not	definitely not

How probable is it that you will decide **in favour of this Lufthansa Regional Partner again** for your next flights - if you are able to?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
certain	probably	rather probable	rather improbable	probably not	definitely not

Would you **recommend this Lufthansa Regional Partner** without any reservation to colleagues, friends or acquaintances?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
always	very frequently	frequently	occasionally	seldom	never

How often do you select **Lufthansa or Lufthansa Regional** above all because you would like to **collect miles or points** within the scope of a bonus program of **Lufthansa or a partner airline** for frequent flyers?

For what reasons did you choose to fly with this flight today?

(Please give a max. of three answers)

- ☐ Suitable flight schedule
- ☐ Good price-performance ratio
- ☐ Favorable price
- ☐ Good reputation of Lufthansa
- ☐ Good service / comfort

- ☐ Miles & More membership
- ☐ Safety
- ☐ Corporate travel guidelines
- ☐ Only possible flight connection
- ☐ Other reasons



Please assess your current flight now!

Which flight are you currently travelling on?

Flight number	Date	From	To
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Which **class** are you travelling in today?

☐ **Business** ☐ **Economy**

What is the **main reason** for this trip?

☐ **Business** ☐ **Leisure**

Did you check in any **luggage** for this flight?

☐ Yes ☐ No

Are you travelling with an electronic,

i.e. **paperless** ticket (**etix®**) today?

☐ Yes ☐ No

Please mark the following statements indicating to what extent they apply to this flight or not, whereby **1** stands for "**applies totally**" and **6** means "**does not apply at all**".

Use the values in between to graduate your opinion.

Flight schedule

The scheduled departure and arrival times of this flight listed in the flight schedule meet my requirements

applies totally			does not apply at all		
1	2	3	4	5	6
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The frequency of Lufthansa flight connections for this route corresponds to my travelling requirements

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Lufthansa and its cooperation partners offer a route network which corresponds to my travelling requirements

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Service at the Check-in Airport

At which airport did you check in for **this flight**, i.e. where did you receive your boarding pass?

Check-in airport

Did you check in with **Lufthansa** there?

☐ Yes ☐ No, with

Where did you check in for this flight?

☐ At the Check-in counter

☐ At the Quick Check-in automat

☐ Via telephone / fax (Lufthansa Call Center)

☐ Via web/WAP/SMS

Did you have to wait in line at the **Check-in** today?

☐ Yes, approx. minutes ☐ No

Did you find the waiting period at the Check-in acceptable?

☐ Yes ☐ No

The Check-in procedure was quick and without any problems

The Check-in area was tidy and had a pleasant appearance

applies totally			does not apply at all		
1	2	3	4	5	6
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



If you checked in at the Check-in counter:

- The staff at the Check-in counter was friendly and helpful
 The staff at the Check-in counter was competent
 The staff at the Check-in counter appeared well-groomed

applies
totally

1

2

3

4

5

6

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

does not
apply at all

If you checked in at the Quick Check-in automat:

The Quick Check-in automat was easy to operate

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

The **boarding procedure** at the **Check-in airport** was efficient

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

All in all the service and customer handling provided by Lufthansa at the Check-in airport corresponded to my needs

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

Did you have to wait at the security checkpoint today? ☐ Yes, approx.

<input type="text"/>	minutes	<input type="checkbox"/> No
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Did you find the waiting period at the security checkpoint acceptable?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

Stay in the Lounge

Did you visit a lounge in the course of your current trip today?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

If yes: At which airport did you stay in the lounge?

Airport

Which kind of lounge did you visit?

- ☐ LH Business/FTL-Lounge ☐ LH Senator Lounge
☐ HON Circle First Class Lounge ☐ First Class Terminal
☐ Another Lounge (e.g. Star Alliance Partner Lounge, Airport Lounge)

applies
totally

1

2

3

4

5

6

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

does not
apply at all

Sufficient seats were available

The drinks/snacks offered met my requirements

The staff at the reception desk was friendly and helpful

The service staff in the Lounge was friendly and helpful

Punctuality of your current flight

I am satisfied with the punctual departure of **this** flight

applies
totally

1

2

3

4

5

6

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

does not
apply at all

If this departure was late:

How long was the delay in departure?

<input type="text"/>	minutes
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At the airport, was the provided information on the delayed departure sufficient for you?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Is sufficient information on the delay given on board?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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During your current flight

	applies totally			does not apply at all		
	1	2	3	4	5	6
On board, everything is clean and well cared for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The flight attendants are friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The flight attendants are attentive and approachable to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The flight attendants give the impression of efficiency and competence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The flight attendants appear neat and well-groomed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All in all, the flight attendants have left a very positive impression with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am satisfied with the seat comfort	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The drinks offered meet my requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The service procedure meets my requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reading material offered meets my requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If you were offered a meal/snack on this flight:						
The scope of meals/snacks offered is adequate for this flight	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The meals/snacks were tasty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All in all, the offer, service and care on board meet my requirements						
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My general impression of this flight is positive						
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Due to the experience I have made today I think that Lufthansa in cooperation with this Lufthansa Regional Partner offers services which are worth their money						
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Transfer / Connecting flight

Did you **transfer** from **Lufthansa** or **another airline** onto your current flight?

☐ No
 ☐ Yes, from Lufthansa
 ☐ Yes, from

If yes: The transfer procedure went smoothly

	applies totally			does not apply at all		
	1	2	3	4	5	6
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have a **connecting flight** after this flight?

☐ Yes, with **Airline** to **Airport**

☐ No, I have no further connecting flight

Bonus programs for frequent flyers

In which **bonus program for frequent flyers** do you collect miles or points?

☐ In none

Please fill in
your card number:

☐ **Lufthansa Miles & More**

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(voluntary information on the basis of which your opinion will be processed in the Lufthansa database)

Bonus programs for frequent flyers

☐ In others, these being:

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Do you hold a **Lufthansa Status Card**?

☐ No

☐ Yes, Lufthansa Frequent Traveller Card

☐ Yes, Senator Card

☐ Yes, HON Circle Card

All in all, how would you assess the **Lufthansa Miles & More program in general**?

(scale from 1=excellent to 6=poor,
use the values in between to graduate your opinion)

1	2	3	4	5	6
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Flight Experience

Including your trip today approx. how often have you **travelled by plane in the last 12 months**
(outward flight and return flight = 1trip)?

--

and of these trips ... with Lufthansa/
Lufthansa Regional

--

In the course of the last 12 months have you flown **frequently with any other airline**?

Airline

☐ Yes, with

--

☐ No

Personal particulars

Are you

☐ female

☐ male

Your age:

--

Your
nationality:

--

Country of
residence:

--

What should Lufthansa improve according to your opinion?

We would like to thank you for your kind cooperation and hope that you are having a pleasant flight.
Your Lufthansa

Intern an: MUC NM/P