



**Lufthansa**



**Your opinion is valuable to us!**

**English**

**Dear Passenger,**

We will do our utmost 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.

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

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

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

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

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

How often do you select **Lufthansa** 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 Lufthansa today?**

(Please give a max. of three answers)

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

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

**Please assess your current flight now!**

Which Lufthansa flight are you currently travelling on?

Flight number

Date

From

To

Which **class** are you travelling in today?  
What is the **main reason** for this trip?

- |                                   |   |                                    |
|-----------------------------------|---|------------------------------------|
| <input type="checkbox"/> First    | <input type="checkbox"/> Business         | <input type="checkbox"/> Economy   |
| <input type="checkbox"/> Business | <input type="checkbox"/> Visiting journey | <input type="checkbox"/> Touristic |

Are you on a journey for several days?  
Did you check in any **luggage** for this flight?  
Are you travelling with an electronic,  
i.e. paperless ticket (**etix**®) today?

- |                                   |                               |                             |
|-----------------------------------|-------------------------------|-----------------------------|
| <input type="checkbox"/> Yes, for | <input type="checkbox"/> days | <input type="checkbox"/> No |
| <input type="checkbox"/> Yes      | <input type="checkbox"/> No   |                             |
| <input type="checkbox"/> Yes      | <input type="checkbox"/> No   |                             |

**We would like to thank you for your kind cooperation**

$+$ 

## Flight schedule

does not  
apply at all

1  
2  
3  
4  
5  
6

□ □ □ □ □ □

100


## Service at the Check-in Airport

\_\_\_\_\_

\_\_\_\_\_

☐ No

does not  
apply at all






The **boarding procedure** at the **Check-in airport** was efficient and without any problems

	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"/>

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

Did you have to wait at the security checkpoint today?

☐ Yes, approx.

☐ minutes ☐ No

Did you find the waiting period at the security checkpoint acceptable?

☐ Yes ☐ No

## Stay in the Lounge

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

☐ Yes ☐ No

Airport

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

Which kind of lounge did you visit?

☐ LH Business/FTL-Lounge

☐ LH Senator Lounge

☐ First Class Lounge

☐ First Class Terminal

☐ Another Lounge (e.g. Star Alliance Partner Lounge, Airport Lounge)

Sufficient seats were available

	applies totally					does not apply at all				
1	2	3	4	5	6					

The drinks/snacks offered met my requirements

<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"/>
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The staff at the reception desk was friendly and helpful

<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"/>
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The service staff in the Lounge was friendly and helpful

<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"/>
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## Punctuality of your current flight

	applies totally					does not apply at all				
1	2	3	4	5	6					

I am satisfied with the punctual departure of this Lufthansa flight

<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"/>
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**If this departure was late:**

How long was the delay in departure?

minutes

At the airport, was the information provided by Lufthansa on the delayed departure sufficient for you?

☐ Yes ☐ No

Is sufficient information on the delay given on board?

☐ Yes ☐ No

## During your current flight

On board, everything is clean and well cared for

The flight attendants are friendly

The flight attendants are attentive and approachable to me

The flight attendants give the impression of efficiency and competence

All in all, the flight attendants have left a very positive impression with me

I am satisfied with the seat comfort

The drinks offered meet my requirements

The service procedure meets my requirements

The reading material offered meets my requirements

**If you were offered a meal/snack on this flight:**

The scope of meals/snacks offered is adequate for this flight

The meals/snacks were tasty

**If you were offered an entertainment program on this flight:**

Does the audio and video system function in a technically perfect way?

The user interface of the audio and video system is easy to understand

The audio program (radio, music channels) offers the right program for me

The movie program corresponds to my needs

**All in all, the offer, service and care on board meet my requirements**

**My general impression of this flight with Lufthansa is positive**

**Due to the experience I have made today, I think that Lufthansa offers services which are worth their money**

## 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

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

Airline

☐ Yes, with

☐ No, I have no further connecting flight

Airport

applies  
totally

1 2 3 4 5 6

does not  
apply at all

applies  
totally

1 2 3 4 5 6

does not  
apply at all

## Bonus programs for frequent flyers

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

☐ In none

☐ Lufthansa Miles & More

Please fill in  
your card number:

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

**Bonus programs for frequent flyers**

☐ In others, these being:

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Do you hold a **Miles & More Status Card**?

☐ No ☐ Yes, 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)?

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and of these trips ... with Lufthansa

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

Airline

☐ No

☐ Yes, with

--

## Personal particulars

Are you

☐ female

☐ male

Your age:

--

Your  
nationality:

--

Country of  
residence:

--

If Germany please  
enter your postal code:

--	--	--	--	--	--

## 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





**Lufthansa**



**Raffle**

English

## Dear Customers,

Within the framework of our customer survey we are raffling 10 attractive prizes, inclusive of 2 Business Class tickets for travel within Europe, high-value Rimowa suitcases, World Shop vouchers, and many more exciting prizes. If you would like to participate in the raffle, please enter your data below and return your raffle participation certificate to a Flight Attendant.

☐ Yes, I would like to participate in the raffle.

## Information regarding your person

Name\*

Zip code\*

City\*

Street\*

Country\*

Telephone\*

Email address\*

\* Mandatory fields

In order to inform you about our offers and special promotional activities, we will send you a free weekly newsletter per email. You may unsubscribe to this newsletter with each issue.

☐ Please check this box if you do not want to receive the newsletters.

Are you a **Miles & More** member?\*

☐ No

☐ Yes

Your card number:

                   

Are you a **Lufthansa Status Card** holder?\*

☐ No

☐ Yes, Lufthansa Frequent Traveller Card

☐ Yes, Lufthansa Senator Card

\*\* Voluntary information

## Eligibility requirements

All persons who have completed their 18th year are eligible for participation. Employees of the Lufthansa Group and their affiliated partner companies as well as persons who are involved in the raffle realization, are excluded from participation.

You may also take part in the raffle without having completed our customer survey by returning the completed raffle participation certificate. All participants will have the same chance of winning. Legal recourse is excluded. It is not permitted to exchange winnings for cash or to change or exchange the prizes. Winnings are not transferable. The winnings (prizes) may only be booked subject to availability. A possible journey to and/or return from a departure airport location will be organized by the winners themselves and the possible ensuing costs will also be carried by the winners. Lufthansa is free from further obligations once the winnings have been handed over. Lufthansa is not liable for prize defects. The winners will be notified either per email or per post.

## Data protection

Entering your data is voluntary. Your entries will be handled confidentially and in accordance with legal data regulations. We are only collecting data in association with this raffle and it will only be stored for this purpose.

I agree that my name and my picture may be published should I win the raffle.

Place/Date

Signature