



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)

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

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

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

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

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

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?

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

For what reasons did you choose to fly with Lufthansa today?

(Please give a max. of three answers)

- | | |
|---|--|
| <input type="checkbox"/> Suitable flight schedule | <input type="checkbox"/> Miles & More membership |
| <input type="checkbox"/> Good price-performance ratio | <input type="checkbox"/> Safety |
| <input type="checkbox"/> Favorable price | <input type="checkbox"/> Corporate travel guidelines |
| <input type="checkbox"/> Good reputation | <input type="checkbox"/> Only possible flight connection |
| <input type="checkbox"/> Good service / comfort | <input type="checkbox"/> 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?

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

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

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

Are you on a journey for several days?

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

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

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

Are you travelling with an electronic, i.e. paperless ticket (**etix[®]**) today?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> 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 Lufthansa flight

listed in the flight schedule meet my requirements

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

Lufthansa and its cooperation partners offer a route network which corresponds to my travelling 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"/>
<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"/>

Check-in / Service at the airport

Check-in airport

At which airport did your **actual trip** begin today?

Where did you check in for this Lufthansa flight?

- ☐ At the Check-in counter
☐ At the Check-in automat
☐ Online check-in

- ☐ Mobile check-in (via mobile phone)
☐ By telephone via the Lufthansa Service Center

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 at the airport 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:

Did you check in with **Lufthansa**?

☐ Yes ☐ No, with

If yes, at which LH counter?

☐ First

Airline

☐ Business ☐ Economy

The staff at the Check-in counter was friendly and helpful

The staff at the Check-in counter was competent

<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 automat:

The 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"/>
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If you checked-in online or by mobile phone:

The online/mobile check-in was easy to use

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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If you checked in baggage at the baggage drop-off counter:

The drop-off procedure was quick and without any problems

Did you find the waiting period at the baggage drop-off counter acceptable?

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



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"/>

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"/>
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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

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

Airport

Which kind of lounge did you visit? ☐ LH Business Lounge

☐ LH Senator Lounge

☐ First Class Lounge

☐ First Class Terminal

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

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

Sufficient seats were available

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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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"/>
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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"/>
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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"/>
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The atmosphere in the Lounge was pleasant

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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The Lounge was tidy and well maintained

<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

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

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"/>

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

	applies totally			does not apply at all		
	1	2	3	4	5	6
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"/>
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 seat is kept clean and well cared for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If visited: The restroom is kept clean and well cared for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cabin interior is in a good condition	<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 (at the gate and onboard) 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"/>

If you were offered an entertainment program on this flight:

Does the audio and video system function in a technically perfect way?	<input type="checkbox"/> Yes	<input type="checkbox"/> No				
The user interface of the audio and video system is easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The audio program (radio, music channels) offers the right program for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The movie program corresponds to my needs	<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"/>
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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

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

☐ Yes, with

 to

☐ 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

Your Miles & More
card number:

☐ **Lufthansa Miles & More**

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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:

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 = 1 trip)?

and of these trips ... with Lufthansa

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

☐ No

☐ Yes, with

Airline

Personal particulars

Are you

☐ female

☐ male

Your age:

Your
nationality:

Country of
residence:

If Germany please

enter your postal code:

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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