

Dear Passenger,

Luxair and Lufthansa welcome you on this joint cooperation flight and hope you feel comfortable on board with us. It is our shared goal to ensure our service meets your personal requirements. May we therefore kindly request you to give us your opinion by filling in this short questionnaire. Your flight attendant will collect this questionnaire shortly before landing.

Thank you in advance for your cooperation.

Before this flight, did you know that Luxair and Lufthansa work together within the scope of a partnership?

☐ Yes

☐ No

With which airline did you book your present flight?

☐ Luxair

☐ Lufthansa

☐ don't know

Were you told **upon booking** that this is a cooperation 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 cooperation flight?

☐ Yes

☐ No

If you transferred from a Lufthansa flight or if you have booked a connecting flight with Lufthansa:

Did you receive the boarding passes for **every leg** of your journey **at the start of your trip**?

☐ Yes

☐ No

Please think of your previous experience with Luxair irrespective of this flight.

In general, how would you assess the service offered by Luxair? (scale from 1=excellent to 6=poor, use the values in between to graduate your opinion)

excellent						poor
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"/>

How probable is it that you **will decide in favour of Luxair 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 Luxair** 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"/>

For what reasons did you choose to fly with **Luxair** today?
(Please give a max. of three answers)

Suitable flight schedule

☐

Good price-performance ratio

☐

Favorable price

☐

Good reputation of the airline

☐

Good service / comfort

☐

Partner of Lufthansa

☐

Lufthansa Miles & More membership

☐

Safety

☐

Corporate travel guidelines

☐

Only possible flight connection

☐

Other reasons

☐

Please now assess this flight!

Which flight are you currently travelling on?

Flight number	Date	From	To
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Which **class** are you travelling in today?

☐ Business ☐ Economy

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

☐ Business ☐ Pleasure

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 Luxair 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"/>
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Service at the Check-in Airport

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

Check-in airport
Airline

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, approximately ☐ 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 appeared to be well-groomed

<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"/>

► 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"/>
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The **boarding** procedure at the **check-in airport** was quick

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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All in all the service and customer handling 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, approximately ☐ minutes ☐ No

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

☐ Yes ☐ No

$$+$$
☐ Yes☐ No

Airport

Airline

Any other operator

applies
totally

1	2	3	4	5	6
---	---	---	---	---	---



applies
totally

1	2	3	4	5	6
---	---	---	---	---	---

□ □ □ □ □ □

minutes

☐ Yes ☐ No

☐ Yes ☐ No

applies
totally

1	2	3	4	5	6
---	---	---	---	---	---

☐ Yes ☐ No

— 100 —



□ □ □ □ □ □

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excellent poor

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