



**SATISFACTION SURVEY**  
(On both sides!)



**This document is anonymous and confidential**

**The Airport of Troyes en Champagne thanks you for your participation!**

Date:

**AIRPORT HANDLING**

**1- What is your global satisfaction level of the Airport of Troyes en Champagne?**

Very Satisfied   Satisfied   Unsatisfied   Very Unsatisfied

Comments :.....  
.....

**2- How would you rate the ground handling services?**

Very Satisfying   Satisfying   Unsatisfying   Very Unsatisfying

Comments :.....  
.....

**3- Are you satisfied by the equipment (GPU, Carpet...) available?**

Very Satisfied   Satisfied   Unsatisfied   Very Unsatisfied

Comments :.....  
.....

**4- Did you find the loading and/or unloading operations of your aircraft :**

Very Satisfying   Satisfying   Unsatisfying   Very Unsatisfying

Comments :.....  
.....

**FACILITIES & OTHER SERVICES**

**5- How would you rate the facilities of the Airport of Troyes en Champagne? (Apron, hangars, airport terminal, toilets...)**

Very Good   Good   Poor   Very Poor

Comments :.....  
.....

**6- Are you satisfied with the fueling conditions in our airport?**

Very Satisfied   Satisfied   Unsatisfied   Very Unsatisfied

Comments :.....  
.....

**7- The flight information service (AFIS) provided was :**

Very Satisfying   Satisfying   Unsatisfying   Very Unsatisfying

Comments :.....  
.....

**8- How would you rate the handling of your requests? (Availability, response time, efficiency...)**

Very Good   Good   Poor   Very Poor

Comments :.....  
.....

**Feel free to express any comments or suggestions which could make your experience better:**

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**Have a nice stay in Troyes!**