



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

Very Satisfied Satisfied Unsatisfied Very Unsatisfied

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

Very Satisfying Satisfying Unsatisfying Very Unsatisfying

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

Very Good Good Poor Very Poor

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

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Have a nice stay in Troyes!