

QUESTIONNAIRE

Dear pilots,

because we are interested in a quality service, please take a few minutes to complete the following questionnaire. Your suggestions are valuable to us in order to know which service we should improve. Your personal data will only be used for the internal use of Letiste Praha Letnany, s.r.o. (LPL)

Thank you for your help.

INSTRUCTION

- Filling in the questionnaire is voluntary
- Meaning of numbers 1-5: 1 - Dissatisfied, 2 - Insufficient quality of service, 3 - it could be better, 4 - Little shortcomings, 5 - Satisfied
- If were not used, fill „N/A" with **X**

Completed and written questionnaire send to the email info@letnany-airport.cz, leave in Terminal 1 (lower building next to the AFIS office or anonymously insert to the "Safety Box" at the main Gate to the airport.

How satisfied were you with the information provided when you first contacted us?

1-5 N/A

How satisfied were you with the speed of our answer to you order or request?

1-5 N/A

How satisfied were you with the provided service? (AFIS Service, Hangar, RWY surface, Refueling, other)

1-5 N/A

How satisfied were you with the crew briefing room?

1-5 N/A

How satisfied were you with the availability of information? (NOTAM, Facebook, web page, etc.)

1-5 N/A

How satisfied were you with service provided by an AFIS officer?

1-5 N/A

How did you hear about us? (web page, Facebook, friend, etc)

What three things did you miss at the airport? How would you like us to improve on?

Please write your name, date, the service and operator's name
(if appropriate)