

		LIS	OPO	FAO	FNC	PDL
 ARRIVAL AT THE AIRPORT	Ease of getting to the airport	● 3,75	● 4,22	● 4,47	● 4,53	● 4,61
	Parking facilities	● 3,32	● 3,65	● 3,83	● 3,94	● 3,85
	Signage to access terminal	● 3,73	● 4,19	● 4,28	● 4,58	● 4,52
	Availability of baggage carts/trolleys	● 3,58	● 3,79	● 3,96	● 4,04	● 3,84
	VFM of transport (including parking facilities)	● 3,74	● 3,97	● 3,99	● 4,05	● 3,74
 CHECK-IN	Ease of finding check-in area	● 3,83	● 4,18	● 4,32	● 4,44	● 4,43
	Waiting time at check-in (including drop off)	● 3,66	● 3,78	● 4,02	● 4,05	● 4,09
	Courtesy & helpfulness of check-in staff	● 4,03	● 4,12	● 4,32	● 4,33	● 4,46
 SECURITY SCREENING	Ease at security screening	● 3,99	● 4,17	● 4,23	● 4,43	● 4,38
	Courtesy & helpfulness of security staff	● 3,88	● 4,07	● 4,05	● 4,23	● 4,25
	Waiting time at security screening	● 3,79	● 3,98	● 4,02	● 4,38	● 4,32

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	BORDER/ PASSPORT CONTROL	Waiting time at border/passport control	● 3,88	● 4,36	● 3,39	● 4,24	● 4,47
		Courtesy & helpfulness of border/passport control staff	● 4,03	● 4,29	● 3,81	● 4,39	● 4,49
	SHOPPING/ DINING	Restaurants/bars/cafés	● 3,50	● 3,69	● 3,57	● 3,84	● 3,15
		VFM of Restaurants/bars/cafes	● 2,96	● 3,10	● 2,82	● 3,33	● 2,94
		Shops	● 3,48	● 3,56	● 3,29	● 3,77	● 3,22
		VFM of shops	● 3,16	● 3,22	● 3,08	● 3,38	● 3,07
		Courtesy & helpfulness of shopping and dining staff	● 3,75	● 3,81	● 3,78	● 4,05	● 3,90
	GATE AREAS	Comfort of waiting at gate areas	● 3,16	● 3,49	● 3,34	● 3,68	● 3,27
		Availability of seats at gate areas	● 2,98	● 3,39	● 3,46	● 3,73	● 3,06

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 THROUGHOUT THE AIRPORT	Ease of finding way	● 3,71	● 4,08	● 4,02	● 4,14	● 4,16
	Availability of flight information (flights and boarding gates)	● 3,67	● 4,01	● 3,91	● 4,12	● 3,94
	Walking distance inside terminal	● 3,57	● 3,93	● 4,03	● 4,31	● 4,40
	Ease of making connection with other flights	● 3,79	● 4,06	Na	Na	● 4,18
	Courtesy & helpfulness of airport staff	● 3,88	● 4,06	● 4,05	● 4,27	● 4,29
	Wi-Fi service quality	● 3,07	● 3,53	● 3,68	● 3,91	● 3,76
	Availability of washrooms	● 3,06	● 3,62	● 3,71	● 4,00	● 3,40
	Cleanliness of washrooms	● 3,46	● 3,49	● 3,17	● 3,84	● 3,27
	Availability of bank/ATM facilities/money changers	● 3,55	● 3,75	● 3,84	● 3,96	● 3,57
	 AIRPORT ATMOSPHERE	Health safety	● 3,62	● 3,85	● 3,85	● 4,06
Cleanliness		● 3,51	● 3,78	● 3,59	● 4,01	● 3,78
Ambience		● 3,53	● 3,83	● 3,58	● 4,01	● 3,73
 OVERALL SATISFACTION		● 3,59	● 3,98	● 3,85	● 4,16	● 3,90