



AIRPORT CUSTOMER SERVICE SURVEY

We want your feedback! Please answer the questions below and indicate the response that best describes your experience. Please e-mail the completed form to director@staffordairport.com

A. OVERALL OPERATIONS/SAFETY/APPEARANCE

Please indicate which of the following best describes you (select all that apply):

- Based Hangar Tenant
- Based Tiedown Tenant
- Transient/Business
- Private Pilot/General User of Airport Facilities and Services
- Other _____

When did you last use the services of airport management/airport operations? _____

How would you rate...

	Excellent	Above Average	Average	Below Average	Poor
The overall service(s) you received?					
Level of courtesy and professionalism?					
The overall safety at the airport?					
The overall security at the airport?					
The overall appearance of the airport?					
The public restrooms?					
The public pilots lounge/flight planning facilities?					
The availability of pilot supplies?					
The availability of aircraft services?					
The public viewing/lounge area?					
The condition of the runways/taxiways?					
The lighting/marketing/airfield guidance systems?					

B. COSTS

In your opinion, our prices for the following are:

	Very Low	Low	Average	High	Very High
Hanger Rental					
Tie-down Rental					
Fuel Prices					

C. GENERAL

What do you particularly like about the airport functions and products, services, and facilities available at the airport - i.e. what are we doing well?

Please list current airport functions, products, services and facilities, which could be improved (please be specific: restrooms, fuel services, pilot's lounges, etc.).

What ADDITIONAL products, services, or facilities would you like to see at the airport?

Why do you choose to visit, utilize, and/or base your aircraft at this particular airport?

Additional Comments:

(Optional) Your contact information will allow us to contact you if we need to discuss your feedback.

Name: _____ **Phone:** _____ **Email:** _____

Thank you for taking the time to help us serve you better!