**We invite you to take part in the "Mystery passenger" program \* of Ufa International Airport!**

**№\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

*\* By participating in the "Mystery passenger" program, you agree to the processing of your personal data.*

**Full name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date of birth \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Passport details \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Place of residence \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Education (specify)**

|  |  |  |
| --- | --- | --- |
| ***Higher professional*** | ***Secondary vocational*** | ***Secondary (complete)*** |
|  |  |  |

**Your profession \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Your e-mail \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Are you a passenger with reduced mobility**

 **Yes No**

**Flight number Date**

**Your destination city**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Your travel class**

|  |  |
| --- | --- |
| ***Business class***  |  |
| ***Economy class*** |  |

**General information**

**Landside area(parking lots)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Name of service*** | ***I did not notice / did not use*** | ***5***  | ***4***  | ***3***  | ***2***  | ***1***  |  ***Comments (If you attach photos, you will help us to address the shortcomings)*** |
| Appearance |  |  |  |  |  |  |  |
| Seat availability |  |  |  |  |  |  |  |
| Price match the quality |  |  |  |  |  |  |  |
| Signs/easy orientation |  |  |  |  |  |  |  |
| Public transport |  |  |  |  |  |  |  |
| Taxi |  |  |  |  |  |  |  |

**Services at the airport**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Name of service*** | ***I did not notice/did not use*** | ***5***  | ***4***  | ***3***  | ***2***  | ***1***  |  ***Comments*** |
| Politeness of staff |  |  |  |  |  |  |  |
| Willingness to assist |  |  |  |  |  |  |  |
| Restaurants/cafeterias |  |  |  |  |  |  |  |
| Price match the quality |  |  |  |  |  |  |  |
| Bank services/ATM |  |  |  |  |  |  |  |
| Shops |  |  |  |  |  |  |  |
| Wi-Fi access |  |  |  |  |  |  |  |
| Waiting Lounge/Business Lounge |  |  |  |  |  |  |  |

**Departure Services**

 **Security control at the entrance to the Terminal**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Name of service*** | ***I did not notice/did not use*** | ***5***  | ***4***  | ***3***  | ***2***  | ***1***  |  ***Comments*** |
| Politeness of security staff / |  |  |  |  |  |  |  |
| Thoroughness of the security checks  |  |  |  |  |  |  |  |
| The waiting time for security checks |  |  |  |  |  |  |  |
| Readiness of the security service for emergency situations |  |  |  |  |  |  |  |

**Check-in**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Name of service*** | ***I did not notice/did not use*** | ***5***  | ***4***  | ***3***  | ***2***  | ***1***  |  ***Comments*** |
| The waiting time for check-in |  |  |  |  |  |  |  |
| Politeness of check-in agents |  |  |  |  |  |  |  |
| The waiting time at passport control |  |  |  |  |  |  |  |
| Staff appearance |  |  |  |  |  |  |  |

**Pre-flight security checks**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Name of service*** | ***I did not notice/ did not use***  | ***5***  | ***4***  | ***3***  | ***2*** | ***1***  |  ***Comments*** |
| Politeness of security staff |  |  |  |  |  |  |  |
| Thoroughness of the security checks |  |  |  |  |  |  |  |
| The waiting time for security check |  |  |  |  |  |  |  |

**Arrival services**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Name of service*** | ***I did not notice/ did not use*** | ***5***  | ***4***  | ***3***  | ***2***  | ***1***  |  ***Comments*** |
| Delivery from aircraftto Terminal |  |  |  |  |  |  |  |
| The waiting time at passport control |  |  |  |  |  |  |  |
| Politeness of security staff |  |  |  |  |  |  |  |
| The waiting time for luggage  |  |  |  |  |  |  |  |
| Availability of baggage carts |  |  |  |  |  |  |  |

**Information**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Name of service*** | ***I did not notice/ did not use*** | ***5***  | ***4***  | ***3***  | ***2***  | ***1***  |  ***Comments***  |
| Presentation of information via loudspeaker system, at information desk, website of the airport |  |  |  |  |  |  |  |
| The ergonomics of the flight information display |  |  |  |  |  |  |  |

**Чистота и комфорт/** **Comfort, cleanliness and convenience**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ***Name of service*** | ***I did not notice / did not use***  | ***5***  | ***4***  | ***3***  | ***2***  | ***1***  |  ***Comments***  |
| Cleanliness of the landside territory  |  |  |  |  |  |  |  |
| Cleanliness of the Terminal; |  |  |  |  |  |  |  |
| Cleanliness of toilets |  |  |  |  |  |  |  |
| Convenience and comfortability of Waiting lounges |  |  |  |  |  |  |  |

**Advantages and disadvantages:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
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**Your suggestions on improving the quality of passenger services**

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**Dear passenger!**

Please send the completed questionnaire form by e-mail to the following address **sp@airportufa.ru** or give it to our specialists at the Information desk in the Domestic flights Terminal of Ufa International airport.

Please note that only questionnaire forms with the specified names and flight numbers are valid.

If you have any additional questions please call the following numbers: (347) 229-53-88, 229-52-44.

***Thank you for using the services of Ufa International airport and for participation in the program. We hope to see you again!***