



سول ایوی ایشن اتھارٹی

CIVIL AVIATION AUTHORITY
ISLAMABAD AIRPORT

Email: apislamabad@caapakistan.com.pk

THANKS FOR YOUR OPINION

	<u>Excellent</u>	<u>Good</u>	<u>Poor</u>
1. <u>Cleanliness:</u>			
a) Lounges
b) Toilets
c) Concourse Hall
d) Car Park
e) Rawal Restaurant
f) Concessionaries Outlets
2. <u>Baggage Trolleys:</u>			
a) Access
b) Looks
c) Operation
3. <u>Behavior / Attitude of Employees</u>			
a) CAA
b) Airline
c) ASF
d) Customs
e) Immigration
f) Anti Narcotics Force
g) Concessionaries
4. <u>Comforts and Leisure</u>			
a) Check-in Facilities
b) Rawal Lounge Check-in Facilities
c) Self Service Check-in
d) Queuing for Security
e) Security Screening Efficiency
f) Queuing for Immigration
g) Fast Track Facilities
h) Seating Areas
i) Baggage Arrival Time
j) Directions & Signage
k) Flight Information Display
l) Restaurants' Staff Performance
m) Food & Drink Prices
n) Choice of Tax-Free Shopping
o) Internet / WiFi Availability
p) Prayer Area
q) Telephone / Fax Services
r) ATM Cash Machines
s) Smoking Zones
5. <u>Extra Courteous Measures</u>			
a) Senior Citizen
b) Minor Children
c) Women
d) Special People
6. <u>Presence of CAA Human Resource</u>			
a) For Passengers
b) For Public
7. <u>Flight Information System</u>			
a) Announcement Quality
b) Announcement Speed
c) Announcement Text
d) Timely Dissemination
8. <u>Car Parking</u>			
a) Entry Procedure
b) Parking Place
c) Exit Points

Suggestions: _____

Name : _____ Contact # _____

Address : _____

Email: _____ Date : _____