

		LIS	OPO	FAO	FNC	PDL
 <b>ARRIVAL AT THE AIRPORT</b>	Ease of getting to the airport	● 4,14	● 5,50	● 4,37	● 4,18	● 4,40
	Parking facilities	● 3,45	● 4,02	● 3,81	● 3,85	● 3,68
	Signage to access terminal	● 3,94	● 4,43	● 4,28	● 4,36	● 4,26
	Availability of baggage carts/trolleys	● 3,73	● 4,15	● 3,90	● 4,10	● 3,73
	VFM of transport (Including parking facilities)	● 3,95	● 4,08	● 4,02	● 3,97	● 3,86
 <b>CHECK-IN</b>	Ease of finding check-in area	● 3,93	● 4,52	● 4,14	● 4,34	● 4,34
	Waiting time at check-in ( including drop off)	● 3,89	● 4,14	● 3,85	● 3,94	● 4,04
	Courtesy & helpfulness of Check-in staff	● 4,02	● 4,26	● 4,22	● 4,28	● 4,23
 <b>SECURITY SCREENING</b>	Ease at security screening	● 3,98	● 4,51	● 4,16	● 4,23	● 4,25
	Courtesy & helpfulness of Security staff	● 3,90	● 4,36	● 4,07	● 4,20	● 4,24
	Waiting time at security screening	● 3,88	● 4,37	● 4,07	● 4,20	● 4,26

		LIS	OPO	FAO	FNC	PDL
	<b>BORDER/ PASSPORT CONTROL</b>					
	Waiting time at Border/passport control	● 4,13	● 4,64	● 4,46	● 4,22	● 4,33
	Courtesy & helpfulness of Border/passport control staff	● 4,17	● 4,62	● 4,33	● 4,31	● 4,43
						
	<b>SHOPPING/ DINING</b>					
	Restaurants/bars/café	● 3,68	● 3,95	● 3,59	● 4,74	● 3,64
	VFM of Restaurants/bars/café	● 3,06	● 3,25	● 3,01	● 3,19	● 3,30
	Shops	● 3,55	● 3,83	● 3,44	● 3,52	● 3,56
	VFM of Shops	● 3,21	● 3,52	● 3,10	● 3,21	● 3,44
	Courtesy & helpfulness of shopping and dining staff	● 3,85	● 4,15	● 3,81	● 3,99	● 3,86
						
	<b>GATE AREAS</b>					
	Comfort of waiting at gate areas	● 3,41	● 3,91	● 3,53	● 3,46	● 3,67
	Availability of seats at gate areas	● 3,42	● 4,06	● 3,78	● 3,59	● 3,73

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 <b>THROUGHOUT THE AIRPORT</b>	Ease of finding way	● 3,85	● 4,42	● 3,94	● 4,10	● 4,19
	Availability of flight information ( flights and boarding gates)	● 3,76	● 4,36	● 3,93	● 4,08	● 4,09
	Walking distance inside terminal	● 3,74	● 4,32	● 3,80	● 4,11	● 4,17
	Ease of making connection with other flights	● 3,84	● 4,25	N.A.	N.A.	● 3,94
	Courtesy & helpfulness of airport staff	● 3,92	● 4,35	● 4,06	● 4,18	● 4,09
	Wi-Fi service quality	● 3,64	● 3,96	● 3,87	● 3,75	● 3,77
	Availability of washrooms	● 3,72	● 4,13	● 3,79	● 3,97	● 3,98
	Cleanliness of washrooms	● 3,64	● 4,08	● 3,69	● 3,91	● 3,88
	Availability of bank/ATM facilities/money changers	● 3,67	● 4,00	● 3,77	● 3,68	● 3,77
	 <b>AIRPORT ATMOSPHERE</b>	Health safety	● 3,79	● 4,28	● 3,90	● 4,06
Cleanliness		● 3,79	● 4,33	● 3,94	● 4,08	● 4,10
Ambience		● 3,70	● 4,31	● 3,79	● 3,91	● 4,05
 <b>OVERALL SATISFACTION</b>	● 3,89	● 4,41	● 4,04	● 4,18	● 4,27	