

Feedback for service orientation at the staff security checkpoints



A Please tick where applicable:

1. Overall, how satisfied are you with the control process at the Cologne Bonn Airport?




  

B Which service are you satisfied with or not satisfied with in detail?




1. Reception at the gate
(only Z0, ZKS, Z40)

2. Friendliness
(Welcome, customer-service etc.)

3. Professionalism
(Understandability, helpfulness etc.)

C Where and when were you checked?

Security checkpoint: _____ Gate no.: _____ Date: _____ Time: _____

Please send the completed questionnaire to Feedback-PWK@cgn.de

Thank you for participating in this survey!
Your Cologne Bonn Airport