Post-Test Questionnaire SkyTeam

User number:	
User class:	

Follow Up Questions

- 1. Have you heard of SkyTeam before today?
- 2. What is the main reason you would use the SkyTeam website?
- 3. Which is most valuable service? Least valuable?
- 4. If there were only one thing you could change about the SkyTeam website, what would it be?
- 5. If there were only one thing about SkyTeam website <u>you could keep the same</u>, what would it be?
- 6. How do you feel about the website? Is it caring? Supportive? Efficient?

Please rate the following:



2. I think learning about airport facilities such as museum in San Francisco (SkyTips) was:

1 2 3 4 5 NA

Difficult Easy



Comments:

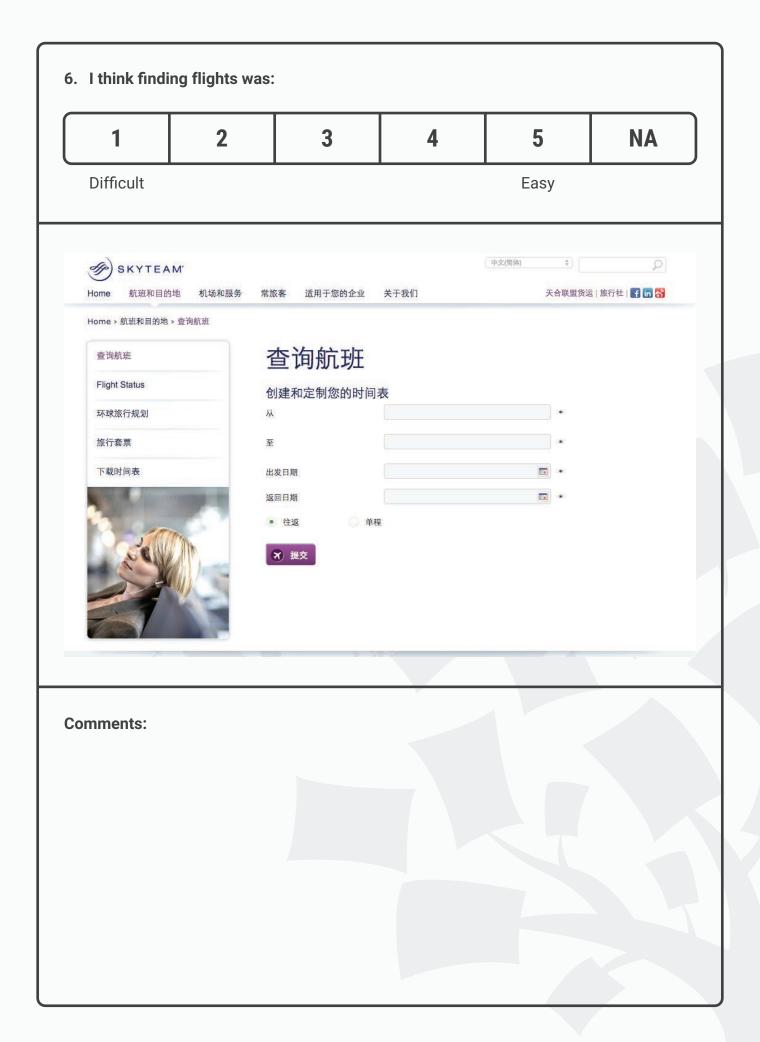






Comments:





7. I think using SkyPriority was:

1 2 3 4 5 NA

关于我们

Difficult Easy

适用于您的企业



天合优享 (SkyPriority)

天合联盟隆重推出天合优享服务 - 针对高端客户、全联盟范围的统一尊贵礼遇。天合优享集中了天合联盟全部 20 个会员航空公司的专享机场贵宾服务,让头等舱/公务舱或超级精英会员旅客在全球都能享受到标准一致的尊贵服 务。

中文(简体)

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因此,不论您选择哪家航空公司或哪种常旅客计划,天合优享都将带您享受更加轻松快捷的旅程。



优享尊贵服务

如何寻找天合优享服务? 我们会主动为您提供服务!请查看您的登机牌上的"天合优享 (SkyPriority)"标记以及机场的天合优享 (SkyPriority) 指示牌。随着天合优享服务在天合联盟全球各地机场的展开,您将可看到以下优先服务:

- 优先值机区
- 优先行李托运

Comments:





Please answer the following questions:

- 9. Is there any new service SkyTeam can add to the website that would be valuable to you?
- 10. What do you look for when planning your trip?
- 11. What is the booking method you use when you book flight tickets (especially international flight)? on computer? Tablet? Phone? Travel agency?