

ANNEXURE 3: Post-fieldwork observation report electronic example

The service provider is required to provide a post-fieldwork report every month. This report will highlight the number of samples conducted in that month

Monthly Fieldwork Observations Report

Insert Airport Name

Insert Month

	Domestic	International
Total Passenger Satisfaction surveys Conducted		
Total Passenger Satisfaction surveys Conducted		

	Invalid Surveys	Blank/ Unused Surveys
Completeness and accuracy of Surveys		

	Airline Name	Total Surveys Conducted
Total Surveys Conducted per Airline		

	Fieldworkers names	Dates	Day of the week (e.g. Monday, Tuesda. Sunday)	Data Collection times. E.g. Peak/ Off-peak	No. Of Surveys Completed per Fieldwork agent
Data Collection/ Fieldwork Info			Thursday	Peak times	
			Friday		
			Wednesday		

Overall Site Inspection
Comments:

Strategic focus areas

Passenger Experience Comments Overview

PSP Categories	Comments Counts	
	Worst Experience	Best Experience
Parking Facility		
Cleanliness of the parking facilities		
Ease of finding baggage trolley		
Safety and security at parking		
Other		
Total		
Check-In		
Queuing time in check-in		
Airline Check-in staff professional		
Other		
Total		
Security Check Point		
Queueing time at Security checkpoint		
Security staff professional		
Other		
Total		

Waiting Area		
Cleanliness of the waiting area		
Comfort of the waiting Area		
Convenience facilities (plug points, charging bays etc)		
Boarding queueing time		
Other		
Total		
Shopping Facilities		
Shopping facilities staff professional		
Other		
Total		
Restaurant Facilities		
Cleanliness of restaurants facilities		
Restaurant staff professional		
Other		
Total		
Washrooms		
Cleanliness of washrooms		
Other		
Total		
Car Rental		
Queuing time at car rental		
Cleanliness of the car rental building		
Safety and security at car rental parking		
Other		
Total		
Arrival Services		
Cleanliness of the bag collection area		
Ease of finding baggage trolley		
Baggage Delivery timeliness to the Carousel		
Other		
Total		
Overall Airport Experience		
Feeling of being safe while at the airport		
WIFI- Available and Working		
Flight Information Screens working/displaying the correct information		
Finding your way around the airport(Reward)		
Other		
Total		
Grand Total		