

Annexure 10

Service Excellence Perception Survey

Passenger Evaluation of Airport Stakeholders

"Hello/Bonjour/Sawubona/Molo. Thank you for participating in our airport experience survey. Airports Company South Africa (ACSA) is committed to delivering a world-class passenger experience. Your feedback is crucial in helping us and our airport partners—including airlines, retail stores, security, and ground handlers—understand what we are doing well and where we can improve. This survey will take approximately 3-5 minutes to complete. Your responses are anonymous and will be used solely for service improvement purposes."

Passenger Profile (Demographic & Travel Information):

1. Which airport are you currently travelling through?

- [Dropdown: O.R. Tambo International (JNB), Cape Town International (CPT), King Shaka International (DUR), Kimberly Airport (KIM), Upington International Airport (UTN), Gorge Airport (GRJ), Chief Dawid Stuurman Airport (PLZ), King Phalo Airport (ELS) and Braam Fischer Airport (BFN), etc.]

2. What is the purpose of your trip today?

- Business
- Leisure
- Visiting Friends/Family
- Other (please specify): _____

Section A: Overall Airport Experience

3. Overall, how satisfied are you with your experience at [Airport Name] today?

- (5-point scale: Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied)

4. How likely are you to recommend [Airport Name] to a friend or colleague?

- (0-10 Numerical Scale: Net Promoter Score® style)

Section B: Evaluation of Specific Stakeholders & Services.

(This is the core of the "Passenger Evaluations of Stakeholders" module. Each category can be shown or hidden based on the passenger's journey. The ratings should be placed at the specific Stakeholders using a QR code scan to rate the service.

For each stakeholder group you encountered, please rate your satisfaction based on the following attributes:

(Scale for all questions below: Very Poor, Poor, Average, Good, Excellent, N/A)

B1: Airline Check-in & Baggage Drop

Waiting time in the queue

Staff courtesy and helpfulness

Clarity of information provided

Efficiency of the process

B2: Security Screening

Waiting time in the queue

Professionalism and courtesy of security staff

Clarity of instructions

Efficiency and speed of the process

B3: Retail & Food & Beverage (Choose from encountered)

A variety of shops/restaurants, /Amenities available

Value for money

Courtesy of the staff

Cleanliness of the retail/dining area

B4: Ground Handlers & Boarding Process

Waiting time at the gate

Clarity of boarding announcements

The courtesy and efficiency of the boarding staff

B5: Ground Transportation (Car rentals, Bus Companies, etc)

Cleanliness of terminals and restrooms

Comfort and availability of seating

Ease of wayfinding (signage, maps)

Professionalism and courtesy of Ground Transport Staff

Section C:

Open-Ended Feedback: Do you have any specific feedback for any individual company or staff member (positive or negative)? Please mention the company name (e.g., Airline X, Shop Y, Security) if possible.

- (Open text box)

Thank You & Close

"Thank you for your valuable time and feedback. Your responses will be used to recognise service excellence and drive continuous improvement for all passengers. Have a pleasant flight!"