How passengers' opinions affect the operation of Uzbekistan Airways

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The press service of Uzbekistan Airways reported that in order to improve the quality of service, it is conducting surveys of passengers in order to find out their priorities when choosing an air carrier.

Another survey was conducted in order to determine the degree of satisfaction of passengers with the quality of the services provided on board, to develop measures to further improve them in accordance with the expectations of passengers. The survey was carried out on flights - Istanbul, New York, Moscow, Seoul, St. Petersburg, Minsk, Riga, Frankfurt am Main, Dubai, Sharjah. 2 577 respondents took part in the survey, 2 185 of them were economy class passengers, 392 were business class passengers.

The respondents were asked to evaluate the airline's activities according to the following criteria: the appearance and culture of service, as well as the friendliness of the attendants, the speed of response of flight attendants to calls and requests from passengers, the quality and range of drinks and in-flight meals provided, the variety of programs that are loaded into the on-board video systems, sanitary condition , the cleanliness of the aircraft cabin and washrooms, and the overall flight impression.

In the comments, passengers of Uzbekistan Airways asked to create an opportunity to purchase additional baggage when purchasing an air ticket on the website www.uzairways.com, update video content on board the aircraft, return the Sky Shop, improve the quality of the vegan menu, and resume printed materials - onboard Uzbekistan Airways magazine.

According to the results of the survey, the average passenger satisfaction rate with the quality of the airline's services was 89%.

Representatives of the press service of Uzbekistan Airways noted that they began to send more polls to their passengers than before. The intensity of the survey is one month in order not to annoy passengers. The airline's flight attendants periodically make announcements during the flight, urging passengers to fill out questionnaires.

The team of the Uzbek air carrier is confident that, undoubtedly, based on the data obtained during the survey among passengers, the airline's management will make targeted decisions to improve the quality of the services provided by Uzbekistan Airways.

Telegram: t.me/uzbekistanairways