



# Department of Airport Operations

L.F. Wade International Airport, 3 Cahow Way, St. George's, GE CX, Bermuda



## Comment Card

At L.F. Wade International Airport, our goal is to provide exemplary customer service on a consistent basis.

In order to help us attain this goal, please take a few minutes to share your experience at L.F. Wade International Airport.

Your comments are important to us.

# How satisfied are you with our service?

Date: \_\_\_\_\_ Time of comment: \_\_\_\_\_

Airline \_\_\_\_\_ Flight No. \_\_\_\_\_

<i>(Please circle)</i>	Poor	Fair	Adequate	Good	Excellent	N/A
Parking	1	2	3	4	5	•
Check In	1	2	3	4	5	•
Security & Immigration	1	2	3	4	5	•
Duty Free	1	2	3	4	5	•
Signage	1	2	3	4	5	•
Airport Facilities	1	2	3	4	5	•
Professionalism & Courtesy of Staff	1	2	3	4	5	•
Finding Your Way Through The Airport	1	2	3	4	5	•
Restaurant/Eating Facilities	1	2	3	4	5	•
Shops	1	2	3	4	5	•
Bank/ATM/Foreign Exchange Facilities	1	2	3	4	5	•
Availability of Washrooms/Toilets	1	2	3	4	5	•
Cleanliness of Washrooms/Toilets	1	2	3	4	5	•
Comfort of Waiting/ Gate Areas	1	2	3	4	5	•
Internet Access	1	2	3	4	5	•
Clarity of Arrival/Departure Announcements	1	2	3	4	5	•
Speed of Baggage Delivery Service	1	2	3	4	5	•
Passport & Visa Inspections	1	2	3	4	5	•
Customs (Arrivals) Inspections	1	2	3	4	5	•
<b>OVERALL</b>	1	2	3	4	5	•

Any Other Comments Welcomed \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact No. (H) \_\_\_\_\_ (C) \_\_\_\_\_

E-mail: \_\_\_\_\_