

## AMC PASSENGER TERMINAL SURVEY

**Your comments will make a difference-but only if you complete this survey!**

*As an AMC passenger, you are our customer. We value your opinion and hope you will take a few minutes to evaluate our efforts. Your response to this survey is essential in helping us maintain unmatched customer service, as well as creating a passenger-friendly terminal. Our goal is to make travel a pleasant experience for all passengers. Thank you for taking the time to respond.*

NAME OF TERMINAL	FLIGHT NUMBER	FLIGHT ORIGIN	FLIGHT DESTINATION
DATE OF TRAVEL	TRAVEL STATUS (mark one) <input type="checkbox"/> SPACE REQUIRED <input type="checkbox"/> SPACE AVAILABLE		

PASSENGER STATUS (mark one)

ACTIVE DUTY   
  DOD CIVILIAN   
  RETIRED   
  RESERVE   
  GUARD   
  DEPENDENT

**PLEASE READ THE FOLLOWING QUESTIONS AND CHECK THE APPROPRIATE RESPONSE**

SERVICE	UNSATISFACTORY	POOR	FAIR	GOOD	OUTSTANDING
1. Passenger Terminal Staff Customer Service (e.g., helpfulness, knowledge level, and courteousness):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Travel information provided to passengers(e.g., flight information monitors, AMC Grams):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. AMC Passenger check-in/Space A Call process:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Passenger Conveniences(e.g., internet cafe, food availability, USO, family lounge)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Baggage handling(e.g., timely, undamaged, correct location):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Terminal Appearance(processing area, passenger lounge/waiting areas, exterior, etc.):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**PLEASE PROVIDE ANY OTHER COMMENTS THAT MIGHT BE USED TO HELP US IMPROVE THE PASSENGER TERMINAL OR THE SERVICE WE PROVIDE. THANK YOU FOR COMPLETING THIS SURVEY**

COMMENTS

*Please identify any outstanding performers*

NAME (OPTIONAL)	PHONE/EMAIL (OPTIONAL)
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### **About the ITAOP/savePDF Method**

The traditional Field-by-Field creation process is extremely ineffective and slow.

The only realistic option to create high-quality forms is the Insert-Text-Anywhere-on-Page (ITAOP) method.

The field creation process is about 10,000 times faster than the traditional method; the list of ITAOP features is not even available for the traditional method.

ITAOP savePDF method proved to be very simple and completely reliable for millions of users all over the world (incl. individuals, companies, organizations, government employees).