



FeedbackNow



Excellent service - every day!

Information about our innovative real-time feedback solutions
for achieving excellent service quality

Hamburg Aviation Conference

February 13, 2014



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Nowadays, as a leading European airport one cannot allow to offer bad service quality to a single passenger

What percentage of your passengers felt treated like „kings“ yesterday???



SERVICE

BAGGAGE

FRIENDLINESS

RESTROOMS

SECURITY

WAITING TIME

CHECK-IN / GATE

Psst!



WE have the answer!!!

On average, **unsatisfied customers** tell **nine other people** about their **negative service experience!**

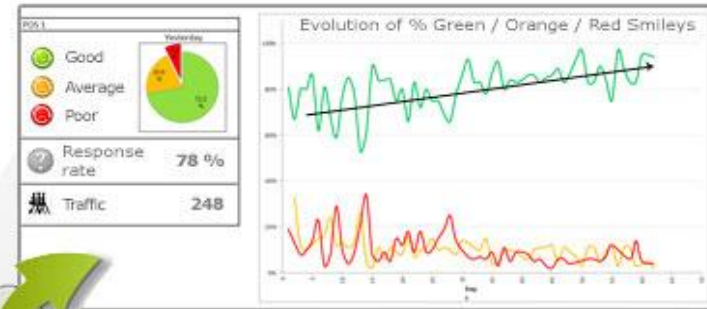


For an end-to-end excellent service quality experience at an airport, all participants of the customer process chain have to get involved



How it works – our innovative real-time customer feedback solution

1 Install innovative Smiley Boxes to collect customer feedback on the spot



2 Use insightful statistics sent daily by email to understand what went well and wrong yesterday

3 Deliver excellent service every day by implementing corrective actions with your team



TEAMWORK!

powered by


The changeable feedback questions allow for full transparency across all aspects of services offered to passengers



Standard
DIN A4



...
...“**Satisfied** with our **friendliness**?”...
...“Do we provide **adequate** and **precise signposting**?”...
...„Were we of **help** in a **timely** fashion?”...
...



Smiley
Boxes

1

One simple
(changeable) **question**
to the **customer**



2

High response rate and
results in real-time
(Email, Phone-App o. Intranet)










3





Positive impact on **mindset &**
behaviour of teams of **service**
professionals, reputation,
image etc.

To potentially improve the quality of service at an airport, the options for implementation of the FeedbackNow-system are manifold



-  Restrooms
-  Service-Points
-  Gates/Gangways
-  Lounges

-  Retail Stores
-  Restaurants & Bars
-  Travel agencies

-  Security checks
-  Waiting time
-  Check-In
-  VIP-Service



Though potentially **not controlled** by an airport, **passengers** will always **associate a positive service experience with the airport – unfortunately AMPLIFIED** in case of **bad service...**

Underlying magic – “Quotes from day-to-day use”

Clients

...express/voice opinion “on the spot”



- « Power is back to client! »
- « Faster and more fun than filling in a survey »
- « Great that I immediately can release my thoughts and feelings »

Employees

...create different mind-set towards service



- « It is really motivating to get positive feedback / Green Smileys »
- « Right from the first day with FeedbackNow, I thought, “what can I do better to make sure clients vote green” »
- « I am more careful and automatically I smile much more than before »

Manager / Owner

...improve service and ultimately financial performance



- « You found out things to improve, we didn’t know about»
- « It is something we were missing. A non financial metric to improve»
- « It revealed quickly things we had to fix for long»

**Thank you for
your valuable time!**

Feedback
NOW



We'd appreciate your feedback!

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