

CUSTOMER DETAILS:

Name:					
Sex:	<input type="checkbox"/> Male	Age:	<input type="checkbox"/> 19 below	<input type="checkbox"/> 30-39	<input type="checkbox"/> 50-59
	<input type="checkbox"/> Female		<input type="checkbox"/> 20-29	<input type="checkbox"/> 40-49	<input type="checkbox"/> 60 above
Citizenship:					
E-mail:					
Contact Number:					
Forwarding address:					

Terminal:	<input type="checkbox"/> Terminal 1	<input type="checkbox"/> Terminal 3	Trip Type:	<input type="checkbox"/> Arrival
	<input type="checkbox"/> Terminal 2	<input type="checkbox"/> Terminal 4		<input type="checkbox"/> Departure
				<input type="checkbox"/> Connecting
Airline and Flight Number:	<input type="checkbox"/> International			<input type="checkbox"/> Non-passenger
	<input type="checkbox"/> Domestic			
Travel Date:				

Rest assured that the contact information provided to us will be treated in confidence and will be used only in relation to this feedback.

For more inquiries, please contact us at:

CUSTOMER RELATIONS CENTER

Room 434B, 4th Floor, Terminal 1 Building,
NAIA Complex, Pasay City Philippines 1300

Tel. No. +63 (2) 8823-0669 or 8877-1109 local 3079

Email: crc@miaa.gov.ph or crc.miaa@gmail.com

You may visit our website at <http://www.miaa.gov.ph>

Follow us @MIAAGovPH on   	TEXT MESSAGING HOTLINE (TEXNAIA) For Globe: +63 917-839-6242 For Smart: +63 918-918-6242 NAIA CUSTOMER HOTLINE: +632 8877-1111
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CUSTOMER FEEDBACK FORM

(Passenger Terminal)

*Any feedback on your experience at the
Ninoy Aquino International Airport (NAIA) is valuable to us.*

*The details of this experience will help us serve you better
the next time you are at the airport.*



Manila International
Airport Authority

Place control number here

Form No.	O-PAD-F017	Date Issued:	04-07-2011
Revision No.	3	Revision Date:	Feb. 06, 2020

Please ✓ the appropriate box that best represents your answer.



A. How was your experience today?

1 PEOPLE		
Did you find our airport staff courteous and friendly?	☺	☹
	Yes	No
1) Security		
2) Airline		
3) Customs		
4) Travel Tax		
5) Immigration		
6) Quarantine		
7) Housekeeping		
8) Bank / Money Changer		
9) Transport		
10) Porterage		
11) Concessions		
12) Information/Help desk		
13) Parking Tellers		

2 PROCESS		
Did our airport process and procedures meet your expectations?	☺	☹
	Yes	No
1) Security		
2) Check-in		
3) Information assistance		
4) Travel Tax		
5) Customs		
6) Immigration		
7) Quarantine		
8) Baggage retrieval		
9) Banking		
10) Porterage		
11) Transport		
12) Concessions		
13) Parking Management		

3 FACILITIES/ AMENITIES		
Did our facility and/or equipment meet your standards?	☺	☹
	Yes	No
1) X-ray machines		
2) Check-in counter		
3) Immigration counter		
4) Pre-Departure area		
5) Weighing Scale		
6) Baggage carousel		
7) Left Baggage Facilities		
8) Retail shops		
9) Airport Lounge		
10) Restaurants/ Snack bars		
11) Wi-Fi connection		
12) Banks/ ATM machine/ Money Changer		
13) Toilets		
14) Transport/ Shuttle service		
15) Charging station		
16) Telephones		
17) Push carts		
18) Parking area		
19) Wayfinding signages		
20) Facilities for PWDs		

B. What is the nature of your feedback? Comment Suggestion Praise Complaint

We assure you that the information you shared with us will be treated in confidence. We shall advise you of the action taken in this regard. Thank you.