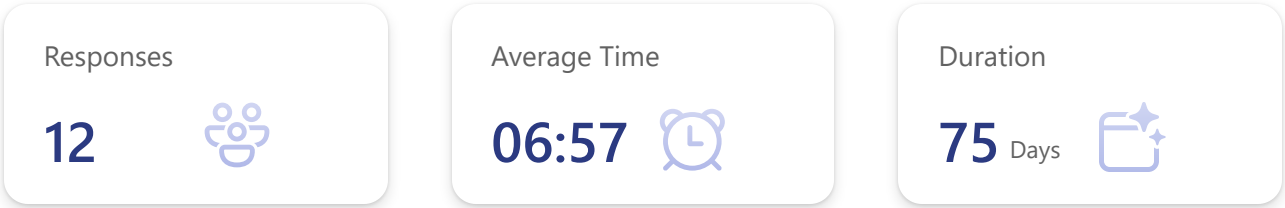


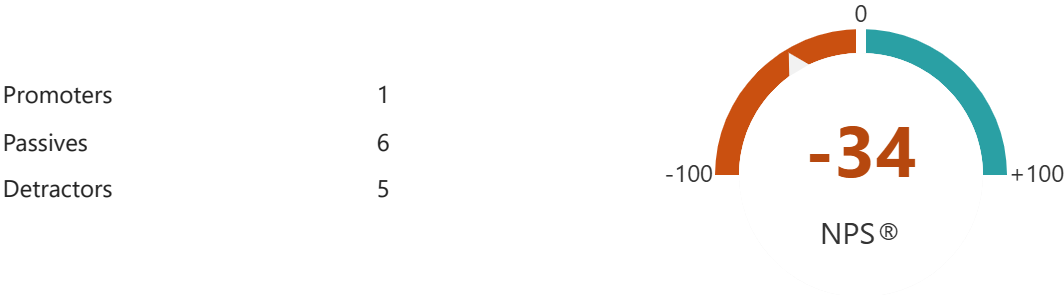
Responses Overview Active



1. Have you travelled through or used Muscat International Airport?



2. If your answer is "Yes", how would you rate the quality of services at Muscat International Airport?



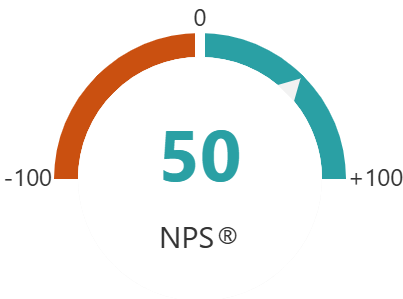
-1000+100

-34

NPS®

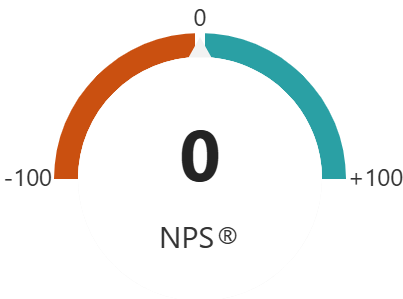
3. Cleanliness

Promoters	6
Passives	6
Detractors	0



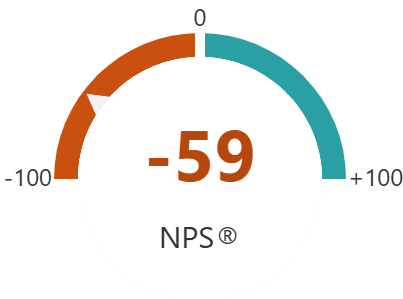
4. Parking Services

Promoters	4
Passives	4
Detractors	4



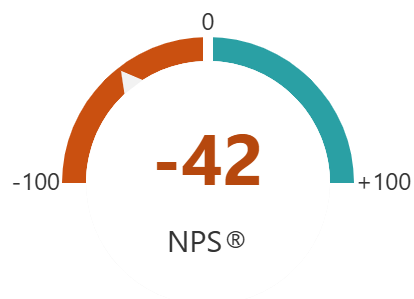
5. Waiting Times (Check-in, Immigration, Security)

Promoters	1
Passives	3
Detractors	8



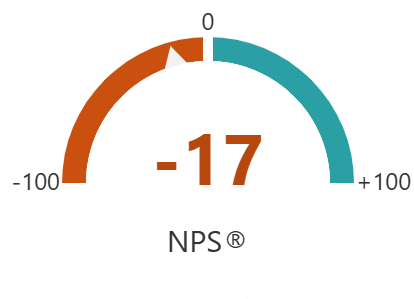
## 6. Food, Beverages, and Shopping

Promoters	0
Passives	7
Detractors	5



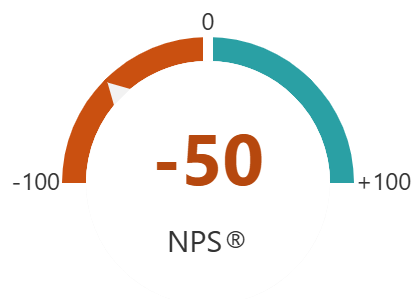
## 7. Ease of Service Use

Promoters	1
Passives	8
Detractors	3



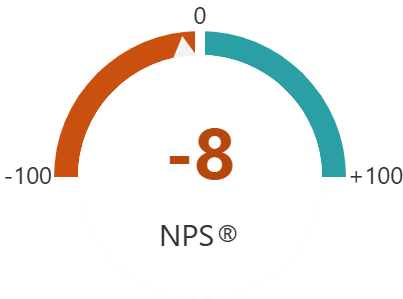
## 8. Public Transport/Taxi Services

Promoters	0
Passives	6
Detractors	6



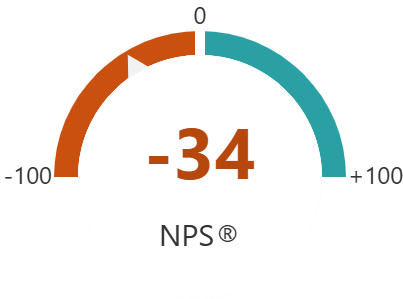
9. Baggage Handling

Promoters	2
Passives	7
Detractors	3



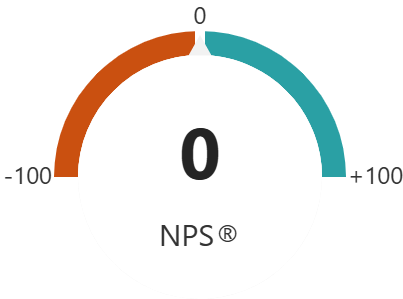
10. Waiting Areas

Promoters	1
Passives	6
Detractors	5



11. Services for Passengers with Special Needs

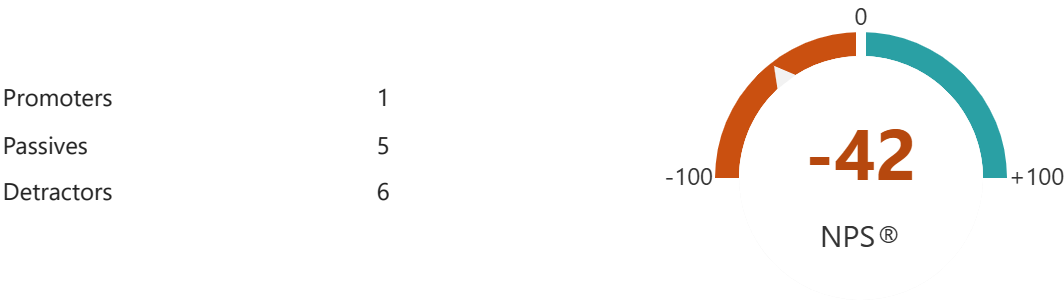
Promoters	3
Passives	6
Detractors	3



12. Have you travelled through or used Salalah Airport?



13. If your answer is "Yes", how would you rate the quality of services at Muscat International Airport?

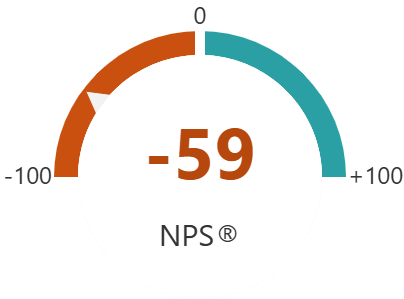


14. Cleanliness



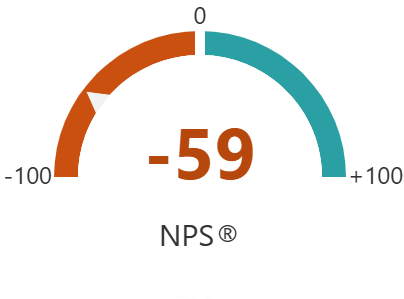
15. Parking Services

Promoters	1
Passives	3
Detractors	8



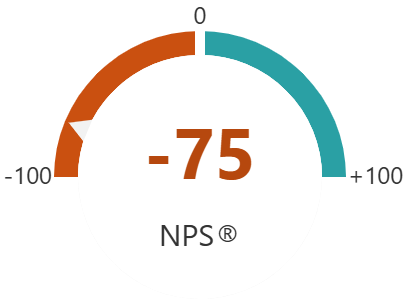
16. Waiting Times (Check-in, Immigration, Security)

Promoters	1
Passives	3
Detractors	8



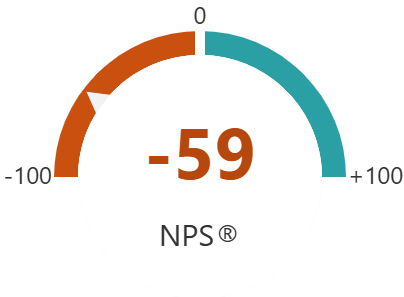
17. Food, Beverages, and Shopping

Promoters	1
Passives	1
Detractors	10



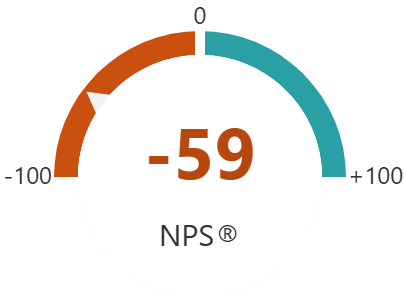
18. Ease of Service Use

Promoters	1
Passives	3
Detractors	8



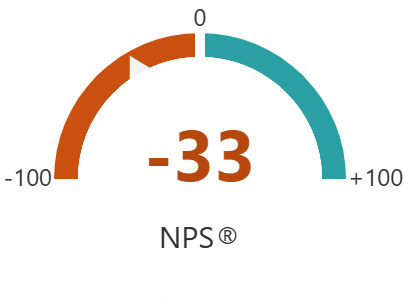
19. Public Transport/Taxi Services

Promoters	1
Passives	3
Detractors	8



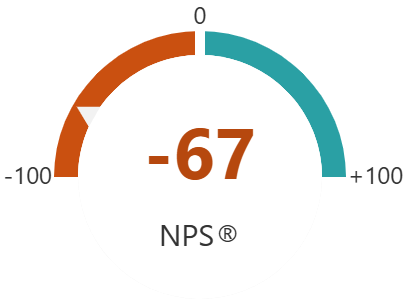
20. Baggage Handling

Promoters	3
Passives	2
Detractors	7



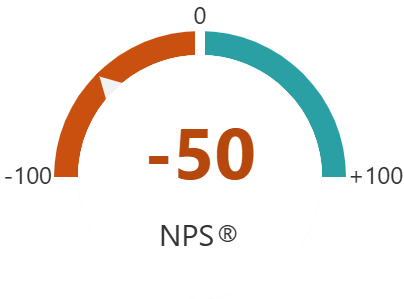
21. Waiting Areas

Promoters	1
Passives	2
Detractors	9



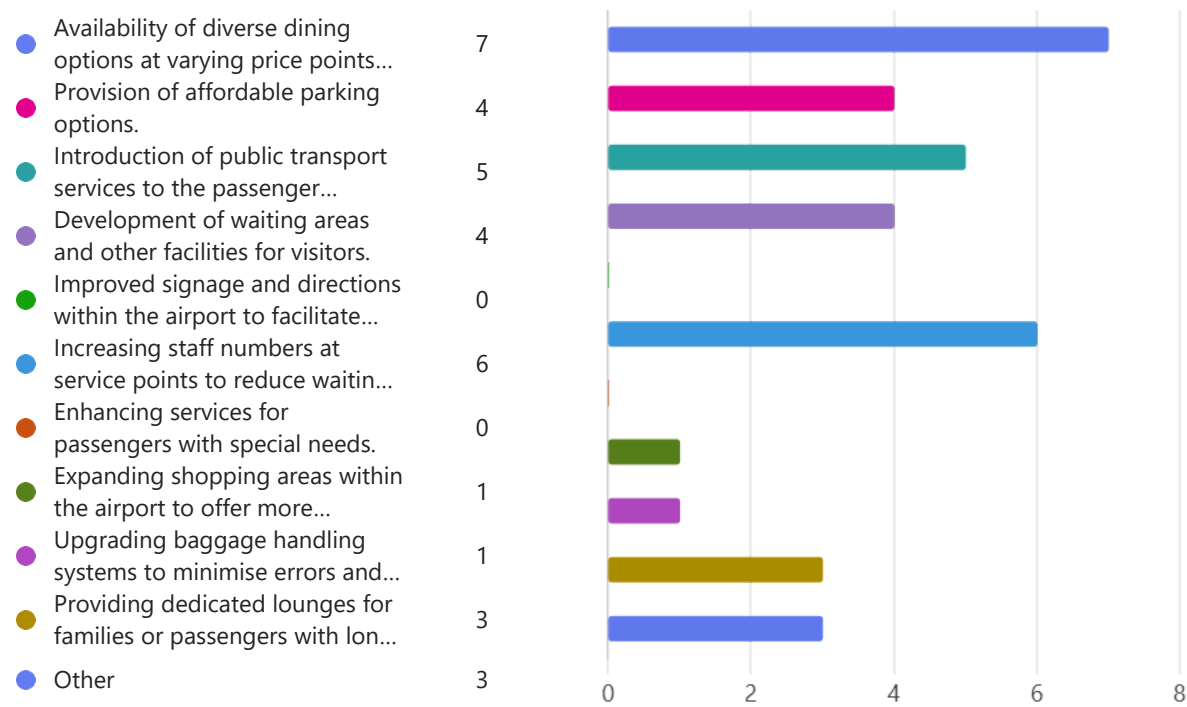
22. Services for Passengers with Special Needs

Promoters	1
Passives	4
Detractors	7





23. You may select more than one option



24. What suggestions do you propose to enhance your airport experience and make it more convenient?

12  
Responses

Latest Responses

- "Offer a program that offers fresh graduates the ability to ge..."
- "Ask the staff at Immigration area to be more courteous"
- "Make water available at all location and if possible make it f..."
- ...

4 respondents (33%) answered Immigration for this question.



24. What suggestions do you propose to enhance your airport experience and make it more convenient?

12 Responses

ID ↑	Name	Responses
1	anonymous	Better dedicated check in counters for online check in and self-check in. Oman Air counters need to be improved as well.
2	anonymous	Better waiting areas I have travelled through muscat many times and the gate doesn't open until 20mins before flight this crams the small chairs available for use in the area above the gate
3	anonymous	Be more strict on illegal taxi drivers
4	anonymous	More Amenities, such as increased shopping brands, restaurants; provide better quality of trained staff to assist passengers; and improve public transport for visitors.
5	anonymous	Immigration
6	anonymous	Kindly provide additional immigration counter near E gates for people who failed to enter using E gates due to technical errors.

7	anonymous	The staff can be very rude at times, especially to expat passengers so please do something about that.
8	anonymous	Waiting time need to be reduced especially at immigration..
9	anonymous	Muscat International Airport is the most uswr-friendly and clean airport I often use. It is something I am very proud of!
10	anonymous	Make water available at all location and if possible make it free for all...
11	anonymous	Ask the staff at Immigration area to be more courteous
12	anonymous	Offer a program that offers fresh graduates the ability to get experience and be a ready workforce for the future