



Dear Guest,

The African Airlines Association (AFRAA) has partnered with Kenya Airways and Sabre Airline Solutions Consulting to conduct a study on Customer Satisfaction among African airline customers.

We are interested in knowing your views on the importance and satisfaction level of different attributes frequently associated with airlines. We expect this survey to take approximately 5-10 minutes.

The findings of this survey will provide information on how airlines might provide better service for you, the traveling customer.

Survey results will be used in summary form only so as to protect confidentiality.

If you have any questions about this survey or study, please contact Megan Nieves (Senior Consultant at Sabre Airline Solutions) at megan.nieves@sabre.com

Click [here](#) to take the survey:

Thank you in advance for your time and invaluable input.

Regards,
Kenya Airways
Customer Relations