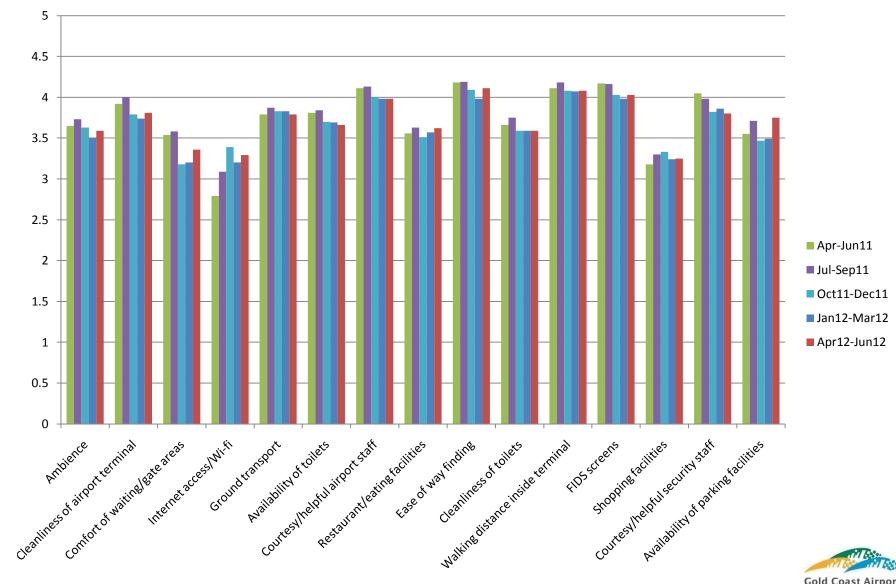
Gold Coast Airport Quality of Service Monitoring





Explanation of Quality of Service criteria reported

Quality of Service criteria	Explanation. Measures satisfaction with
Ambience	the atmosphere, noise levels, asthetics of Gold Coast Airport
Cleanliness of airport terminal	the cleanliness of the entire terminal
Comfort of waiting/gate areas	the perception of how comfortable the area is at the departure gate, immediately prior to boarding the aircraft
Internet access/Wi-fi	internet access/wi-fi in the terminal. Wi-fi access is chargeable at Gold Coast Airport
Ground transport	the passenger's satisfaction with their experience of ground transport at Gold Coast Airport. Methods of ground transport available include taxi, limousine, public bus, tourist bus, private shuttle buses. There are currently no train services to Gold Coast Airport
Availability of toilets	the availability of toilets
Courtesy/helpful airport staff	all the airport staff the passenger has interacted with, during their journey through the airport. Staff could include check-in, security, cleaners, airline representatives and those employed in catering outlets, shops and services.
Restaurant/eating facilities	the restaurant/eating facilities
Ease of way finding	how easy the passenger has found it to navigate through the airport, based on signage
Cleanliness of toilets	the cleanliness of the toilets only
Walking distance inside terminal	The passenger's perception of the distance they have to walk within the terminal building
Courtesy/helpful security staff	all the security staff the passenger has interacted with, during their journey through the airport
Availability of parking facilities	the availability of parking facilities

