

## Investors' Satisfaction Questionnaire

Questionnaire No.: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

Our Esteemed Partners,

Kindly fill in the Investor's Satisfaction Questionnaire prepared by Jordan Airports Company, the main operator of Amman Civil Airport since 2009, to ensure the best services and facilities for you and to identify your needs and suggestions to offer you everything possible for your convenience.

<b>Company's Name:</b>					
<b>Type of Investment:</b>	<input type="checkbox"/> Airlines Companies	<input type="checkbox"/> Faculties & Academies of Aviation Science Training	<input type="checkbox"/> Commercial Stores	<input type="checkbox"/> Companies Providing Aviation Support Services	
<b>Term of Contract:</b>			<b>Years of Presence at the Airport:</b>		

No.	Items	Evaluation				
<b>Investment Contract</b>						
1	Clarity and Flexibility of Contract Conditions	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
2	Suitability of the contract period to work requirements	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
3	Speed of the Procedures Necessary to Approve Contracting	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
4	Consistency of Investment Cost with type of Investment	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
5	Prices of the Services Provided by Jordan Airports Company	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Service Quality</b>						
6	Level of Cleanliness in Buildings and Public Facilities	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
7	Quality and Speed of Maintenance Services	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
8	Quality of Health Center Services	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
9	Quality and Speed of Services for Issuing Personal & Vehicle Permits	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
10	Efficiency and Readiness of the Security Authorities	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
11	Efficiency and Readiness of Civil Defense	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Communication Channels</b>						
12	Company Readiness to Understand Investors' Suggestions & Complaints	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
13	Speed in Solving the Problems Facing Investors	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
14	Follow-up on Feedback (Opinions & Satisfaction)	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
15	Extent to Which Investors Participate in Development Plans	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
16	Holding Periodic Meetings with Investors	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
<b>Quality of Facilities at Amman Civil Airport</b>						
17	Quality of Facilities and Premises of Amman Civil Airport	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
18	Capacity of the Airport Buildings	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
19	Quality of Infrastructure Network	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
20	Availability of Water & Electricity Network	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
21	Quality and Number of check-in Counters	<input type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor

Complaints &amp; Suggestions: \_\_\_\_\_

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