

Hello, my name is, I 'm a student of the Polytechnic Institute of Beja that is carrying out a survey for ANA Airports to evaluate passenger's profile. Your answers will be completely anonymous. Would you be happy to take part for a few minutes?

P1. Are you completing your air journey at *London* or flying there just to change planes?

1. Final stop
2. To Change planes

Se P1 =2 If you are going to change planes

P1a. At which airport will you complete your air journey?

P2. How long did your journey take to get to this airport?

|_|_| hours |_|_| minutes

P3. Could you tell me how did you get to this Airport today?

1. Private Car – own car or family's car
2. Company's Car
3. Rent-a-Car
4. Bus – Hotel or Tourism Bus
5. Bus - Public Transportation
6. Train
7. Taxi
8. Other /specify

P4. How long before the flight did you arrive at this airport?

|_|_| hours |_|_| minutes

P5. In which country have you been living for most of the last 12 months?

If United Kingdom

P5a. And in which city did you live?

If "Portugal"

P5b. Pode indicar-me o código postal da sua morada de residência? |_|_|_|_|

If "Spain"

P5c. And in which city did you live?

If "Other" Identify: _____

P6. Are you travelling...

1. Alone
2. With Family |__|__| Adults (including you) |__|__| **Children** (till 12 years)
3. With Friends/Colleagues |__|__| Adults (including you) |__|__| **Children** (till 12 years)
4. In a Group |__|__| Adults (including you) |__|__| **Children** (till 12 years)

P7. What is /was the main reason for this journey?

1. Business
2. Leisure
3. Visit Friends or Relatives
4. Study
5. Other / Specify: _____

Se P7 = 1 If travel in business**P7a. And what is the main specific reason?**

1. Business Meeting
2. Conference / Congress
3. Exhibition
4. Work
5. Other / Specify: _____

Se P7 = 2 If travel in Leisure**P7b. Among the reasons I am going to read, what was the most important reason that justified your choice?**

1. History/Culture
2. Golf
3. Nature
4. Religion
5. Food and Beverage
6. Sun and beach
7. Other/ Specify: _____

P8. Which were the main reasons to made this trip... (multiple)

1. The price
2. Family and/or friend suggestion
3. Always wanted to visit Alentejo
4. Previous visit/stay
5. Travel agent suggestion
6. Specific Publications (travel guides...)
7. Publicity available in the Internet
8. By chance
9. Other/ Specify: _____

P9. Who organized this trip?

1. Him/Herself (alone or with someone)
2. Relative / Friend
3. His/her company
4. Travel Agency
5. Other person / organization

Don't apply if P.9 = Travel Agency

P9a. What was the main source of information used to organize this trip?

1. Travel agent (desk)
2. Airline Website
3. Internet (excluding the previous option)
4. Publications (magazines, travel guides, ...)
5. None
6. Other / Specify

Don't apply if P.9 = Travel Agency

P9b. Where did you buy the ticket?

1. Travel agent (desk)
2. Airline - Desk
3. Airline - Website
4. Internet (other websites)
5. Other /specify: _____
6. Don't know

P10. For this trip, which services did you buy in advance?

1. Flight
2. Accommodation
3. Rent-a-car
4. Tourism animation (Events / Shows / Tours)
5. Other / Specify: _____

P11. And from these, which ones did you buy as a package?

1. Flight
2. Accommodation
3. Rent-a-car
4. Tourism animation (Events / Shows / Tours)
5. Other / Specify: _____

P12. When was this trip booked?

1. Last Minute (<1week)
2. 1week – 1 month
3. 2 – 3 months
4. 4 – 6 months
5. >6 months
6. Don't know/ not applicable

P13. What is your satisfaction level concerning the arrival flight into this airport?

1. Very unsatisfied
2. Unsatisfied
3. Satisfied
4. Very satisfied

P14. During your stay in Portugal, in what type of accommodation did you stay and for how long?

- | | |
|----------------------------|-------------|
| 1. Hotel | __ __ days |
| 2. Aparthotel | __ __ days |
| 3. Rented house | __ __ days |
| 4. Friend/Relative's house | __ __ days |
| 5. Own house | __ __ days |
| 6. Other /specify | __ __ days |

P.15. Is this your first travel to Alentejo?

1. Yes
2. No

P16. In this journey, which municipalities/towns did you visit?**P17. In which town/place did you spend the most part of the time?****P18. Could you tell me how did you travel during your stay in Portugal?**

1. Private Car – own car or company's car
2. Private Car – friends or relatives
3. Rent-a-Car
4. Bus – Hotel or Tourism Bus
5. Bus - Public Transportation
6. Train
7. Subway
8. Taxi
9. Other /specify: _____

P.19. Which activities were developed during your stay in Alentejo? (multiple)?

1. Visit monuments and museums
2. Try the gastronomy
3. Go Shopping
4. Go to the beach
5. Purchase handicraft
6. Enjoy the nightlife
7. Birdwatching

8. Spa and wellness
9. Sports and adventure'activities
10. Attend sporting events
11. Attend Cultural events
12. Wine tasting activities
13. Others. What/Which: _____

P.20. Identify which where the 2 activities that you preferred?

P.21. Identify which where the 2 activities that you have less liked?

P.22- What is your level of satisfaction, concerning your stay in Alentejo, in relation to...?

- | | |
|-----------------------------------|---|
| 1.Hospitality/ people'sympathy | 1-Very dissatisfied, 2-Dissatisfied,3-Satisfied,4- Very satisfied 5- Not applicable |
| 2.Accommodation | 1-Very dissatisfied, 2-Dissatisfied,3-Satisfied,4- Very satisfied 5- Not applicable |
| 3.Night life activities | 1-Very dissatisfied, 2-Dissatisfied,3-Satisfied,4- Very satisfied 5- Not applicable |
| 4.Activities of nature' discovery | 1-Very dissatisfied, 2-Dissatisfied,3-Satisfied,4- Very satisfied 5- Not applicable |
| 5.Sports and adventure activities | 1-Very dissatisfied, 2-Dissatisfied,3-Satisfied,4- Very satisfied 5- Not applicable |
| 6.Activities of SPA and wellness | 1-Very dissatisfied, 2-Dissatisfied,3-Satisfied,4- Very satisfied 5- Not applicable |
| 7.Visit to Monuments and Museums | 1-Very dissatisfied, 2-Dissatisfied,3-Satisfied,4- Very satisfied 5- Not applicable |
| 8.Quality of organized visits | 1-Very dissatisfied, 2-Dissatisfied,3-Satisfied,4- Very satisfied 5- Not applicable |

P23. Will you recommend the visit to Alentejo to other colleagues/persons?

1. Yes
2. No
3. Maybe

P24. Do you intend to return to Alentejo?

1. Yes
2. No
3. Maybe

P25. Identify what you have liked most in this airport. Maximum: 3 aspects

1. _____
2. _____
3. _____

Finally, and just for statistical purposes, I am going to ask you some additional information.

PA1. What is the year when you were born?

|_|_|_|_| (marcar 99 se NS/NR)

PA2. Gender

1. Male
2. Female

PA3. Which of the following descriptions fits your professional situation?

1. Self-employed
2. Employee
3. Unemployed
4. Student
5. Home maker/housewife
6. Retired

PA4. Could you tell me your academic level?

1. Primary School (6 year)
2. Middle school (8/9 year)
3. High School or equivalent (12 year)
4. University Degree
5. Don't know

PA5. What is your nationality?

PA6. How many times have you flown in the last 12 months on any route? (Including this one)

|_|_|

That's the end of the interview. On behalf of ANA Airports, Polytechnic institute of Beja and myself, thank you for your time.

A preencher pelo entrevistador

N.º de Voo |_|_|_|_|_|_|_|_| Porta de Embarque |_|_|_|_|
Hora do voo: |_|_| horas |_|_| minutos