



American Airlines® Customer Opinions

Dear Customer:

Welcome aboard American Airlines and thank you for your business. We invite your opinions about our service today. Please take a few minutes to answer the following questions, then return the completed survey to a flight attendant.

Thank you for flying American Airlines!

William Mitchell

Managing Director, American Airlines Customer Research

YOUR FLIGHT ITINERARY

1. Flight Number:



Today's Date:

Month

Day

Year

2. In which cabin are you seated? First Business Coach/Economy

3. What is your PRIMARY reason for travel today? Business Personal