**Project #3**

**Summary**

Because of an effective statistic data showed that the amount of negative comments about the service at Brookfield Airport is numerous, we have found some ways which can improve the quality of the service at the airport. Thus, we want to show it as the solutions for the Managing Director of Midland Airport Authority.

**Introduction**

This report will look at:

* The problems of the communication and efficiency that the MAA is facing.
* Four important points that can influence the satisfaction of the passengers.
* How to solve the immediate problems at the airport in the short time.
* Recommendation for action.

**Findings**

According to the result of a passenger survey, we can see that this passenger felt very poor on check in and passport control, car park, signs, and baggage four areas. Consequently, we can infer that other passengers maybe feel poor on those areas also. By this result, finding some immediate ways to deal with the complaints is the main goal for MAA.

**Conclusion**

If MAA want to let the public praise and the survey of the passenger to be better than before, they must find a way to solve seriously and have a good communication between the airlines and inside of the authority.

**Recommendation**

1. About check in and passport control, we suggest that set up more automatic clearances to handle the situation of high flow volume.

2. MAA should find some parking garage near the airport which belong to other companies and then deal with them to solve the problem of demand of car park.

3. MAA can also set up more TV screens that show the important signs and indications for the passenger to understand the airport easily.

4. The problem of baggage is a big problem. Because of too many passengers here, we suggest by creating more TV screens, the passengers can get the baggage information faster. Also, MAA should make a meeting with all the airlines immediately to discuss all the problems.

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10 October 2017