

Research study: „Low-Cost Carrier Passengers at Airports – Knowing Their Needs and Expectations to Enhance the Passenger Experience“

TH Airport Consulting sponsored and supervised a research study on the passenger experience of low-cost passengers at airports in cooperation with the Harz University of Applied Sciences, Wernigerode.

Contents

- Analysis of the relevance of low-cost carrier passengers for the airport business
- Categorization and segmentation of LCC passengers
- Passenger Survey at Hamburg Airport on needs and expectations of LCC passengers
- Development of recommendations and best practices with regard to required services

Period of Services:
2017

▲ Hochschule Harz
Harz University of Applied Sciences

