

What Do Some FBOs Do That Makes You Avoid Them?

Poor line service or coordination between the service desk and line operations

Confiscatory fees

Slow line service, poorly trained staff, slow to do their jobs

Overcharge for fuel and/or parking, messy facilities

Poorly trained line personnel

Bad service and unfriendly personnel

Under staffing, waiting on CSR to take care of passenger needs; poor or dirty facilities, especially restrooms, no rental cars on site

Outrageous facility fees, fuel prices

Lack of responsibility, seriousness and professionalism

Poor services with a very small ramp

Self serve fuel. Goofballs driving fuel trucks or behind the desk

High service fees

High fees, high fuel prices, slow responses, broken equipment and mean people

Slow to flag you in to park, no chocks, no access to de-icing, high prices on fuel, high landing/handling fees, poor access to taxi routes or runways

Minimal staffing levels with poorly trained staff

Slow service

They ignore me.

Worry more about selling you overpriced fuel and a service charge than service

Overcharge for poor service

The list is endless, but FBOs that have high fuel prices and average service. Typically found at airports with only one FBO.

Stack aircraft in too close without a marshal. Slow quick turns. Charge excessive ramp fees!

I avoid the FBOs that have sub-par service and run-down facilities.

Poor service

Don't give a hoot attitude

Not having instant service. I don't want to wait around.

Dirty, no attention to detail.

Do not provide all the help the crew [needs].

Ramp fees, high fuel prices, no crew cars

Have both a ramp fee and parking fee and waive only one charge even if you buy fuel.

Inefficient and poorly trained

Ramp fees

Non-functioning flight planning and weather computers. Allowing the limo drivers to take over the passenger and pilot lounges.

Poor service, poor facilities, outdated accoutrements

Mediocre catering, last-minute services

No focus on safety. Inexperienced people who don't understand customer requirements and expectations answering the phone.

An I don't care attitude, particularly when charging a very hefty facility fee.

Slow service, high prices

Bad attitudes

Oversell, such as three people asking for your fuel order before you get in the door. Bad attitudes from the customer service and line personnel.

Seedy looking. Slow service. Line crew workers who don't know what they are doing.

Gouge customers for the "privilege" of gracing their ramp

Price gouge with fuel and or ramp fees

Exhibit bad or indifferent attitudes

High ramp fees, ramp fees charged when visiting multiple FBOs within the same chain on the same day. Poor access to aircraft and facility for pax. High fuel prices.

They just don't treat you very well. The facilities are not clean.

Don't take care of passengers and aircraft in the manner expected

Facilities not clean, unfriendly staff

Ramp fees right from the start; unhelpful line crew unless you call ahead with a 600-gallon request; construction on the ramp

Nickel-and-dime you on charges such as ramp, parking, service fees, etc. Fees when dropping pax and being on their ramp for five minutes, yet you get an invoice for \$1,000.

High ramp fees

Charge outrageous fees and provide no service

Can't do attitude

Old

High fuel prices, high handling fees

Bad attitude of employees, gouge on fuel or ramp charges

Poor service, poor facilities, high prices

Foul-ups with pax transportation, high fuel prices, bad attitudes

Treat the customer like he's an inconvenience to the FBO employees, that we are there for them rather than the other way around.

Charge huge landing fees (ransoms) unless you buy an exorbitant amount of high-priced fuel.

Delays in meeting you on arrivals and no services.

[Lack of] attention to detail

They don't follow up on rental cars, charge unreasonable fuel prices or service fees

Poor service for passengers and crew

Cramped ramp, not enough line people, dirty facility, attitude, slow service

Lack of attention

When it's obvious they don't care and they hate their job; nothing is a bigger turn off. Also I do expect you to know your job and to accomplish it with professionalism.

Not paying attention to detail

Ignore pax needs

Slow service and price gouging

Poor line service

Slow workers, dirty uniforms, reverse discrimination at some

Overpricing of fuel. We have the capability of tankering and always try to purchase fuel to support the FBOs except when we feel the prices are too high. When fuel is \$3.50 at one facility and \$7 at another it's not too hard to decide who is overcharging.

When they avoid communication with the flight crew

Slow service, passenger and pilot areas dirty

Slow fueling on passenger drop or pickup. Lack of good customer service people.

The inability of line personnel to make decisions

It used to be just ramp fees, but now it is excessive fees.

Slow service, personnel that act like they don't care.

Bad attitudes, high prices

Refusal to discount fuel.

Unfriendly, "we don't really care" service. A thank-you and come back again goes a long way with maybe a smiling face.

Lack of service and an attitude that says they are more important than the customer

High fuel prices and added fees. Higher hangar fees

High fuel prices, poor flight-planning access, lack of passenger and crew amenities

High fuel prices, less than courteous personnel

Ramp fees, GPU fees

Incorrect fuel delivery, lack of consideration for passengers and crew

Slow, incompetent and rude.

Fuel price, amenities for pilots and passengers

High prices, lack of attention to passengers

Poor parking guidance, high fuel prices, extreme ramp fees that try to "take advantage of the rich"

No willingness or unable to provide a reasonable amount of service

Poor line service

Poor passenger handling and poor ramp safety

Bad service

Terrible service, poor facilities

Ignore us and our passengers and charge us whatever you can get away with (and we will go away.)

Rude, unfriendly staff, unclean facilities, high fuel prices

High or unclear fees

Too expensive and too busy

Excessive fees and lethargic service

High minimum fuel purchases to waive ramp fees, and high fuel pricing schemes. Poor attitudes. Unfortunately, this is mostly where there is no other competition on the airfield.

They categorize airplanes into "big iron," "little iron" and give two levels of service. Excessive ramp, handling, catering fees

Slow refueling times

FBOs that haven't been updated

Take you for granted

Charge for GPU, charge for ramp fees, high fuel prices

Slow service, no hangar

Charge a lot to park an aircraft and provide little service to passengers or crew

Ignore me

Poor line service

High fuel prices

Everyone charges a user/ramp fee now so that's not a contender any longer.

Not comply with pilots' needs.

High handling charges and ramp fees

Poor service, bad attitudes from personnel.

High prices, lack of crew car, poor flight-planning equipment

Lack of courteous, friendly service. Single FBO that takes advantage of being a monopoly operation.

All kinds of fees. High fuel prices.

Slow servicing

No service after they park you.

Bad location, poor line service and not clean restrooms

Do not answer the Unicom or posted frequency

Being ignored

Poor attention to our customer's needs

Line service who appear to be attentive but actually are working for tips. No real service other than lip service is actually provided.

Dirty facilities. Indifferent attitudes. One line person to park you on busy ramp when they need two or three. No line personnel to marshal you out of parking space when leaving.

High fuel prices, unreasonably high facility fees that are designed to force you to buy the high-priced fuel to waive the fees. Also, bad attitude and bad service from line and front counter personnel.

Predatory pricing, especially rampant at single-FBO airports.

High prices, pilot lounges and flight-planning facilities

Slow service

Poor service

Incompetent personnel, monopoly FBOs, dirty facilities

Poorly trained line service

Dirty facilities. Sloppy work habits and appearance.

Fuel pricing; ramp fees; inadequately trained personnel; business hours

Bad line service

Ignore smaller aircraft

High fuel prices and/or high service fees

Charge ridiculous ramp fees

Sloppy, inadequate personnel

Poor line service, degraded facilities

Expensive fuel for slow service

Overpricing for services that just don't exist

High handling fees and high fuel costs with limited or hostile facilities (dirty, broken furniture, limited pilot services)

Expensive fuel prices, poor line service

Unsafe practices, poor service, high fuel prices

Slow service, no hustle, forgetting things you asked for

Made-up fees (charging to store food in refrigerator), arrogance for service, treating us like we are lucky to be there, lack of flight-planning equipment, TV with channels that no one watches

Slow, inaccurate service

Attitude. They must make you feel that they are happy that you are there.

Use unskilled personnel; fails to train their people.

Charge up the-you-know-what in "handling" fees

Fuel prices that are out of line, line service and customer service folks who appear to be just putting in their eight hours and facilities that are not kept spotless and well supplied.

Charge ridiculous fees

Ludicrous, unreasonable charges

Poor attitude of employees

Poorly trained staff

Bad service

High prices

High fuel prices

High facility fees and lack of customer service

All the fees. Just charge us one fee for tying down and be done with it.

High fuel pricing and at times too many questions about the aircraft operations which may then result in a breakdown of confidentiality of our passengers.

Lousy line service, indifferent personnel.

Excessive ramp charges, shabby facilities

Using old worn-out ground transport to pick up passengers for arrival and departure formalities, personnel who cannot communicate in English with an English-speaking crew.

No service, dangerous ramp conditions, high fuel prices

Poor line and front desk service.

Ridiculous fuel pricing and poor service

Lack of proper training

Ramp fees

Very slow service

Slow

If they make it a chore to get help.

Ignore the customer

Bad fuel prices. Bad CSRs.

They seem to be interested solely in collecting fees.

Facilities have to be clean and modern. Some facilities charge incredibly high fees for their service.

Lack of customer relation skills. Poorly managed line service. Dirty bathrooms.

Poor service, slow response, employees NOT fluent in English, poor standards of cleanliness.

Lack of interest, like they are doing you a favor

Poor attitude from linemen

Mess around too much with paperwork before commencing

Gouge on fuel prices

Overpriced fuel

No attention to pilots

Too high charges

Cost of fuel and dirty facilities

Poor service and poor training of line or desk personnel. Nothing turns me away quicker than a CSR who does not acknowledge customers when they approach the desk. Even if they only have the time to make eye contact. Same out on the line: knowledge and attention to customer service is key.

Overcharge for use of their facilities and fuel

Too expensive

High fuel prices and ramp fees. Costly GPUs.

Poor line service.

Lack of comfortable pilot amenities

Overcommit and underperform (tell you everything they will do but then don't do it or simply disappear)

Too many employees talking among themselves

Bad service, lack of efficiency

Slow, outdated equipment and old accommodations

Employees with unwelcoming attitudes, service that is unreliable or not done correctly

Enormous handling fees and extortion-level fuel prices

Don't take care of my passengers first!

Charge service fees that are very high

Ramp fee

Limited opening hours, high fees (including fuel), poor facilities

Act like they do not care and/or that we have no choice but use them

Small waiting areas for passengers and FBOs letting employees take breaks in waiting areas

When they are the only FBO in town and act like it.

Too busy to give you the service you expect

Bad service from line personnel

Any poor service

Can't find line personnel when you need them

Overcharging for services/catering

Dirty facility and bad attitude from line service

High fuel prices when they are the only game in town

Major chain FBOs that charge outrageous "handling" fee for no services when I am just dropping a passenger and running. Those same chains are buying fuel "right" and charging almost twice what we pay retail at our own nearby airport!

Poor service for the flight crew and lack of passenger facilities

I am often turned away by the customer service staff at the counter that feigns ignorance when they have failed to complete a request that you specifically requested. Or, look down upon you and sigh when you make a simple request and they feel they are too busy.

Have a poor attitude

Bad attitude or service

Inconsistency and forgetfulness.

Poor service and high fees

Minimal communication. Lack of support and follow-through.

High service fees and fuel prices

Bad line service

Misrepresent prices and not disclose other fees. Careless line crew.

Bad service and attitudes

Staffing issues

Bad line service, lack of will to help the customer

Poor transport from aircraft to facilities

Indifference to needs of the crew

Landing fees

Old worn-out FBO with the 1960 look

Ignore us, crazy ramp fees, crazier fuel prices

Bad service, don't care attitude, high prices

They are lazy and not customer oriented

Fees

Negative cost-performance ratio

Very poor service

High fuel price. Small ramp space. Poor service. Lack of staff. No Internet. No crew cars.

Make it difficult to process through customs

Very expensive fuel, bad customer service, resigned personnel

They act like you are taking their time and not appreciative

Indifference with crew

Have terrible line service

Higher than believable ramp fees.

High fuel prices and ramp fees. Line service or customer service that is not interested in helping the customer.

Excessive fees

Extremely overpriced fees

Charge way too much for fuel

Bad line service

Don't have that caring attitude

Dirty and bad line and pilots' services

No pilot lounge

Dirty and less-than-adequate facilities and service coupled with exorbitant prices

Seemingly uninterested workers

Unfavorable fuel prices, unfriendly staff, dirty/inadequate facility

Attitude

Ridiculous handling charges and outrageous fuel prices

Staff that does not care. No professional ramp services, slow service

Overcharge for fuel, call-out charges

Slow refueling or uncompromis[ing] personnel

Poor line services (lengthy fuel deliveries). Inability to cope with several arrivals and departures at the same time.

Not enough qualified employees or short staffed (not being able to handle the volume of traffic that the FBO is encountering).

Bad line service

No desire to bring cost down

Lazy attitude of the line service people

When employees act as if they are doing you a favor. When they tell you what they can't or won't do to accommodate customers.

High fuel prices, lazy line guys and dirty facilities

Unenergetic, unhelpful line or customer service

Untrained personnel

Fail to train refuelers, employ less-than-cordial CSRs

Dirty, cold/hot, no private rooms for resting, worn-out resting chairs

Fail to serve

High ramp fees and little service

Don't spend the money to train their staff and maintain their equipment and facilities

Poor line and passenger services

High prices, bad attitudes

Poor service

Poor service

Lazy line guys

Ramp space, fuel prices, outdated

What Do Some FBOs Do That
 Makes You Avoid Them? (continued)

Line people who treat you like you are forcing them to have to do something because you showed up

A number of FBOs appear to be understaffed lately.

Most FBOs have approximately the same services, just slight differences in facilities and amenities. [Reasonable] fuel prices are the number-one thing that attracts me to a specific one. Some are so far out of line, we simply avoid them on principal.

Inexperienced handlers/fuelers. Dirty or shoddy facility.

Slow service, high prices, and the "can't do" attitude.

Fuel prices, poor service

Tight parking space with only one marshaler

Security: let car and driver out on ramp when the driver has no tail number or pax information!

Line service nowhere to be found after passengers leave. Bring up crew rental car as passengers are getting off aircraft.

Unsafe equipment, unable to maintain a high level of customer service

Cluttered ramp, poorly trained and unprofessional personnel

Expensive taxes, no hangar room

Poor safety and unhelpful "can't-do" attitude.

When they are too slow

Excessive fuel costs

Poor line service and failure to get crew informed of pax arrival or other matters affecting service.

Poor crew support.

Inattentive and/or poor line service personnel

Poor line services. Ramp fee for drop off of passengers

Charging fees that have not been previously disclosed when inquiring ahead of time.

Delays taking care of service requests such as lack of radios.

Ignore requests. Not admit mistakes. Seem complacent.

Lack of service

No crew car. No friendliness.

Small ramp

Low service, low line service, parking too far from FBO for quick turn

We may seem to be more work than we are worth

Poor line service/subpar passenger areas

Poor service

Ridiculous fuel and/or ramp fees, lousy line service

High fuel prices and/or facility fees. Poor service or lack of service. Unkempt FBOs.

Hire unqualified staff or who are more interested in texting than providing services

Slow line service

No facilities and bad line service.

Poor attitudes

High price fuel, excessive facility fees, poor CSRs, lack of crew cars, outdated facilities

Inattentive line staff, slow fueling, front counter service personnel more interested in talking with each other than the customers

Mistakes in obtaining rental cars, fuel requests, lav/water services and catering issues

"Chicken run," only nice ladies sitting around!

Not there on time, no planning for refueling, no food or accessibility of such pax services if needed even when paid for separately. No pilot local air services, met facilities.

Slow response, slow services, lack of documentation

Poor, unfriendly service will steer me away every time.

Ignore the crew after the passengers left.

Charge high ramp or facility fees

Excessive ramp and handling fees

Have self-service fuel pumps that are used during normal business hours

No attention to detail

Poor attitude from the line or front desk and bad logistics for access to and from aircraft and outside ground transportation.

Sell, sell, sell.

Poor safety situation (cramped parking, poor marshallers, no wing walkers, contaminated fuel and water, poor assistance with flight planning and preparation). Slack in ordering the required services (such as fuel), which leads to delays in technical stop turnaround times. Poor, and unfriendly passenger services. Poor catering support. Even though flight services are essential, and the safety issue is most important, the crew can still look after that, but passenger services must be good.

Too serious, dirty facility

Dirty facility, untrained and unprofessional appearance, slow to respond to pilot requests

Charge for GPU

High fuel prices coupled with excessive ramp fees and facility fees. Everyone is watching the \$\$.

Sloppy parking and handling of the aircraft

Charge grossly inflated fuel prices or your choice of an outrageous handling charge if you don't want to pay double for their fuel. Undertrained or understaffed personnel.

Poor customer service inside and on the ramp

Poor customer service

Overprice their fuel

Crowded ramp areas, dirty facilities, nonprofessional workers.

Bad line service

Lack of service, past experiences that make us not want to return

Poor, lacking or inadequate crew facilities

Line service sucks

Staff avoids customers or takes little interest in providing or anticipating customer needs

High fuel prices and fees or high volume of fuel purchase to avoid fees.

Bad manners! Laziness! Stupidity! If I see any of this I won't buy gas from them until I see an improvement.

Useless line staff, inattentive desk staff, high "facility" fees for literally no service, charging for crew cars.

Understaffed, poor service, poor facilities

Haven't had that experience yet

Poor line service and lack of attention to detail

Take too long for quick turns. Inadequate crew rest facilities.

High fees and fuel price

Poor and slow service. Poor attitudes. Unclean facilities.

Apparent disregard for items of importance to aircraft owners

Treating the pilots as the hired help instead of the customer

Poor line service and inadequate staffing

Offer nothing and loom around for fuel purchase

Poor service

They lack attention to details, cleanliness, attitude.

Park you and walk off and leave you standing there

Pushy for business

Second-rate line services and line service equipment or old outdated facilities.

Ignorant employees who do not understand service

Employees act like they are doing you a favor. Dirty bathrooms!

Consistently weak service, level of line service that depends on the weather, tight security measures

Appearance, service

Excessively high ramp fees leveraged by huge minimum fuel loads

Lack of interest in assisting the passengers and the flight crew

Ignore pilots on the line when services are needed

Bad attitudes

Bad attitudes

Not following through with requested services.

Bad service, high fuel price

Excessive fuel cost

Fuel price

Poorly or untrained employees

High fuel prices. Poor customer service.

Provide inexperienced staff

Not having enough personnel to take care of football charter flights. Charging way too much for fuel.

Never show flexibility regarding fee structure

Places that have people behind the counter with poor attitudes. Also, places that have no pilot lounge to hang out while waiting for pax.

Fuel prices

Linemen who do not understand marshalling aircraft and front desk personnel that tend to ignore a crewmember when he walks in.

Poor service

No sense of urgency or assistance in pax transportation.

High prices and poor service

Extra charges for doing small things.

Overcharge for services or even ramp space

Charge outrageous ramp fees just to pull up on the ramp in addition to ridiculous fuel charges. I can see one or the other, but both?

Bad thing about bad ones is that we cannot usually avoid them, because there is nobody else or even worse ones.

The service

Lack of responsive pax rental car services

Being late on ramp, difficult to reach by phone, or not answering e-mails, not smiling or dull, premises miles from parking position.

Expensive

Poor passenger service, don't assist the crew enough to get all the things they need

High fuel prices

Lousy customer service with high fees

Can't get car on ramp, self serve fuel, vacant of help.

Poor cleaning

Ignore that we're even there. If I have to ask for it, it's too late.

Improperly trained front desk and line people who don't care about customer needs and sense of urgency.

Poor service. Feeling like they are not interested in providing service or how service is delivered. Having to stumble around looking for the entrance to the FBO and having to hunt down someone to give my fuel order to. Highest fuel prices.

Slow line service, unkempt facility, outdated facility.

Laziness

Act like you are bothering them and when you ask for newspapers say, "Sorry, we are out but you can rent a car and we will give you directions to a gas station."

Facilities that show their age and are not kept clean

Fuel price

Bad service and average to poor facilities

Poor service/attitude and high fuel pricing

I try to avoid FBOs that charge a facility fee or twist my arm into buying overpriced fuel. I will buy reasonably priced fuel as a courtesy at most FBOs.

Slow service, overcharge for services

Staff unfriendliness, limited pilot services available, missing cleanliness.

Unprofessional, sloppy line crew. Treating customers differently depending on how much they spend or who they are. Indifferent line crew and front desk personnel. Any FBO where people have a "that's not my job" attitude.

Lack of interest, pilot lounge amenities, computer and Internet access.

Make excuses rather than trying to help

Late or non-existent reactivity

Poor service or careless accommodation

Disorganized, untidy

No line personnel to greet passengers and to steer to parking area.

I like to see competition among FBOs. We seldom have good experiences with the FBO that has the monopoly on the airport.

Display poor attitude

Lousy line service

High fuel prices

Poor line service; rude personnel; nasty facility; high fuel prices

Poor customer service, dirty facilities

Poor attitudes over the phone, sloppy work. Too much shop talk with folks in the building.

High fuel prices

Lack of personnel

Delay in attending, dirty place, forget you at the apron (after arrival or before takeoff), averse (attitude).

Take way too long in settling bill (it takes too long to get a radio call from the truck, enter a number in the computer, reconcile their records, and then finally print out a receipt).

Slow

Indifference

Really high price for 100LL.

Charge too much for fuel. Charge a facility fee. Not have line personnel to greet you. Careless about refueling. Take a long time to have charges ready.

Fuel prices. Run-down appearance.

Attitude, attitude, attitude. People who don't appear to want to help you. Sloppy towing. Line service disappears the minute the pax get in the limo. No hangar space. Run-down facilities. Weather printer is slow, black-and-white and always out of ink.

We try to avoid those FBOs that charge unreasonable handling fees and have high fuel prices.

High fees for ramp or services

Charge too much for fuel

Rude service, dirty facility

Bad facilities and too expensive

High fuel prices

Facility fee and high fuel pricing

Segregating heavy-iron guys and the others

Poor line service

Bad customer service

When they are not reliable about making reservations or too put out to check for availability

No interest shown

Line service that just parks aircraft then waits for a tip and once the passenger leaves they don't assist with crew needs.

Charge too much money, inattentive or unconcerned personnel

Demonstrating an attitude of just getting by.

No desire to serve.

Bad service

Poor service, unreasonable fuel prices

No service/limited

Price gouging and poor attitudes

High fuel prices and ramp fees. Poor service.

Unreasonable fuel prices, ramp fees, overnight fees

High fees, high fuel prices, minimum fuel purchases

Not enough employees staffed at the time to handle all needs

Ramp personnel behavior

A history of poor service. Fool me once...

I call on the radio 10 minutes out and give them all the information I have, yet when I open the door I get asked the same questions again, and when I see the girl I just talked to at the desk, after talking to line service, I get asked the same questions again! Do they really think if they don't ask me how much fuel I want five times I will forget to order it? Just back off, I will let you know.

Ignore us or our requirements

Bad reception

Charge too much for fuel

Overcharge for services and give me poor service. If you charge me \$1,000 for pulling on your ramp, you better be grateful and bend over backwards to polish my shoes if you need to.

Promise services only to arrive to find out that they really don't offer what they promised.

Charge handling or ramp fees that are way out of line

Slow line service when you taxi in

Ramp fees, fuel prices and attitudes.

Lack of flight line safety, lack of passenger amenities

Have poorly trained personnel on line and behind the counter. High fuel prices, high ramp fees.

Charge too much for fuel or handling.

Rude personnel

Bad customer service

Credit card coverage all the time

No smiles, rush us, stale coffee

High fuel prices, poor service

Poor customer service, unreasonable fees, slow fueling when in a hurry.

Poor service, mediocre safety

High fuel prices and lousy service

Overcharge

Lack of responsiveness, FBOs with staff that do not arrange what you have ordered (i.e., catering, hangar space, lav service and so on).

We are mostly fuel price sensitive so we can put up with some deficiencies.

Poor service, from the line or the CSR.

Charging large handling fees if no fuel is purchased and then not being there to marshal you out, operating on your own.

They do not have pilot facilities such as adequate weather and flight planning and quiet areas

Ridiculous fees

Slow billing on a quick turn—ignore you at the counter. Place “safety cones” in front of my propeller—this practice needs to be stopped.

Rude staff who act like you are interrupting their day. High fuel prices.

No service or bad service. Delays

Indifference. If I sense any indifference in my initial phone call I will call the next FBO or even go to another airport.

They make you wish you had gone elsewhere.

Some FBOs will not deal on fuel/handling charges. Dirty, poorly lit lobby/lounges. Lack of service/attention to passengers. Not having transportation ready when we arrive.

Poor attitude, poor service, and high prices

High facility/ramp fees. Fuel prices

Ones that charge high fees and don't even say thanks

Indifferent staff, sloppy, slow service

Ramp fees, high fuel minimums/prices

High ramp fees, lack of attention to detail and service

Poor and incompetent line service and a dirty facility

Poorly trained personnel

Overpriced fuel, not customer-friendly

Slow and inefficient line service

Poor customer service. Not acting quickly enough

Ignore me or clearly give priority to somebody else

Pricing, attitude, bad service

High prices, low services

Nickel-and-dime charges, unprofessional staff

Staff members with an attitude that they are “watching the clock.” Crowded ramps and poorly maintained facilities and equipment. Lack of bulk-fuel discounts or contract fuel programs.

Bad distant parking, self-service fueling, slow turns

Slow to respond

Outrageous parking fees

Ridiculous fuel pricing and demoralized staff

High fuel prices and excessive fees

Bad customer service. Excessively high fees.

Not having a good attitude. An attitude that they expect you to do business with them is the most

irritating thing that I dislike.

I don't get to avoid FBOs. Many operate within the limitations of their physical plant. Pushing fuel when I need ground power and not being there to unplug ground power are avoidable errors.

Any one that has representatives who meet pilots and customers with a “we don't do that” attitude.

It's what they don't do: not prepared, long delay waiting for a fuel truck, confusion about where to park, lack of linemen and wingwalkers in tight spaces, disorganization.

Exorbitant into-plane fees for contract fuel. Lack of awareness on the part of counter personnel of what these fees are.

High fuel price, poor line service, poorly trained FBO staff

Robber barons

CSRs who can't remember for 10 seconds who I am on the phone

Not enough staff members who care. Dirty facilities.

Overcharge and not improve facilities.

Lackadaisical service

Mediocre attitudes

Some FBOs have the wrong attitude ingrained in their staff.

Fuel prices that make me feel “gouged”. Untrained line crew. Ramp area that is inadequate.

Slow service. Line service people who don't welcome our passengers with smiles and greetings.

Slow line service, high fuel prices

High fees

Ignorance toward the customer, not professional

Lack of place to eat and no crew car

The people are inconsiderate, the place looks like a dump and they charge a ton for gas.

High prices and fees

High fuel prices. Any history of poor customer service.

Charge high fees for just dropping people off and picking them back up

Slow service and staff that are unfriendly

High prices

High facility fees, unfriendly service

Not take us to hotel...or lunch...make us wait for hotel shuttle

Unfriendly staff

Usually it's the lousy catering.

High ramp and fuel costs

Charge unreasonable handling fees when you are on the ramp for only 20 minutes. I hate it when line service is pestering me for a fuel order before my customer has left the FBO.

Ignore you

High fuel prices

Open and noisy

Walk off after the passengers have deplaned

They don't listen when we call in on the radio and I have to repeat everything to line service when I open the door!

Lack of attention to my aircraft and passengers

Casual attitude with less than best situational awareness.

Fuel prices too high

Delays

Charge for services not provided or badly provided, high ramp fees and/or minimum fuel purchase.

Poor service. High fuel prices.

Poor line service. Poor passenger handling.

Slow response to refueling. Seemingly noncommittal attitude. Busy talking amongst themselves while overlooking crew, passenger needs. Poorly maintained facilities.

Inattentive or noticeably inexperienced line crew or a line service with no identifiable quality control. Cleanliness. CSRs.

Dirty facility, inadequate service

Don't perform their duties well.

Unprofessional behavior. Duty telephone not answered in time. Not willing to assist. Not willing to take the extra step.

Line techs can be hard to find, uncomfortable seating for waiting for passengers

Slow line service, high prices

Large fees and no service

Rude counter staff, slow service

Any FBO with staff that have an attitude. I don't care how nice their new building is if they have a bad attitude, I will avoid them at all costs.

It is management that makes a good FBO, training of personnel, facilities upkeep, etc.

FBOs with poor customer service, excessive fees, fuel prices

Excessive pricing and fees without the service to back it up. When you are flying around on a \$50 million jet, one would expect an FBO to have the service and facilities that would complement your aircraft.

Put anticipated fuel sales ahead of arriving passenger needs. Charge unreasonably high service fees for drop/pickup without fuel purchase. I understand it does cost to even keep the doors open but some FBOs seem to gouge at times.

High fuel price, no decent pilot lounge

Weak service with high charges, prices.

No time for crew requests. Any request is always a problem.

Price gouging, poor service

High prices for fuel. Unfriendly.

High gas prices and rude counter people

Uncaring CSRs; dirty, poorly lit, smelly FBOs; no amenities, no one there to help

Line crew attentiveness, uninformed office staff

Ramp fees, excessive fuel price, poor customer service, no access to food or services for crew.

Bad service combined with a high fuel price and handling charge

Charge too much on fuel and keep lousy facilities

Got to be pretty bad to avoid them

Not staffing enough personnel

Fuel and hangar prices too high and poor attitude

Delayed on schedule, charged above prevailing market price

Have handling charges without notice

Charge high landing fees for drop-offs and pick-ups.

Delay our passengers

The ones that view your service as a bother

Take too much time for servicing

Weak line people so the captain has to press them to have any request met.

Excessive and abusive charges.

Excessive fees, especially at the big chain FBOs

Lackadaisical attitude of FBO staff, miscommunication, unavailability of crew transport

Poor line service

Too many fees

End up being forgotten on the ramp

People with a bad attitude

Poor line service

Slow, expensive

If you request some service and it is not available and you see that they don't do anything to solve it.

Too casual of an attitude toward service. Not delivering on promised items/services

Poor line service. When I have customers exiting the airplane I don't need some line guy yelling, "Hey, we have a ramp fee if you don't buy 150 gallons." We can deal with that after I get my customers on their way to their meetings.

High fuel prices. Dirty restrooms and facility.

Games with fuel pricing

Not following through with requests

Some have the attitude that we should be honored to stop there. Numerous requests for fuel and so on.

Poor facility appearance

Cost

Avoid their commitment to stage airplane on line at proper time. Say they are too busy to hand me a bag of ice. Broken-down chairs/sofas to sit on during the wait.

Too noisy to rest

Poorly trained line crew

Hidden fees, "your problem, not mine" attitude. No extra services.

Overcharge! Bad customer service or line personnel.

Poor customer services and fees

Poor customer service to include the aircrew.

When a fuel truck runs out of fuel even after I have called in my upload beforehand, I'll try to use a different FBO. Waiting on a lineman for marshalling me into a parking spot will also make me select another FBO. Basically, anything that slows the progress of the flight will make me look elsewhere for service.

Nickel-and-dime you

Poor customer service, high fuel prices or ramp fees

No crew car

I normally do not have a choice when picking a FBO; the passengers dictate where they want to go. The only time I get to choose is on refueling stops. Then it comes to the reward for buying fuel.

Excessive parking fees

Too cool

Charge additional fees without providing additional services

Poor response to requests. Very high costs.

Overcharge, nickel-and-dime you

Bad service, high prices

People not service [oriented]

Slow, inaccurate line service

Fees

Slow response to needs of crew. Not well kept facility, dirty, and lacking normal perks.

Indifferent attitude to cost or detail

Poor line service, not paying attention to details I give to FBO

Fuel prices, lack of amenities for passengers.

Poor line service marshalling both in and out. Dirty and smelly rest rooms.

Linemen not helping after pax disembark. Charge for service not properly done.

Lack of attention to passenger needs; uninterested, apathetic employees; lack of full-service facility.

Overly priced fuel. No pilot rest area.

Forget to respond to Arinc calls and forget to drain lavs when you ask them.

Understaffed line personnel versus large traffic volume

High fuel prices and no willingness to really negotiate volume discounts; rude desk personnel; no courtesy car.

Poor location on field, high fuel prices.

Unreliable and slow to react to changing situations, inflexible

Unfriendly CSR personnel

Poorly maintained, lack of training

Bad customer service, high fuel prices

Hundreds of dollars to pull up and drop a passenger. Hundreds of dollars on top of the fuel purchase when I can't buy more than 200 gallons of jet fuel. Ramp fees AND overnight parking.

Handling charges

Bad service, bad facility

Lack of service

Move aircraft after parking

Charge too much

High fuel prices and bad prior experience.

Poor line service.

Messy, unorganized ramps, disrespectful personnel, bad reputation/word of mouth.

Lack of attention to pilot and customer needs.

High prices, unclean facilities

High fuel prices and unfriendly staff

Slow response to requests, uncomfortable environment, poor pricing.

They ask for credit cards and take a deposit for de-/anti-ice fluid because they say the fluid price was still not available from the provider. They wait for the season to be ended and then they look

at how many liters they had sold and they decide how much to gain by subtracting or adding to your deposit the difference you need after having decided the cost/price at their convenience.

Ramp fees

Lack of passenger lounges and amenities, lack of customer service orientation amongst line crew

Always being behind and giving false information

High fuel pricing

High, unreasonable fees accompanied by poor service. Dirty facilities with lack of needed services.

Mean and dangerous weekend manager who gives unsafe instructions to land

Price gouging, lack of business service area for crew and passengers. Lack of professionalism.

Charge a horribly expensive ramp fee for pulling onto their ramp.

Create uncertainty about whether your passengers' needs will be fulfilled or being uninterested in the crew's requests

Exorbitant ramp/overnight fees, regardless of the amount of fuel uplifted

High fuel prices

Handling charges and ramp fees. Fuel pricing that is impossible for small operators to compete with.

Poor service

Never park the aircraft or greet the crew and passengers

Price, especially handling fees that seem overreaching (such as paying \$800 to \$1,000 for a drop off or pickup while being marshaled in by apathetic line personnel).

High fuel cost, dirty building/restrooms, poor service

Ignore you

I have no problem paying the fees of an FBO that has good service; however, those FBOs that charge the large fees but provide bad service I have a real problem with and avoid when I can.

Poor line service personal, dirty facility and rude personality desk help

When you have to call several times for service and you get the answer, "We are on the way," and nothing happens.

Not taking contract fuel arrangements and then charging excessive fuel prices

Poor communications skills. Treat you as if you do not exist.

Bad service, too high fuel price, untrained ramp personnel and rude customer service people

Attitude! "It's just a job."

Limit access to a vehicle or charge for little things

Inattentive line-service personnel, inadequate facility

Poor service and sub-par facilities, as well as poor value for prices paid

Dirty appearance. Lazy line personnel.

Charge ramp fees, high fuel prices (\$1.00 or more above area rate), bad attitude toward smaller jets that don't take on a lot of fuel.

Ramp fees, fuel prices

Poor service for passengers and crew

High prices. As an owner-pilot I am not using the lounge, TVs, snooze rooms, showers, etc. Gas and go, whether arriving or departing are most important features.

High costs and no flexibility on waiving fees with purchases, poor line service, dirty facilities, lack of service available

Poor quality line service, dirty ramps, dirty facility, unfriendly

Slow service. Slow customer service desk. Poorly trained CSRs.

Poor customer service

Not providing a minimum standard of service such as ice, papers and coffee. The other is not appreciating the business. This is especially true with airports that have only one FBO.

Overinflated ramp fees and inadequate passenger facilities

Fuel and ramp fees that are opportunistic and excessive

Excessive ramp fees

Understaff both CSR and line positions; it is easy for crews to see when service is lacking because employees are being overworked and underappreciated.

High ramp cost along with slow or bad attitudes from the line service

Complicated in and out

Unreasonable fees

Ramp fees for brief stops

Charge for services such as GPUs and excessive facility fees

High fuel costs

Poor airport location and or poor staff presence

High-priced fuel and shabby lounge area

High fuel prices and not-so-good customer service

Excessive fees and slow line service

Fail to resolve issues quickly

Poorly trained line crew, high fuel prices, "add on" fees (i.e., lav service)

High prices. Then miscellaneous extra fees really turn us off. Finally, not being prepared (mainly rent cars) for our arrival, after we have given plenty of notice.

When I feel I am in the way or putting them out.

Poor training. Poor equipment. Dirty restrooms.

Lack of service

Unfriendly expensive lousy service, quite common these days

Ignore the radio, do not follow through with your requests, disappear after you taxi in. Do not assist with pax bags or transportation, catering.

VIP pax treatment is mandatory. If not, I avoid it.

High costs. Slow services.

Bathrooms that are afterthoughts, particularly for female passengers and employees, dirty clothing on line personnel and poorly trained customer service representatives

Ignore me!

Very bad customer service and line service. Not budging with hangars or landing fees to existing customers.

Do not listen. Forget or do not care. Act like we owe them a living.

Excessive fuel and ramp fees, discourteous ramp personnel, co-located pilot lounge, flight planning and pax area, unsafe aircraft handling such as tug operations.

Overcharge fuel/facility fees

Indifferent line and customer service. Short staffed...being placed on hold while on the phone. Waiting for services despite calling ahead. Loses catering. No rental cars on site. Say "we can't do that" instead of..."sure, we can do that"...

High fuel prices, poor facilities

Overprices services. Slow, unresponsive to our needs. Dirty facilities and unorganized. Not coming through as promised.

Sloppy line personnel, especially fuelers. Very high pricing.

Nickel-and-dime extra charges, high "facility fees" or high volume/high price fuel

Don't answer the phone, high fuel prices, dingy facilities

Poor customer service

Poor service and high fuel prices

Overpriced fuel, high ramp charges and/or failure to meet aircraft promptly to discuss servicing requirements

Whenever possible, I avoid FBOs that charge excessively high fuel prices, as well as those that require minimum fuel purchases or impose "facility" charges.

High prices, poor service, lack of attention to crew and passenger needs

Poor/unreliable service

Slow and chaotic operations

Charge huge ramp/facility fees

Slow line servicing

Ramp fees

Unfamiliarity with aircraft, poor service/attitude

Dirty, lazy and too expensive

No rental car availability, no 100LL available.

Overthink the process with new programs all the time. Keep it simple.

Overcharging of fees

Slow or no greeting of aircraft by line personnel; non-careful fueling (i.e., dragging hoses over de-icer boots).

Minimal facilities with high charges

Poor customer skills

High fees for no service

Ramp fee with high fuel minimum purchase

Slow, attitude

Overworked CSRs and line service techs

When pax are overlooked trying to serve the pilots

Lack of facilities. Lack of a clean and quiet area.

Difficult personnel, high pricing

Higher fuel prices, poor line service, run-down buildings

Fuel prices and handling charges

Overpriced handling charges for doing nothing, just for being there.

No crew car, high fuel prices

Outrageous charges for just picking up and dropping off pax. High fuel costs relative to the surrounding FBOs.

No hangar space and ramp fees versus a fuel minimum.

Late getting jet on the line

No presence on the ramp. Nonchalant attitude by line personnel and lack of smiling faces.

Act like they could not care less if you come there, charge outrageous parking fees.

Don't meet aircraft, don't answer radio, limited services for associated handling fees.

Slow and understaffed

Poor safety and security habits mainly on the ramp side will be an immediate red flag to us.

Poor line service...no one there to assist with passenger bags. Poor facilities

Poor services

High fuel prices, lazy service. Monopolies.

Poor/slow service, careless line service personnel, no ground transportation, no food service, dirty facility.

Dirty, old facility, poor customer service

Rude personnel, filthy facilities

Slow service, unfriendly toward passengers

Bad service, high prices

So-so line service, lousy passenger service, or a general unwillingness to provide basic service without making you feel like it not their responsibility. Poor training

The biggest issue is high fuel prices. If the price of fuel is too high we will avoid the FBO.

Ignore the little details. A little detail can make a big difference

Badly trained line service that keeps the FBO and self interests as number one.

Lack of concern for our needs

Bad line services

Provide bad service or act as though they don't want our business.

No answer on Unicom frequency when we are inbound, long wait for fuel truck, dirty restrooms

High prices, bad attitude of line crew, questionable reliability

Unfriendly CSRs and ridiculous fees.

One of the most frustrating things an FBO can do is not come through with services they have already said they would. Our jobs are difficult enough without having to feel like you're babysitting FBO employees. It's very trying when you have to now figure out "why didn't they pull the aircraft out yet" or "why didn't they fuel us yet." Everyone realizes when an FBO is busy it takes longer to get things accomplished. Honest communication between FBO employees and pilots makes planning a flight a lot less complicated.

Some FBOs charge outrageous handling/ramp fees. Others have fuel prices that way above average. Lousy service or buildings.

High fuel price

Overcharge fuel into aircraft per gallon cost

Long wait for fuel or other line services

No ground guides to meet you, no one answering the Unicom. Staff that is unable to provide or knowledgeable about aircraft services (catering sources, toilet services, car rentals, etc.). Having to clear snow or ice off of the rental cars. Dirty crew cars.

High fuel price

Poor service, older, outdated facilities, fuel prices too high relative to region

Bad service and poor facilities

The building is always cold like an ice box. Facility is out of date. No private area for passengers.

Not park the aircraft or answer the radio, not offer to help with luggage or passengers, disrespectful attitudes, inattention to the needs of passengers

Poor personal attitude, unmotivated people

Slow line service either due to understaffing or attitude

Only look for a sale. We almost always buy fuel unless we feel we are only a sale.

No crew car and computers/printers. FBOs that never marshal the airplane onto the ramp. High fuel price and poor attention to airplane, pax and crew.

If I e-mail a request in advance (e.g., to have a taxi waiting) and it is not there, I will reconsider going back.

Cannot find staff when you need them

Delays to service the aircraft

We will avoid FBOs that have proven to be unreliable regarding service and schedule. We also avoid FBOs with poor washroom, kitchen and catering options.

Charge fees for every little thing. No parking space during busy times.

Gouge fuel pricing and ramp fees

Poor passenger assistance or high fuel price

Dirty

Poor pax handling, long turnarounds, low quality catering service, high fuel prices

Poor facilities, untrained workers, slow service

Need people who know English, Spanish and Portuguese to help foreign people with routine things for arrival or departure

Slow service, outdated furnishings, dirty

Attention to detail

Very slow on turnarounds, nonprofessional, takes forever to go through customs and immigration, very poor pax services and very high fees (in cash)

No hangar available

Not providing access to flight-planning facilities

Long administrative procedures, passenger in/out difficulties, quality assurance on the service delivered, cost

Unpredictable service, high prices/fees, old facilities, small ramps, slow line service, security checkpoints that are hassles. I wish someone would open an FBO at JFK!

High fuel prices. Slow and inefficient line service. Inoperative computers or limited computer access. Indifferent attitude.

Outdated facility, high fuel prices, bad line service

Crusty unkempt CSRs, line employees who don't fit the part. Management that doesn't understand how important it is to make a good impression.

Poor communication

Inattention to detail. Unsafe aircraft practices. Artificially high handling fees.

Slow, no pilot lounge/crew car

Facilities (especially bathroom) are dirty. Gas prices are exceptionally high. Attitude of line and FBO employees. If they aren't happy to be there I am not happy to go there.

Slow fuel trucks, fees too high, no rewards program, grumpy people, act like we're bothering them.

Unresponsive staff and marginally safe line operations

High fuel and ramp prices

Poor service. Poor fuel service. Places that charge passengers to enter their facility.

Poor communications between staffs

Poor service or rude and unhelpful customer service representatives. Poor facilities that are an embarrassment to your client.

CSRs more interested in paperwork or taking phone calls than serving people waiting at the counter.

Delays, uncertainty

Poor line service

Staff not solving the problems or creating difficulties

Excessive fuel prices, dirty, not attentive

One FBO is located near a helicopter training facility. It is not the FBO's fault, but the hazard of helicopters hover taxiing in close proximity to our aircraft disturbs us.

Lazy and rough personnel.

High fuel prices, high handling fees and inadequate facility

Damage aircraft, lack of customer service

Considering small piston airplane operators as second-class customers or even worse!

Poor customer service. Not so nice facilities and no weather computer for crew.

No customer service and inadequate facilities.

They don't come through on their word (for example, they will say fuel truck on the way, but you wait 30 to 40 minutes).

High fuel prices

Charging a fee just to drop someone off

Overpriced service

Usurious ramp fees and huge minimum fuel uplift requirements

Unfriendly manner at desk, not helpful when customers ask questions

Not responsive to arrival

High prices, poor aircraft handling

Rude people

Delay in meeting and greeting and difference between commercial airline and private jet passengers

Untrained or poor line service. Old equipment. No Internet.

They do the bare minimum.

Their service is substandard and they don't provide good customer service. I will not visit some FBOs simply because their fees are exorbitant for the service they provide.

Too much red tape

Fuel cost

Congested ramps, slow/poor line service, very high fuel pricing

Pilots sitting in the passenger lounge area: looks terrible and they are taking up space from paying passengers

Failing to get the aircraft ready on the ramp on time.

Pricey, lack of customer service

Inability to communicate in English.

Give priority to the person on the phone, as opposed to the person right in front of them. Poor customer service.

Late/slow handling, unfriendly services

Rude, slow service. Linemen who drop you at the jet and never come back to check on you.

Slow turnaround, ignore you when you walk in, playing on their personal cellphones

Try to fuel a NetJets Citation overwing

Poor customer service and price gouging is the number-one reason to look the other way.

Poor customer service. I choose an FBO based on how I am treated.

Make the passengers wait in the aircraft

The staff is not friendly and the facility is dirty

No crew car

Lousy handling service

Lack of commitment toward the satisfaction of the clients, Unreasonable prices, poor quality services

Loud radios barking in the background

Stupid fees for services not even rendered

Excessive ramp fees, high fuel prices

High ramp fees and poor service with lineman with an attitude.

Attitude

Require fuel purchase or else exorbitant facility fee, all the while charging highest fuel prices they can. The attitude that they are doing me a favor. No free courtesy car.

Old or dirty facilities and fueling equipment

Slow service or uncaring [people]

Giving the impression that we are interrupting their time

High prices

Lousy and/or surly line service; poor pilot facilities (room where you can set up to work); uncleanness

Poor work ethics, bad attitudes, could not care less if we are there or not

Outrageous ramp fees. When you need to ask for fuel, papers and coffee.

Poor service and run-down facilities.

Some FBOs have line personnel that disappear as soon as the engines are off.

Ramp fees, poor line service, no crew car, high fuel costs

Charge for basic service and or over charge

Lengthy customs clearances for passengers, poor facilities and substandard passenger waiting area. Prior experience with facility in extensive waiting for aircraft services which delay schedule. Excessive charges for poor services.

Overcharging (and oversupplying to overcharge) for catering and additional delivery fees

Poor line services, disorganized

Landing/service "fees"

Slow fuel service

Charges for certain amenities. Poor attitude.

Lack of assistance at arrival. Indifferent employee attitude.

Old facilities, dirty restrooms

Poor service

Poor, cramped waiting areas; older run-down FBOs, jacked up fuel or ramp prices

Chocks scattered on ramp, no marshalling assistance, dirty restrooms

High ramp fees

Bad service and fuel prices

Cranky flight-line attendants

High fuel prices. Inefficient service.

FBOs that don't care.

Run-down lobbies; overpriced fuel; no crew car or shuttle

Missing services or slow services

Outrageous fuel pricing with minimal facilities and equipment. Untrained personnel.

Lack of courtesy, respect, cleanliness, sense of urgency, service. I am willing to pay a little more to have the peace of mind that my crews have the level of service we need to deliver excellence to our passengers.

Unreasonable fees, poor customer service, dirty, shabby, poor facilities.

High fuel prices, nickel-and-diming the services, horrible customer service, people who don't care about their jobs, careless ramp personnel.

No GPU, no tug, no crew car. One person does all so all is done slowly.

Servicing the larger jets but ignoring the midsize airplanes.

Treat you with unfriendly service and no smile

Overprice their services

High fees for poor service

Exorbitant/hidden charges

Rude customer service

No seating areas, no crew cars

Bad to no service or ignorant behavior

Some take the customers for granted. I don't like to get the feeling that I'm intruding on their ramp when I show up. This is especially true when the airport is served by only one FBO.

Giving preferential treatment to EJA, etc.

Some airline handlers don't seem to understand the specific needs of business aviation.

Overcharge and poor customer service

Gouge in fuel pricing because they can, and excessive ramp fees

I avoid the ones that give subpar service and then act like they are doing me a favor.

When they are rude and lack customer service and amenities

High facility fees, employees who don't care or try.

Lazy unmotivated line service, dirty facilities, overcharging non-essential services, providing information ahead of time only to arrive with nobody expecting us and unsanitary ice bins.

Not good support

Slow service

Charge ridiculous FBO fees for not fueling

Pretentiousness, non-service oriented, stale coffee

Price, incapacity to manage a flight

Lack of attention to details, lack of service. Lack of respect for a customer.

Not answer the phone or respond to radio calls

Poorly trained fuelers. Leave you sitting on the aircraft for a long period of time with no communication.

Difficulty in reaching FBO personnel or in getting responses in appropriate time frames

Bad line service, rude customer service agents

Poor line service, high priced fuel, don't care attitudes. Lack of hangar space.

High service/ramp fees coupled with poor/lousy/lazy service/attitude of the employees.

Slow to respond

Unkempt facilities, excessive charges, lack of customer service

Ramp/landing fees

Service charges, change their policies

Charge too much

Difficult to get services even when not busy

Inaccurate/questionable billings

High costs and poor services

High prices, lack of space for aircraft, lack of caring

Dirty, new faces every time, greedy or so poorly run they can't be cost competitive. Scary line equipment. Old well maintained equipment is fine; scary equipment is not.

Overcharging for fuel, high fees and non-friendly CSRs. If it seems like an effort to help the customer then I probably won't be back.

Slow service or price gouging.

If I am not treated the same (service level) when I am in a piston as I am in our jet, they are history! No excuses!

Poor customer service

Bad communication, bad coordination

Complications with billing, mostly fuel cards

For those lacking certain aircraft handling equipment, poor arrangement with the equipment provider. This keeps crew unnecessarily long periods of time while waiting for the service to be provided.

Take me for granted. They assume I'll always use them.

Line service really makes a difference. They are the front line of the FBO. If they don't care I don't want to deal with that FBO.

Bad support

High price, attention awful installations

Poor or no aircraft marshalling

Higher-than-normal fuel prices

Always an excuse why the arrangements previously made were not completed. Excessive hangar rates.

High fuel prices and/or large ramp fees

Mean line service personnel, line service that is not interested in helping

No line-of-sight for line or counter service

When employees have no idea of their job and differentiate between VIPs and other passengers

Sloppy, unprofessional, poor amenities, lack of pilot quiet areas, arrogance, unresponsive.

Delay and bad quality

High fuel prices

Bad service, expensive fuel, so-so staff

Crowded facilities without adequate access to planning tools, inadequate hangar space and GPUs that don't produce the voltage they are supposed to provide.

Slow and inefficient handling of passengers

No catering

Screw up rental car arrangements. Makes the pilots look really bad.

Bad services for flight crew. Poor met documentation.

Poor personnel training.

Nickel-and-dime every service provided.

Lack of security and/or privacy, negative quality-to-price ratio, customs delays

Poor service

Line personal who don't care about your airplane or pax

Lack of employees and laziness

Lose or disregard reservations or prior coordination

Unfriendly staff and slow process through customs and immigration

They could care not less about their customers!

Poor marshallers, unfriendly staff, high prices for little or no service.

Non-recognition of repeat customer, difficulty in payment process. Minimum fuel upload or service/facility fees

Poor attention to detail, poor hand-off of requests from shift to shift, slow or poorly coordinated response to requests.

Employees with bad attitudes. Facilities with overpriced fuel or services

Rude employees, run-down facilities, high fuel prices and landing fees

Advertising—but not delivering—a top service and amenities

Poor line service to include no marshalling on arrival

Not honoring fuel price negotiated, not ready for quick turn

High fuel prices and a staff that doesn't pay attention to needs of passengers and crew

Ramp fees

Line service not so friendly and/or lack of services like vacuum...

Poor line service. Some line service people are just clueless as to the needs of the crew and passengers.

Number-one reason to go to an FBO is fuel price; if they are not competitive, we will not go.

High fuel prices. Slow service. Forgetting things that are requested.

High fuel prices

Subpar amenities and bad line service. Exorbitant fees for little or no services.

Sky high fuel. High ramp fee.

FBO with no services. In Europe you have a lot of them, especially in Italy and France

Too many fees will make us go elsewhere.

Very slow line service, high fuel prices

High cost of fuel

Dirty lounges/terminals, bad service, unnecessary fees and charges that some other FBOs offer for free, no drinks or snacks, no pilot rooms.

Lack of customer service, expensive, ramp fee, not ever been updated or renovated.

You ask several times for the same service. They don't know what they're doing.

Not clean and tidy, giving disorganized feeling and not attending to things promptly

Ignore our passengers or make them wait an inexplicable amount of time for ordinary services such as transportation.

Ignore their customers

Cost

Extended wait to be serviced (understaffed or poor staff). Unreasonable service charges.

Indifference to needs of pax and crew

Sparse and uncomfortable pilot lounge

Dumps, no computer service, understaffed, dirty, old and not updated, with high prices.

No complimentary access to a fitness center.

No shower. No crew car.

Bad line and customer service

Rude customer service personnel and slow line service

New crew lounge

Not adhering to simple requests (e.g., passenger transport), unfriendly staff, no assistance on hand, having to ask twice, price considering substandard services

Grouchy receptionists; no computer, no landline phone, lineman not available for departure

Counter personnel with attitude problems; the inability to look outside on the ramp and see the N-number of the only aircraft on the ramp-right outside the window

Added fees

Bad customer service and really high fuel prices

Having to process passengers through main terminal due security screening

Delays

Unresponsiveness to handling needs. Only produce standardized service.

High charges and poor service, poor communications with other airport services such as customs, refueling.

Bad customer service

Price unreasonable. No smiles.

Bad customer service and just a lack of caring.

Not helpful, dirty rest rooms, unsafe procedures, high fuel prices

Hidden and non-published fees, even after you call them or e-mail them for quotes they come up with exorbitant hidden fees. An FBO has to make money; if it is going to charge additional fees, it needs to be up front about the fee and publish them.

High price of fuel, services and fees

CSRs behind counter couldn't care less if we were there.

Line personnel who are slow moving

High prices and unfriendly staff

Dirty

Lack of interest in caring for my airplanes, casual treatment of equipment

Upsell

Communication in foreign languages

Location

Sloppy line service. Not offering CAA.

Poor customer service, and facilities that are unkempt, dirty and have poor pilot facilities.

Having to tell them the same thing several times

They don't have maintenance for aircraft, they are irritable. High fuel prices, no pilot lounge, no rental car facility, no pilot briefing room.