

What Services and Amenities Do You Expect From an Excellent FBO?

Line service must always be quick and accurate.

Professional line service, courteous and knowledgeable customer service reps, clean restrooms and lounge areas for passengers, free and fast Wi-Fi, crew car.

Updated, clean, friendly

Expert, efficient, polite staff to meet your requirements

Clean facilities, wireless Internet, courtesy vehicles

Trained line personnel, clean passenger area, crew car, friendly and professional staff

Friendship, courtesy, facility conveniences

Attentive service for our passengers; transportation meets the airplane; clean modern facilities with courteous customer service agents

Passengers needs met first from the time they step off till they step back on aircraft. Crew cars. Pilot lounge with cable TV, recliners. Weather/flight planning room.

Services and amenities that could really produce a sense of satisfaction and happiness.

Good line service, clean facility, well trained staff

Comfortable chairs, quiet rest area, coffee and vending machines.

Weather services, on-site food

Prompt line service to help direct pax, help park a/c and fuel request. Comfortable facilities, knowledgeable and courteous staff.

Competent and efficient line service and customer service personnel

Clean facilities and trained fuelers and ramp staff. CSRs who are interested in meeting your needs and your passengers'.

Quick response, friendly people, nice and clean facilities, good and reliable equipment such as GPUs and fuel trucks. Friendly atmosphere.

Quick response to requests, helpful line crew and mechanics, crew cars in clean, working condition, handle pax needs quickly & with a smile

Properly trained staff, and adequate staff on ramp.

Take excellent care of our pax. Take excellent care of our aircraft. Have a clean and comfortable pilot lounge.

Convenience

Courtesy, attentiveness from line service and desk personnel

Good customer service and attentive line crew

Customer care, clean bathrooms

A good FBO is one that makes an honest effort to give you good, safe, and fast service with a cheerful attitude. Attitude is everything!

Good service, clean facilities, helpful employees for passengers and pilots who might be far from home.

I expect attentive line service personnel, a comfortable and clean facility and friendly staff.

Service, service, service

Attention to detail

All the amenities for the crew and passengers so they will want to return

Friendly and competent service persons

I expect them to be clean. For passengers: mouthwash and just clean and tidy bathrooms. And a place to sit, with comfortable chairs.

Attention to pax and crew

Nice lobby, comfortable pilot lounge, crew cars, fast, professional line service

Attentive line crew. Ample parking and ramp area. Reasonable fuel prices. Crew snooze rooms; good flight planning room; crew car; intelligent desk personnel.

Efficient, attractive and knowledgeable staff

Crew cars, lounge, Internet

Top-notch line service. Good facilities that are clean and functional. New accoutrements

Communication and anticipation of pilots' requirements

Focused attention to safety and customer service

Prompt, friendly line service staff who know how important our customers are to us and treat them with respect and get them through the FBO without delay.

Line service personnel are the face of the facility. They need to be available when the passengers arrive and depart to assist in any way they see is needed.

Personal service and honesty

Clean facilities, fast service when needed, nice accommodations for passengers, nice area for pilots to wait.

Line service that is there to guide you into parking and that volunteers to help with luggage; aircraft has been pulled up at the door when you want to depart; reception that has your invoice ready when you arrive at the FBO for departure; ground transportation that has been vetted for quality and is ready when you want.

Airy, well-lit comfortable passenger waiting areas with good view of ramp. Good communication with guests waiting for their airplanes, car rentals that are accessible. Friendly, attractive hosts.

Quick, professional service. A pilot lounge/ snooze room and crew car.

Friendly line service personnel. First impressions are extremely important.

Fuel, restrooms, clean front lobby/reception area, rental cars for passengers, crew cars, pilot rest/staging area.

Prompt line service to meet the "known" needs of both passengers and crew. This includes ground transportation, catering, and ease of access to aircraft and facility for pax. For crew, quick turns on fuel, lav service, help with catering and crew lodging and transportation. Good Internet access with good printers for flight planning is a must.

Pilot shop, concierge, crew transport, catering, bag handling, auto rental fleet, friendliness of line and desk. Fuel accuracy loads. Restaurant attached and food grade.

Line service that meets you on arrival, asks if you need ANYTHING; you don't have to ask them for anything. Customer service agents who meet your every need. Passenger lounge that is clean and comfortable. Pilots lounge that has Wx, computer, Wi-Fi, and is clean, comfortable and has enough chairs for all the crews. Crew cars.

#1 Take care of the passengers, #2 Take care of the airplane

Recreational areas, clean and comfortable lounge areas, meeting areas

Good and comfortable passenger facilities, high-speed Internet, good weather facilities, help with hotels and rental cars

Anticipating every need: have a front desk manned by a professional, not someone just there to make some money

Excellent service

Reasonable fees for both fuel and service and have enough employees to provide timely service

If I am going to pay top dollar for fuel, then I should get top-rate service. Clean, modern facilities.

Can-do attitude

Prompt quick turns

Attentive, well trained line service, attractive facilities, fair pricing

Weather, Internet, Wi-Fi, snooze room, courtesy car, shuttle

Quality facility, good prices, good customer service

A marshaller to park you, pax and baggage quickly dealt with, good Internet

Excellent attention to the customer-pax or crew-and a clean, up-to-date facility

Cars at the airplane, help with luggage

I would expect a clean waiting room with drinks and some form of media.

Great line service personnel, and attention to detail by the customer service personnel.

Reasonable fuel prices, clean restroom facilities, provide access to good quality catering, available hangar space, friendly competent CSRs, high-speed wireless Internet, pilot lounge

Getting passengers in and out with minimum delay

Competent, friendly line service and CSOs; APU; hangar space; clean modern facility with adequate pilot services; computers; ice and catering available

Attention

I look for caring employees who know their job and do it well, even on days when customers are impolite and or there are tough conditions like snow storms.

Take care of my passengers.

Great line service

Fast, friendly service and clear lobby

Enthusiastic people, clean facilities, good pricing, quick service.

Friendly good service, nice facility.

Waiting on my passengers

Clean, friendly personnel, ability to service the aircraft, passenger and pilot efficiently. Safe environment for the aircraft, orderly means to access the aircraft.

Safe and efficient service. Where the aircraft is greeted on the ramp and the line crew communicates effectively with the flight crew as to their needs.

Good customer service

Full line service and respect and help for passengers

Good passenger help. Reasonably quiet and separate pilot waiting area. Short-term crew cars. Fast turn times on fueling.

Great line service, passenger comforts, pilot facilities and services, clean facilities

Clean restrooms, friendly staff, plenty of seats for passengers and crew (something lacking at many FBOs)

Transportation for passengers, rental and crew cars available, nice waiting room for passengers, quiet area for crew, WSI and computers for crew use, fast and efficient line service personnel.

Attentive support from line personnel and office desk personnel.

Clean and welcoming facilities. They do not have to be polished in chrome, just a pleasant, inviting

environment. A welcome with someone meeting/marshalling the arriving aircraft is always a nice touch. Anytime a facility charges a "ramp fee," there should be no holds barred when it comes to the staff bending over backward for the customer.

I expect dependable and professional line service. The CSRs need to have a smile and a "can-do" attitude. A clean comfortable quiet place to wait, transportation for a meal or lodging, Internet service, and any services my passengers may require.

On-site car rentals. Hotel suggestions. Wi-Fi Internet services. Reasonable overnight hangar availability.

Crew and rental cars, Internet access, prompt line service, helpful CSRs

Courteous and prompt service with the lowest fuel prices

Marshalling of aircraft, assistance with passengers' luggage, full line service, competitive fuel prices.

Exceptional passenger service, aircraft handling, pilot amenities

Take care of the passengers, know how to service the aircraft, crew car, shower, computer access

Attentive line service. People who really "listen" to your request.

A willingness to provide quick customer service for our passengers and the crew, clean and neat facilities with just the right amount of amenities for the passengers and crew, ample aircraft parking space.

Efficient and attentive line and desk service

Excellent ones

Good service

Great service

Prompt, competent customer and line service. This includes prompt response to inbound radio notification and line service waiting at parking spot when we taxi in to the FBO.

Customer service needs to be friendly and responsive, not defensive to all inquires.

Prompt greeting and fueling of aircraft. Online at agreed-upon times. Quick to meet passenger needs.

Promptness, courteousness and helpfulness

Being proactive in assessing crew and passenger needs and clean facilities.

Good, clean atmosphere and excellent service attitude.

Well trained linemen, friendly counter staff, help getting hotel rooms, fast turns when requested

Customer service number one; clean, well equipped facility; nice pilot lounge, refreshments and/or restaurant on site; well equipped pilot briefing area

Arrival ramp greeting, clean areas, professional staffers, jet aircraft know-how, prompt, paperwork complete for quick turnarounds, realize our pax are aware of their lobby areas and able to transport arriving and departing pax on ramp and close to our aircraft.

Customer service for both passengers and crew. Striving to be the best, no matter what.

Good attention, quick response and courtesy of the staff

Fuel, lav service, coffee, catering, crew car, crew rest area, clean facility/restrooms, rental cars, Internet, weather, aircraft power units

Fast line service, weather, hangar, good facility, but doesn't have to be fancy.

Fast service and attentive employees

Quick response to fuel and services requests, comfortable passenger accommodations, excellent passenger and crew catering, TKS fluid and oxygen

Good service, hangar availability, nice lounge

Good handling (able to solve a problem, offer a suggestion), computers for flight planning, e-mail, a quiet comfortable place for flight crews to wait, and crew cars.

Very good Wi-Fi, a radio to take clearance, a good PC with a printer that works, do everything a pilot needs. In Mexico, Central America and South America, take care of all and just bring the bill.

Responsiveness to needs

Clean

Internet Wi-Fi, pilot sleep room, clean facilities

Low fuel prices, professional line service/friendly, good flight planning computers and printers, a paper shredder in FP so pilots can shred private docs, comfortable facilities

Courteous, friendly service. Help with baggage and rental car service. Paperwork waiting. Competitive fuel pricing.

First of all, line service that meets the aircraft. Good counter staff that does not think you owe them anything.

Quick efficient service

Taking care of the passengers.

Good line service and clean restrooms

Excellent line service will make the day go smoothly.

Line parking, asking if fuel (and other items) are needed, pleasant welcome, recognize that without customers they don't have a job.

No ramp fees

Fair service at a fair price. Look after our customers' needs.

I only expect the services required at that particular phase of operation (i.e., arrival, departure, RON, de-icing). Attend to the aircraft in the order of request and modify occasionally for real urgency.

Excellent line services and attitudes from line personnel as well as CSRs. Clean facilities.

We look at fuel prices first, service and amenities second and facilities third. Besides fuel prices, the most important thing for us is prompt and courteous service from line personnel and customer reps.

Friendly staff, efficient handling of needs, short-distance transportation to hotel, airport terminal, rail station and so on. Standard amenities are expected.

I expect quick parking and help with passengers to get them on their way. I also expect a nice place to sit and wait for my passengers to return with an area away from noise to be able to sleep.

Professional service

Parking assistance and fuel service

Competent personnel, fair prices, clean facility

Great line service, clean building and restroom

Attention to detail and clean facilities.

Properly trained line...adequate and presentable facilities...crew accommodations...

Quick and cordial service

Professional and trained line service personnel with a "can-do" attitude

Weather services, overnight hangar availability, crew car, snacks/coffee

Quiet desk area with Wi-Fi and or network connection, including color laser printer, scan, copy, fax available to a notebook computer.

WSI terminals, efficient line service, comfortable facilities

Pleasant lounge for both passengers and crew, experience staff able to attend to requests efficiently, adequate amenities.

Efficient fuel service, coffee, ice, newspapers, ease of car rental for pax.

Good service and attitude toward solving requests

Wx brief, crew car, coffee, crew lounge/rest area, Wi-Fi, knowledgeable staff, clean/comfortable facilities, excellent passenger care

Prompt and complete line service. A Global requires more work than a Citation, yet some FBOs treat us the same.

Fuel prices, passenger amenities, facility condition, expertise in international flights/handling

Good service

Attentiveness. Even if you are busy and can't get to me right away, acknowledge me and don't forget me.

Wi-Fi, quiet rooms, crew car, competitive fuel pricing for the region. Cable or sat TV with a normal selection of channels

Prompt, quality service

Modern, clean facility. Nice crew lounge with access to multiple computers.

Expert line service tech, and CSR. Clean.

Friendly service, a "what can I do for you?" attitude.

Competitive fuel prices, Line service crews that are sharp, well trained and responsive to customer requests. Clean, modern and comfortable facilities for passengers and crews.

Prompt line service; fuel service quickly on the way out (I never fuel until I get there for departure).

Guidance to ramp/tiedown; clean restrooms; a neat, complete vending area; comfortable, clean, neat passenger waiting area; weather service access—convenient and user friendly; staff with an appreciative, knowledgeable countenance; rental cars available on site.

Easy access for crews/maintenance. Aircraft in same or better condition than when arrived. Ease of access for passengers.

Wi-Fi, good catering, knowledgeable staff, crew rest area, clean facility.

Pilot services

Parking assistance, prompt fueling, clean, good TVs, crew cars

Crew cars (more than one); friendly, knowledgeable customer service and line service. Comfortable chairs, lobby and pilot lounge. Reasonable prices.

Comfortable crew rooms for my pilots.

Good access for passengers to the aircraft.

Adequate flight-planning facilities and a place to relax.

Safe, orderly (clean), expeditious. Industry-standard amenities, competitive pricing.

As most of our flights are to international destinations, passenger arrival and departure facilities are a priority for the passengers. Immigration and customs formalities completed at the FBO and not at the airline terminals are essential.

Clean safe ramp, attentive line service, clean passenger entrance, helpful staff, all of the basics: coffee, ice, catering, fuel discounts, GPUs, computers, comfortable quiet pilot lounge.

Responsible line service, comfortable passenger lounge and access to flight-planning service.

Prompt line service to assist passengers. Clean facility with reasonable fuel pricing and crew rest area.

All the normal services, coffee, ice, papers, competency, and a caring attitude.

Just clean facilities...friendly service

A spacious room for pax

Clean, comfortable and modern facilities, quick turnaround with good pilot facilities

Prompt and attentive

Friendly, quick and efficient personnel.

Great fuel prices. Great CSRs, great line service, crew cars.

Cleanliness, especially bathrooms. Warm in the winter and cool in the summer.

I expect an FBO to look out for the passengers, first and foremost. I also like proactive line service and attention to detail.

Line service personnel with wands to guide you in. Rug at the bottom of airstair door. An offer of assistance from line with regard to fuel request, unloading of bags, lav service and addressing needs of F/A. A nice passenger lounge and, most important, clean bathrooms with plenty of stalls.

Quick response to fuel, weather requests, assistance with the bags and politeness

Gourmet coffee, courtesy car.

Prompt service

Fast fuel, fair prices

Prompt attention to fueling requests, WSI, fax machine and friendly CSRs

Looking after my VIP passengers, fuel and hangarage if required

Clean facility and first-class construction. Fair fuel prices. Great attitude of all employees.

A great service attitude and highly trained employees. Also, a manager who has the respect of the employees and frequently joins line service or CSRs when they are really busy is a sign of a great team.

Reasonable fuel prices, to be met at the aircraft and a comfortable place for the passengers and crew to wait.

Value

Fuel; great coffee; linemen who are trained and willing but not in the way; friendly, cordial knowledgeable customer service reps.

Overall satisfaction

Responsiveness to every need. Personable CSRs. Clean, comfortable facilities. Employees who project that they like working there.

Well set up for weather briefing and an great area to relax for the pilots and passengers. Courtesy car is a must.

Services: lav, water, fuel, dish wash, de-ice, fax, telephone, Internet, weather (WSI), crew lounge, crew car or FBO-provided transportation for food.

Good service for a fair price

Fast and efficient service; take care of my passengers first!

Friendly, smiling face and will speak to you when you come in. Fresh coffee, heavyweight paper towels.

Prompt answering of phone, can-do attitude, availability of hangar space, 24-hour staffing.

Attentive to our needs from first call through departure.

Clean, well maintained a place where passengers enjoy waiting as much as they can.

Safety and security in today's environment must be number one. Beyond those two item we look for good service. The facility itself does not make good service; motivated employees do.

Look after pax/crew, be pleasant and helpful

Cheap fuel, Internet, TV, sleep rooms, crew cars, good cookies

Weather, flight planning, phone access to FSS, snacks, food (eventually), hotel and rental car reservations, pilot shop, good restrooms.

Assistance with aircraft handling, including follow-up after passengers depart.

Wi-Fi

Nice facility with standard amenities, experienced and knowledgeable line service, supportive and knowledgeable office staff

Directed to parking, help getting pax on way, quick turns when required

Easy parking, lobby with chairs, rental cars, rest rooms

Once I have been to an FBO I expect them to know what I require instead of asking each time as if we had never been there before. Quiet area away from operation/admin staff, use of a vehicle and hangar facilities.

Customer support for my pax first, then crew

Customer service for my passengers, first and foremost, with a friendly and helpful attitude. If I am required to purchase a certain quantity of fuel or pay an ever escalating facility/ramp fee, then I expect the FBO that I choose to do business with to provide a safe, professional and courteous service.

Coffee, papers, ice and help with covers is nice.

Excellent customer service. Fast fueling and pilot services. Comfortable pilot accommodations.

Consistent, reliable service

Good access to flight-planning information and comfortable area for the passengers

Excellent customer service

A variety of options from light maintenance to pilot support

Good quick friendly service

Attentive, courteous line personnel. Crew car, weather computer or computer access. Attentive CSRs.

Friendly, polite and efficient. Have paperwork completed promptly. Clean restrooms. Free Wi-Fi. Coffee and tea. Vending machine.

Great helpful people.

Prompt line service in and out

Amenities that will allow you to stay in a good shape even after a long wait, or allow your passengers to enjoy the stopover

Passenger comfort and ease to/from aircraft

Professional line service. Good quality crew cars.

Professional, knowledgeable and courteous employees.

Great catering, beautiful clean facility, great line service.

Good clean reliable with a working printer!

Amenities needed are basic items to make our job doable: Wi-Fi, computers, weather, maintenance, and a friendly helpful smile.

Internet, food, crew car, quiet rooms

Attendance, timely, attitude

Fast and efficient service, clean and modern facilities, lounges with all communication amenities

Seamless transitions for our passengers. Speedy fueling, attentive line service, pleasant customer service, available crew cars, quiet rooms, comfortable seats, clean facilities, competitively priced fuel.

Provide charts for purchase

Good information flow within the CSRs. When a pilot announces an arrival via e-mail and telephone, you expect them to expect you. Acknowledgement of requested services via e-mail.

Hospitable, courteous and appreciative service.

Good treatment to pax and crew

Great line service

Prompt response to radio communications from arriving aircraft. Reliable delivery of services such as catering, ground transportation, lodging. Friendly (but not overbearing) interaction with passengers. Free Wi-Fi in passenger lounge.

Hustle, efficiency, easy access for passengers. In and out smoothly!

Timely line service to get passengers taken care of immediately upon arrival. They must have a clean building with services for passengers. The crew should be taken care of after the passengers with adequate crew facilities, i.e., workout room, computer and TV area. Next on the list is low fuel prices and handling fees.

Quick-turn fuel service, clean facilities and organized ramp, low turnover of personnel.

Competitive fuel prices, excellent line service, excellent customer service, fair prices, great quick turns.

Take care of the passengers

Great line service, hangar space, excellent rental cars

Good line service and passenger assistance.

TV with sports channels, news and financial info, comfortable pax area, very good and safe line and pilot services.

Line service that is ready to park you when you arrive, prompt passenger pickup and servicing, readily available access to flight planning, rental cars available and reasonable prices.

Quick and courteous service

Friendly staff

Handling, fuel, passenger and crew facilities

Top-notch, knowledgeable line crew. Clean facilities, helpful CSRs.

Professional marshal, attentive staff, prompt response

Everything that they offer, maybe a little more room for flight planning

Equal treatment regardless of aircraft size

Nice restrooms, lounges, good coffee and refreshments. Crew courtesy cars and quick turnaround capability whenever needed.

Good line services, good passenger amenities and willingness to go the extra mile to help.

Great service, and the smooth transition for our passengers to spend less time at the airport so they can be on their way to get their business done.

Crew transfer to and from hotel

Good line service and CSR

Line service to be the heart of operation, quiet rooms, exercise rooms, be able to bargain on fuel cost

Parking up close to the FBO

Responsive, efficient, professional and friendly service.

Comfortable crew lounge, high-speed Internet, crew cars

Line guys greeting the airplane as we taxi in. Friendly CSR, La-Z-Boy chairs in the pilot lounge.

NATA-trained line service, and Ritz-Carlton level pilot and passenger customer service.

All-around professional services

A hangar seems to be the go/no-go tiebreaker these days.

Crew car, Internet with printers that work, food availability

Good anticipation of MY needs and those of my PAX, not their needs, like getting my fuel order before anything else.

A safe, clean, and responsive facility with experienced personnel who can anticipate the needs of the customer.

Pilot lounge, theater room, soda fountain, crew car

ATMs, good galley, shipping services (FedEx, UPS), good catering

Sleeping room, coffee, ice, newspaper, Fox News available, transportation to local hotel restaurant, market fuel prices.

Everything

Clean facility, weather, Internet

Great coffee, Wi-Fi

Good arrival at the location, ramp space, hangar, fuel price, pax/pilot amenities, dedicated ground crew.

Service. I need a lineperson meeting me at the door and seeing what I need. When we call in we want an answer on the radio and help with our needs.

Clean facility, employees with a sense of urgency, phone/Internet.

Good facilities for the passengers are the number-one thing I look for. If the passengers are happy, then everything else will fall into place.

Friendly and well trained personnel. Assistance with crew hotels and well negotiated rates. Comfortable and clean crew lounge area.

Exceptional line and customer service

Prompt, complete service, at a reasonable rate, and never hearing the word, "no", to a request.

Great line service, clean waiting area and bathrooms. Crew areas.

Excellent communication between service desk and line service.

Curbside check-in of bags. Comfortable crew lounge with clean sleep rooms, adequate hangar/ramp space, ground transportation for crew.

Safe, well trained staff. Executive lobby area for passengers

Safe ramp procedures, professional and courteous staff, proactive to our needs

Internet and Wi-Fi connection, drinks and beverage for free, restrooms with showers, 24-hour service, shuttle for nearest hotels. Pilot shop.

Safety, helpful and timely service from line crew and CSRs, anticipating our needs, good Internet/weather access, reasonable prices. Crew cars and nice lounges are a bonus.

To find a solution or to help you out when there is an unexpected problem

Competitive fuel prices. Prompt service and availability for requests. Some sort of transportation to/from food and lodging.

Quick and professional service. Good Internet/pilot briefing facilities. Crew cars and quiet rooms

Prompt and cheerful service. Clean facilities.

Excellent, quick line services, friendly and fair prices

Flight planning, Internet access, crew cars, rental cars on site, decent vending machine food and drink, catering access and so on.

Rapid responses to requests, competent line service from marshalling to accurate fueling and asking if they can assist with anything to speed up service.

Friendly attitude, prompt service

Crew car, WSI, Internet access and Wi-Fi. Quiet crew area.

Great line service and Starbucks coffee machine.

Customer service, expedite passenger services, low fuel prices and contract fuel programs.

Prompt parking, fueling, catering with excellent handling of the passengers and crew

Efficient line service/priority care of passengers/ updated pilot planning area/competitive fuel prices

Attentive personnel, clean facilities, quality products

Prompt line service, good caterers, pilots' lounge, Wi-Fi, fair fuel prices

Friendly staff, clean facility with good flight planning and crew rest areas.

Attentive to service for a quick turn when needed. Otherwise, being ready for our arrival and having our pax transport planeside.

Prompt line service

Nice seating and computer Wi-Fi for my passengers. Good responsive line service. Help with pax bags and into and out of the terminal.

Prompt services, can-do attitude

Immediate services in transporting passengers to transportation connections. Assistance in securing the aircraft if we remain overnight.

Large restrooms with plenty of urinals/toilets. Just about every FBO I reviewed has smallish restrooms for the size of the facility and amount of traffic. Large flight planning area, large pilot lounge with plenty of recliners, snooze room, good crew cars.

Pilot sleep room, good coffee, pilot-only waiting area with proper refreshments

Clean, comfortable lobby for passengers. Friendly attitude. Reasonable computer speed and printer (dial-up not acceptable)

Quick and efficient line service where you don't have to search for personnel. Good front desk people who respond to requests for catering, passenger needs and faxes.

Friendly, fair, clean and proactive

Great pax experience. This includes quiet, efficient and rapid ramp services in which nothing is too much trouble and the services are rendered unobtrusively.

Friendly greeting and having the fuel truck pulling up as I am shutting down for a quick turn

Quick response

A professionally trained line service staff along with a courteous CSR staff is a must. Line service should have ongoing safety training. An FBO should be clean and well kept with amenities for the passengers. Bathrooms should be cleaned hourly.

Good customer care

Attentive line service that knows what to do.

Comfortable passenger and pilot lounge areas.

Professional services, not amenities

Wi-Fi access, clean resting area, pilot lounge, crew car

Courtesy car, quiet room for flight crews

Good service

Prompt service and easy access for passengers

Can-do line staff. Clean, well-cared-for facilities.

Excellent flight safety and flight planning services (weather, Notams, flight plans, airport briefings). Amenities: access to Internet for weather, etc. Speedy fuel, toilet and potable water services. The ability to assist with the cleaning of the aircraft interior and exterior. Licensed maintenance capability for continuance of flight issues. Passenger amenities: comfortable lounges, access to Internet, assistance in case of flight delays/changes in schedules. Luggage weighing and loading. Friendly and efficient passenger handling capability. Excellent and speedy immigration and customs services.

Excellent attention to passengers, fast line service, amenities for the crew waiting for passengers, good catering.

Safe fueling, prompt greeting, clean and modern facility, Wi-Fi, pilot lounge, reasonable fuel prices, efficient transaction processing by customer service

Nice lobby, crew car, GPU

Available crew cars, comfortable lounges, welcoming atmosphere.

Professional line service, starting with marshalling, taking care of the passengers, helping with bags, finding what we need to get them on the way. Taking care of the airplane, security, fueling while taking care of the airplane finish and appearance. Monitoring when we are preparing to leave.

A real person answering the phone. Helpful CSRs who don't mind arranging for rental cars, limo service, hotel rooms, catering service, etc. and get back to you with confirmation numbers instead of telling you to call Hertz or the hotels yourself.

Upon arrival, a marshal (who knows how to use the wands) to park your aircraft in a safe location convenient to the FBO (WHEN EXTREMELY BUSY LINEMEN EFFICIENTLY MOVING SECURED AIRCRAFT OUT OF THE WAY TO ALLOW NEW ARRIVALS TO DEPLANE), a clean ramp (clear of FOD, chocks, large grit, oil, grease, fuel spill residue), someone to greet your aircraft; a clean carpet to exit and enter the aircraft; assistance with baggage (by line service personnel with

clean hands or gloves); rampside vehicle service where allowed by local government; if not, a clean and serviceable baggage cart if required; linemen knowledgeable in the servicing of your aircraft but conscious of the needs of your passengers before all else.

A clean facility with a professional environment of friendly, helpful, knowledgeable staff (with enough counter and line staff personnel to handle the load even at peak times). Line equipment that is properly maintained, functions properly and attractively painted as to instill confidence in our passengers when towing, fueling, de-icing or servicing our aircraft. On-site rental car pickup is always a plus but if not available at least an arrangement for pickup and drop-off with a local rental company. FAIR fuel pricing is always a plus. The boss doesn't mind driving an extra 30 minutes to save a couple thousand in fuel charges or handling charges.

Great service

Sufficient, efficient and polite staff; clean and comfortable crew lounge for my crews.

Superior customer service

Clean pilot lounges with adequate computer terminals, shower and gym facilities and crew cars

Prepared aircraft ramp agents, limo on ramp, safety-minded operational personnel

Great line and pax service

Hotel, catering, rental car, hangar space. Courtesy!

Excellent customer arrival/waiting areas, WSI wx, Internet access, good flight planning facilities, pilot lounges, crew cars

Great service

High-end safety, service and value from the staff and with the facility

Friendly, excellent line handling, help getting passengers going, place to wait, crew car

Services: don't have to ask for it 10 times or wait 30 minutes for them to do it. Amenities: a quiet lobby, wireless Internet, and comfortable chairs.

Attentive, trained, helpful line and desk staff. The building doesn't have to be a palace, but I need to be able to get my job done without the FBO being a hindrance.

Timing, pax courtesy, proper servicing, knowing the right answers.

Any service that would arise in regard to flying or the support of the aircraft

Prompt and attentive service. Immediate concern for passenger convenience. Excellent facilities for pax and pilots.

Friendly line crew who anticipate your needs.

Fast turnarounds. Quiet areas for some crew rest.

Sufficient crew cars for restaurant runs.

Crew car

Coffee, ice, papers, bottled water, free wireless Internet, shower and exercise facilities, café, vending machines, flight-planning room, sleep room.

High level of customer service about every detail.

Clean modern facilities. Helpful line service, crew cars and/or willingness to give rides. Good prices, pilot incentive points. Separate facilities for pilots away from the passenger lounge.

Decent crew lounge, pax lounge, crew car, adequate staffing and attentive line service.

Large clean bathrooms, crew showers, crew laundry (washers and dryers), and ample computers

Good customer service for both passengers and crew.

The usual: top-notch, aggressive and safe service

Fast line service and help the pax with their needs.

Courtesy car

Line service response and professionalism are the key! A nice modern facility is also key.

Good efficient line service, front desk understanding our needs. Weather service available, Internet connection, etc., pleasant atmosphere.

Nice people, clean facilities, and basic services without attitude.

Nice facilities, good line service, great customer service reps, friendly staff

Line services

Excellent and efficient service

Personalized customer service, being prepared for aircraft arrival

Standard services but anticipate the needs of crews. "No problem, we've already thought of that" is a welcome phrase.

Just a willingness to help

Friendly line and front desk staff. Follow-up with confirmation of requested services. Comfortable facilities for both passengers and crew.

Fuel price and service

Trained service personnel. Line and CSRs who anticipate needs.

Line service there when I need them. I hate having to wait for or flag someone down on the ramp. Quick handling of the bill. I hate standing at the counter for 15 minutes while they try to figure out what to charge me.

More than amenities, we need rapid solutions to our needs.

Excellent communications and good aircraft type experience

Excellent customer service all around from everyone. Fair fuel prices and willingness to work with you to make a great experience.

Complete focus on passenger and crew needs.

Line people who go out of their way to serve you when you arrive, not just park the airplane and leave.

Line service parking the aircraft ASAP, attending to all our requests

Line service that is Johnny-on-the-spot and a clean comfortable area for passengers with areas for computer usage. A comfortable crew lounge.

Clean modern and comfortable facilities.

Excellent line and counter service. Attendants should be prompt in providing as easy access as possible to passengers' ground transportation and then attending to the needs of the crew and aircraft.

Automatic scheduling of the usual, like coffee (gourmet), ice and papers. In-range call: they should know what happens on arrival, rental-car or limo-waiting info.

Quick service and reasonable prices

Good crewroom facilities for printing of flight documentation and a quiet room for crew to relax away from pax.

Flight planning, lounge, courtesy car, competent personnel.

If I send a fax the night before or the morning before and then follow up with a radio call 15 minutes out, I expect not to park ourselves on the ramp and wait for the pax services. Most FBOs are pretty good about all of that these days.

Totally dedicated, responsive, professional and flexible line service personnel to meet varying needs

Ready in advance, smiling, efficient, and quick handling of the passengers, staff equipped with all modern means of communications, and also ready to deal with crew need, when everything else is accomplished.

Good value

Quick and efficient service, fair prices

Crew car, nice pilots' lounge and snacks.

Attention to detail

Meet the aircraft, help with luggage and have cars ready.

Friendly people and always there when you arrive and ready to depart

Quickly response to passenger requirements, good rest facilities for crew

Weather, clean facilities, wireless Internet

Quick efficient service, clean and modern facilities

Large passenger waiting area. Awesome pilot amenities. Rewards program to save money.

Quick and efficient turnaround times, great catering, quick and easy international handling, prompt and correct billing, fair prices, no surprises, intelligent customer support and line people. Always one step ahead.

Timing and quality service. Clean and tidy facility. Smiling faces.

Separate crew facilities with recliners, Internet access, wx room

Attention. Feeling like they either anticipate my needs and those of my passengers or listen to me when I tell them what I need. Giving the impression that they are looking for ways to make my visit a good one. When they meet me or my passenger at the airstep with an umbrella up and bottled water in their hands and rental car pulled up to the aircraft, that makes me want to return to that FBO preferentially even when fees or fuel might be slightly higher.

Lots of electronic distractions like TVs and computers with fast Internet access. Drinks, snacks and immaculately clean and updated facilities.

Friendly, hungry for your business

Snappy line service and attention to passenger needs. Comfortable lounge for pax. Rental cars, area for pilots to rest and obtain wx. Clean.

Clean facilities

Line service is most important. Help with passengers and luggage.

Good line service and good facilities

Pilot brief room, food/drinks, relaxation

Great service at a reasonable price

Consistent fast turnarounds and handling of aircraft and passengers

Friendly staff, cleanliness, excellent pilot services and support, price

First, I want my passengers taken care of ASAP with friendly and efficient service. Second, I want my airplane handled properly, fueled on time, and pulled up when I need it.

Quick passenger help, then aircraft servicing!

Respect and assist the passengers and provide prompt service (fuel).

General proactivity: services advised and ready in a timely manner

Good service and care of the pax, and good accommodation in case of delay. Efficient refueling and handling and service for the crew (metars, Notams, etc.) and a place to relax.

Attention to detail

Friendly personnel, clean environment and willingness to go the extra mile.

Crew cars, decent pilot lounge with sleep rooms, cookies!

We don't expect anything special. I like to see a lineman to park us and help the passengers with their luggage. It is nice to meet friendly CSRs when entering the FBO.

Marshalls or line service in position and not running to park you as you are on their ramp. Attentiveness to getting the pax on their way, and able to carry out service requests previously transmitted without going over the whole list of requirements again.

Quick turnarounds, good fuel price. Nice lounge for passengers waiting.

Good fuel prices; first-class line services; passenger care; crew services; clean and upscale facility.

Friendly customer service, Wi-Fi, crew rest area

Clean, up-to-date facilities. Courteous personnel willing to do what is necessary to ensure the passengers' experience is uneventful.

Quick fueling, baggage handling, good attitude, reasonable fuel price

Great people with a great attitude

A good attend (fast), good and clean rooms and restrooms, facilities.

Timely service. If we request a quick turn, we expect to see the fuel truck waiting when we arrive.

Fast and friendly

Friendly, efficient reception and handling

Friendly staff. Excellent flight planning systems. Nice facilities.

Flight planning computers with Internet access. Crew car available at low to no charge. Clean and comfortable place for crew to relax. Clean restrooms and passenger waiting area.

Attentive line service. Appropriate pilot lounge. Competitive fuel prices.

Warm passenger welcome and high-quality lounge, plus full range of pilot services: crew rest, flight planning and so on.

Top-notch line service that doesn't disappear the minute another aircraft taxis in. Taxis and rental cars on site. Knowledgeable CSRs with good restaurant and hotel recommendations.

Friendly staff that is ready to take care of our passengers first and the crew second. Line staff and CSRs who anticipate our needs and are willing to help in any way.

Knowledgeable linemen; help with ground arrangements such as hotel, car, restaurant; and maintenance when needed.

Prompt service, clean modern facilities, good computer access

Good communication and response time. Good pilot area to work and rest.

Papers, coffee, ice

Good services and passenger amenities

Prompt service. Attention to passengers first, then aircraft and crew needs.

Passenger facilities and pilots' lounges.

Line service to be there when the door opens. The airplane to be pulled up on time.

Good customer service

Assistance with rental cars for crew, limos for pax. CAA contract fuel. Referrals for catering. Reasonable negotiated room rates.

Quick service with an interest in you and your passengers for the entire time you are there, not just the first few minutes.

Good Internet, line service that help with crew needs

Clean, competent, helpful, access to computer and weather, hangar space

Enthusiastic service

Good parking direction, attentive line service personnel

Bathroom amenities, TV rooms, media room

Fair prices, service with a smile, adequate and functional pilot resources

Timely service on everything

Simply just do their job with a friendly and helpful attitude. If you do your best, nobody can ask more.

Reasonable fuel prices, clean facilities, prompt service and good Internet connection.

Quick fueling, reasonable prices, ice, papers and a great place to rest/wait

Professionalism

I want the line service to be properly trained, the facilities to be clean, and the passenger access to transportation to be smooth and easy.

To be treated as if we were a "local based aircraft."

Good reception, fast line service, pilots' facility, [low] fuel costs.

Excellent customer service from all employees

100% customer service. If you do your best to help me do my best, that's all I ask.

Internet access, WSI weather, printers that work and are not out of ink.

Whatever you need within reason.

Great line service. Great front desk help for the passengers.

Safe operations, competitive fuel prices, treat passengers as VIPs, outstanding line service and outstanding facilities.

Properly trained line personnel, clean, up-to-date facilities, car rentals on site, crew car and a crew lounge with computer and flight-planning access.

Prompt, competent service

Comprehensive flight and guest services, updated facilities and competent staff

Excellent line/CSR service for pilot and passenger needs. We do not use facilities much nor do the pax.

Good service all around

Superior customer service and response; go to the edges to add service value.

To be greeted by line service, to have help with pax and bags

Outstanding customer service for pax and pilots, fair pricing, excellent but not extravagant facility.

Comfortable and attractive facilities with cars, refreshments and food nearby.

Safety, great customer service, even if they are a little more expensive. You get what you pay for. Quality, quality, quality.

Prompt and 'on time' service with a smile.

Friendliness, quick response, fair rates

Trusty and skillful line and office personnel. Ability to arrange good catering and passenger transportation at all times of operation.

Quick service when you need, full fuel trucks, help with the airplane when you need it, leave us alone when we don't, help with the bags and not have a hand out for a tip, good catering suppliers, clean maintained facility, front desk that is on the ball and if you go there a lot for the manager to say hello. A crew car or a ride to get lunch helps.

Coffee, tea, water, computer access with printer. Car, hotel, catering service. Friendly service that makes you feel they want to help you.

Line service to meet the aircraft without a radio call on ramp looking for them. A large flight-planning area with Internet as well. Comfortable pax accommodations if needing to wait.

Professional aircraft handling and pilot facilities

Fast and efficient service without asking

Marshalling in to a parking space, followed by the question of whether you want to purchase fuel. It's helpful if the lineperson knows the price ahead of time.

Reasonably priced fuel. Courteous, pleasant staff. Neat, clean facilities with working comfortable reclining chairs in the pilot lounge, TVs, weather and flight-planning equipment, crew cars.

Free shuttle and/or crew car; reliable, fast Internet with printer and applicable programs; list of local hotels and taxis, rental cars; clean; neat; professional in appearance and performance.

Responsive, friendly service

Easily identifiable marshallers when arriving. Wing-walkers when departing. A separate quiet room/sleep room with no TV.

I want my passengers' needs taken care of first. Once their needs are met, employees can take care of airplane and crew needs such as fuel, lav and so on.

Courteous, helpful staff. I like having a pilot exercise facility.

Good service at a fair price.

Comfortable seats and a quiet area/recliners for pilots, good computer facilities, fast fuel, able to help change flight plans, gain runway slots, fast service for passengers.

Competent line/CSR, pax amenities, ground transportation coordination

Fast and accurate service, hangar space, pilots' lounge, high-speed Internet.

Good weather-planning services, clean facility in good repair, and a comfortable place for the crew to relax, away from the daily FBO activity. Excellent FBO's typically have good people working behind the front counter who are competent and anticipate the customers' needs.

Prompt service, efficiency, friendliness, value

Clean, comfortable areas for pilots and passengers, full flight-planning facilities, crew rest areas, complimentary water, coffee, soft drinks

Fast and efficient line service

Smiles. Knowledge, good attitude, good service

Courtesy, efficacy, good ratio between price and services

Being ahead of your requests

Great customer service

Professionally trained, experienced and motivated staff who understand the service industry makes all the difference. Excellent ground transportation options for passengers; clean, modern waiting areas and restrooms; Internet and flight-planning capabilities.

Quick turn, passenger attention, courtesy car, pilot lounge

Line service to marshal the aircraft into parking, assist with luggage, assist passengers; handle special requests within reason from the passengers and crew; provide a quiet seating area for the passengers with easy access to restrooms, drinks, light snacks, phone, Internet, TV and reading materials; provide an equivalent area for crew separate from the passenger area; prompt service of fuel, coffee, ice, etc. for aircraft; valet parking for frequent travelers. All of the above with a positive can-do attitude and friendly service.

Facility, responsiveness to requests, ramp space, all services necessary for your specific needs

Excellent service. Customer service reps who are experts.

Efficient and caring service with a genuine smile. Clean facilities. Able to provide truly 24-hour service.

Nice passenger and crew area, helpful and friendly customer service

Good customer service, clean FBO, adequate staffing.

Good service for the passengers first and then from the line crew assisting the crew

Always safe operations. Line crew and CSR attentive to passenger needs. Comfortable passenger lounge and crew lounge. GPU before fueling. Line crew accompanies crew and passengers for start. I do not object to ramp fees for nice facilities.

Friendly, courteous customer service reps with a "can-do" attitude. Clean comfortable facilities.

Prepared for our arrival, prompt passenger handling and aircraft services, comfortable surroundings, and complete pilot flight planning, weather and Internet access.

Prompt, courteous service

Efficient transportation services for the passengers and/or crew-rental cars, taxi and so on. Snacks and customer care item are also noticeable and appreciated.

Safety first; responsive line and front desk; nice place for pax to wait and easy in/out for them.

Quick turn on fuel. Crew cars. Meeting rooms. Pilot rest rooms with showers.

Friendly smiles, passenger amenities, professionalism, well maintained equipment and facilities.

An FBO needs to anticipate the needs of the customer. The line tech has to be there when the customer is ready.

I expect great customer service and atmosphere.

Waiting to park you, help unload luggage, transportation to FBO if weather is a factor or it's a long walk to the FBO.

Prompt accurate filling of requests

Whatever is required to handle the class of aircraft the FBO attracts.

Be ready to park us into the wind when we arrive. Have rental cars ready for pax and pilots at arrival. Clean, modern facility. Trained line crew. Good flight-planning facilities. Front desk people with a "service attitude."

Comfortable and welcoming passenger waiting facilities. Basics: coffee, newspapers, etc. Attentive line service

Sharp line personnel, taxi directors who know how to properly use hand signals to relay instructions in congested areas, clean facilities and restrooms, fast Internet connections, comfortable crew furniture, clean crew cars.

Radio communication

An experience of good customer service

Excellent flight-planning room with WSI, Internet access and working printers. GPU with fuel purchase at little or no cost. Crew cars.

Attentive line personnel and a clean, nice facility

Prompt, knowledgeable line service.

Having snooze rooms and a comfortable pilots lounge with good quality crew car

Proactive line service. Friendly CSRs. Adequate pilot amenities such as weather room, quiet room, shower, café and so on. Exceptional service for our passengers!

Expect to be met on arrival and line service to help passengers with bags and transportation. Nice crew lounge and quiet and rest areas.

Wi-Fi, fast and accurate line service

To be met with a smile and an offer to assist with bags and such. Quick service on a quick turn. A clean facility.

Wi-Fi, weather station, telephone, crew car

Separate sleep rooms—one person per room

Friendly and efficient

Prompt fueling; good catering. Also a work-out option is nice.

Good price on fuel, good customer service

Fast and respectful

Crew lounge, wireless access, coffee, crew car

Open Wi-Fi; great quality food; rest areas with "quiet zones."

Services: prompt, courteous and well trained line crew and CSRs.

Courteous, clean, responsive, rest areas, office facilities, secure parking for aircraft and cars. Good selection of catering, including kosher.

Treat the crew as well as the passengers

Taking care of the pax. Crew cars. WSI wx. Quick fueling.

Attention to detail. Line and CSRs who are in place and ready to assist the passengers and crew.

Safety is number one; marshal and wing walk my aircraft. Be courteous without being overly fussy.

Clean and modern facilities. Weather room and pilot lounge.

Line service available to park, assist with bags, provide services as needed, attentive, alert and conscientious.

Conference room, snooze room, snacks/cookies, friendly service.

Excellent line service comes first. A lot of the time passenger amenities are not so important because the passengers don't go into the FBO.

Meeting and marshalling the aircraft to a parking location. Assistance with luggage. Passenger/pilot transportation next to aircraft. Friendly service.

After the door opens, 100 percent attention to the passenger needs. If the second pilot can, communicate needs but until the pax are taken care of I don't expect to do anything to the airplane except chock the wheels and shut the door. Fresh coffee, exercise room and shower facility or partnership with local hotel, etc., sleep room, detailed knowledge and preferences for local accommodations and eateries. Nothing turns me off more than a CSR handing me a printout of local hotels and restaurants with no knowledge of local establishments.

Great service, from the line to the front desk, to the cleanliness of the facility. Everyone doing it with a smile!

Full services regarding flight operations and different amenities for pax and crew.

Clean, friendliness, supportiveness. Ready to serve.

Computers to get online for weather and flight planning, Wi-Fi, line techs always in view and taking care of your needs.

Quick line service, efficient counter help

Good service great amenities when charging large fees

Kindness, a sense of urgency when necessary, politeness, efficiency, willingness to help as needed

Clean spacious areas for pilots and passengers. Free high-speed Internet via Wi-Fi. WSI weather. Computers that can print from the Internet. Courtesy cars. Friendly, helpful and well trained staff.

A working computer with a working printer with paper in it. Someone should check printers to make sure they are ready for service every day (ink, paper). Knowledgeable linemen that you recognize and who are at least familiar with the aircraft you are operating.

Very courteous and quick responding staff members.

Competent service, clean facilities and fair pricing for services.

Line service to provide for passenger needs FIRST, aircraft and crew next. Reasonable passenger and crew waiting areas. Some form of crew transportation (crew car or shuttle) to food or hotel if appropriate. Need a functional flight-planning area with working printer! Must monitor radio for in-range calls and have equipment standing by for coordinated quick-turn technical stops.

Showers and good Internet connections

Line service to stay with airplane until captain releases them.

Quick turns, crew cars, Internet, crew facilities

It almost all comes down to attitude. Warm and friendly with a willingness to serve gets high marks.

Excellent line service completed in a timely manner

Internet, fuel, lav, oxygen

Avant garde facilities, with the latest technology that makes our passenger feel appreciated after paying the humongous fuel bill

Taking care of our passengers with respect and professionalism

Computers with access to Internet, WSI, quiet room and pilot area, crew car

Great communication/customer service for the passengers

Clean, fresh washrooms. Excellent line service and fair fuel prices.

Fast and accurate service.

Excellent line service to both pax and crew

Quick fuel turnaround. Reasonable hangar and fuel prices. Good restroom and waiting facilities. Ability to handle rental car reservations. Attitude.

Prompt and affordable to customers

Internet-capable computers for pilots. Passenger waiting areas. Big-screen TV for pilots. Quiet lounge areas.

Competitive fuel pricing, rental car contract closeout invoicing, local hotel discount rates

Clean facility with operating equipment and friendly, helpful staff.

Fast turnaround, ice, local papers, snacks, coffee

Pax VIP lounge, crew room

Knowledgeable, prompt and competitively priced fueling; clean facility, stocked bathrooms; pax and crew transportation; Internet access, preferably Wi-Fi; TV; want the lights on when we are there (e.g., do not appreciate, "We close at 7 so you sit in the airplane for a few hours and pax and crew have no facilities prior to departure.")

Access to Internet, fast refueling, availability of aircraft parking space near FBO

Fast line service and passenger assistance

Great service

When you're coming just for a quick refueling and turnaround that you don't lose time by slow service.

People with a good attitude

Give my passengers the best service

Fast, friendly, smiling, efficient

The ramp service (aircraft assistance, refueling and any other service needed has to be excellent) Good assistance to the passengers, and for the crew a resting area is essential.

Friendly, competent line service personnel. Clean lobby/lounge area.

Correct ground transportation arrangements. Clean restrooms. Correct fueling with "reasonable" prices.

Prompt line service, decent pilot waiting areas, power cart availability

Line service that is attentive to my passengers. Clean, modern facilities, crew cars and easy access to restaurants.

Friendly staff

With reasonable notice, catering services, fuel without having to ask repeatedly. Hotel and car rental accommodations.

Services rendered on time.

Promptness, attention to detail, care, positive attitude.

Courteous, friendly line and staff. Quiet place to flight plan. Quiet place to read, coffee, tea, water available.

No hidden fees, friendly customer service, free crew cars, can-do attitudes.

Good customer service and reasonable fees.

Good customer service, pilot services, sleeping rooms.

Appreciate when they can make things happen, like having client's driver planeside due to an injury. Staying on top of items when requested.

From a flight operations standpoint, I expect safe, fast, efficient and courteous line service above all. For my pax, I expect a warm welcome from CSRs and a very comfortable, well-appointed lobby area and clean restrooms. Fresh coffee and a good selection and availability of newspapers are greatly appreciated.

"Can-do attitude" and staffed to provide any assistance required. Facilities should be modern and comfortable. Prices should be in line with competition but can be higher if service warrants.

Good coffee, quick line service and quick turns that are fast but with good customer service

Computers and printers that work

A nice welcome area for the passengers. A remote pilot lounge where one can rest between flights. A crew car or a restaurant on site.

Attention to passengers. CSRs who are on top of passenger transportation requests, baggage handling, etc.

Best food

Excellent line service and contract fuel pricing.

Quick replies to requests. Able to conduct quick turn-arounds/passenger drop-offs. Answer radio/phones. Crew Internet. Crew coffee.

Internet connection, good coffee, dishes washed, good selection of papers

Good prompt line service from the time we pull up to getting fuel quick, lav service and ice. Nice clean facilities, with a pilots' lounge, sleep rooms and courtesy cars.

Quick, accurate line service

Good lounge and great service

Well trained and competent line personnel. Friendly and efficient counter representatives. Clean and well lighted facility.

Attention to detail

All the standard services for a large-cabin business jet plus updated and modern decor.

Prompt line service for passenger convenience

Clean rest rooms and comfortable pilot and customer lounge

Everything, which is impossible!

Personal, attentive service; clean modern facilities; competitive pricing; full-service facilities; attention to detail

Pilot rest area. Decent fuel price. Courteous staff.

Rental car and baggage cart pulled up to the airplane. Red carpet also.

Reasonable response times to requests for service.

Prompt meeting with line/service requests; uniformed, pleasant desk personnel; competitive fuel prices

Quick efficient line service and clean comfortable FBO with good Internet, weather service and snacks or amenities.

Fast, reliable service and perfect passenger handling

Prompt and friendly service...appreciative of our being there.

Contract fuel, trained personnel

Professional line service, good CSRs

First, they know who I am when we get there. I called them a number of days previously to tell them who I am, what N number we're flying. Reasonably priced penalty fees (the gouge for not buying jet fuel) and a fair and plausible explanation of how the fees were determined!

Top-notch line service, and knowledgeable people behind the counter

Clean facility, friendly and good service

Line and customer service that understands your needs

Rest area, free coffee, wx, crew car, fuel price

Seating area, plenty of computers, good coffee

Look after my passengers; I can deal with the rest.

First-class service every time.

A clean ramp, helpful line and desk personnel, prompt servicing.

Helpful friendly staff (CSR and line service). Clean and comfortable facilities

Quick turns, professional staff and cars staged before arrival.

Quick and efficient line services, comfortable lobby and pilot lounge areas, reasonable prices

I expect they take care of pax, crew and aircraft; I expect they are transparent about price and details.

Excellent customer service for both passengers and crew, clean facilities, efficient line service and an efficient transfer from car to aircraft for passengers.

Professional, knowledgeable and friendly staffing on the ramp and desk. Great reclining chairs in crew rooms. Fitness centers are welcomed as well.

Everything in place when you get there and good trained crew, with knowledge about what is needed

Safe and consistent customer support.

Quick, courteous service. Friendly and helpful line crew and service personnel. Clean facilities with proper amenities for pilots and passengers. Ability to acquire needed services such as catering and so on.

Big planning/conference table to promote planning and conversation between pilots.

Ground transportation service, business center availability, 24/7 capability, maintenance.

Line service to meet all arrivals and departures. Crew cars and flexible fuel prices. A nice room with several lounge chairs as well as quiet rooms available.

Efficient handling without the necessity of having to pinpoint every need in detail.

Good communications between service desk and dispatch (135 operator) such as fax equipment and so on. Crew cars, recommendations for accommodation. Quick turns. No lost documents (or cannot find the faxes)

"Passengers first," wireless Internet, crew nap rooms.

Low fuel price

Safe handling of aircraft. Willingness to listen to flight crew about needs

Clean facilities and good service

Someone to park and greet the aircraft, safe movement of the aircraft if being towed, attention to fuel orders. Facility should be clean, with pilot rest area and comfortable surroundings and setting for passengers.

Friendly, flexible, professional line service and CSRs. Providing our passengers easy transition from airplane to transportation, whether bringing a car around, or starting the vehicle in cold weather. Amenities that are nice to have are Wi-Fi, nice relaxing pilot lounge, access to crew car with some good suggestions for dining.

Line service, some food, nice bathrooms, staff, crew car that is available, 24-hour service

Personal attention

Lav service, line marshals, baggage handlers, pull ups on time, ice, coffee, papers

Line service help for my passengers and the crew. Can-do attitude!

A good FBO is always ready when you call them. For the briefing everything is available.

Prompt handling of pax luggage and equipment followed by assistance in getting catering and support things off of the aircraft.

Good anticipation of my requirements. Weather filing.

Large pilot rooms with Internet access and wx terminals.

Well trained fuelers and line crew, nice pilots' lounge, nice seating area for passenger, easy access to ramp area, kind and courteous people at the customer-service desk.

A friendly smile and wanting to serve.

When you visit often, it is nice to be remembered. Pilot lounges with access to weather information, food/snacks, clean restrooms, and access to Internet/TV. Access to a vehicle.

Prompt, friendly service. Clean facility equipped with contemporary amenities.

Great line service with employees who anticipate and react efficiently to the passenger/pilot needs. Great attitudes and get-it-done spirit go a long way, especially when we are working hard and it has been a long day. A comfortable lounge with amenities that cater to passengers and pilots.

When we call in range and advise the personnel on the radio our demands, I would prefer not to have to repeat the whole request to the line personnel.

Good clean facilities for passengers, responsive line service, flight planning facilities, Internet access.

Flight planning, crew rest

Passenger services, professional line service, handler assistance, catering

As an owner-pilot price and minimal time spent at the FBO are primary drivers for me.

Clean facilities, friendly and helpful CSRs and line techs, prompt servicing of requests, a place to rest, and basic amenities available

Well trained, quality line personnel. Well trained and friendly customer service. Clean, comfortable facility with courtesy car/van and a focus on the customer.

Quick responses. Aircraft on line on time. Crew car.

Starbucks coffee, sleep room, crew car, clean modern interior, and quick responses for services.

Prompt marshalling and parking and accommodating our pax needs.

For passengers, an attractive and clean setting to include a conference room.

For pilots, good weather and filing access, comfortable pilot lounge with available sleep rooms.

Service orientation and value

Fast service, crew car, competitive fuel price

Decent crew lounge, complimentary GPUs

Line service, line service, line service

Ramp folks who expedite my passengers to their destination.

Knowledgeable concierge services available to passengers and crew.

Fast enter and exit, clean.

Fuel, catering and limo

Clean rest rooms and weather computers and line service

Quick line service, Internet and hot coffee

Expect a nice, quiet pilot lounge. A comfortable lounge area for the passengers. Quick turnaround times.

First-class passenger facilities, along with entertainment and Internet access for crew with a can-do attitude from the staff

Crew car, friendly staff, adequate Internet services including wireless with no codes. We also love the freebies like T-shirts and reward systems.

Nice surroundings, clean restrooms, up-to-date pilots' lounge, reasonable fuel pricing, quick turnaround.

Great customer service and facility

Friendly customer service, clean and presentable facilities.

Resolve issues quickly.

Internet, flight planning, rest area, crew car, well trained line crew, decent fuel prices, ramp access for pax.

I expect prompt friendly service for a fair price. We do not necessarily want the lowest price, but we do want the best value.

I expect ground personnel to be waiting for me to park. Services to arrive on time. Friendly and courteous personnel.

Professional care of my aircraft and respect toward my crew and passengers. Everything else is bonus.

When they know ALL the right questions to ask... taking care of every need, and assist until the aircraft is ready to close up.

Friendly staff is number one. It is also important to make it easy to transition passengers from facility to aircraft; this does not mean to rush them out but to be ushered out when they are ready. A good clean toilet for the passengers is essential.

Prompt, accurate service and follow-through on your requests, thinking ahead for possible needed services based on type of aircraft, type of flight, ground transportation, crew car, and most important, answer the radio when customers call in with a request.

Quick passenger transport, better VIP lounges for passengers, in some cases.

Fast, efficient aircraft services. Computer, fax services.

An impressive and contemporary lobby area, visual access to the ramp and airplane, clean bathrooms, comfortable pilot lounge with access to weather, wireless Internet and well trained, efficient and well dressed employees and line staff.

Prompt, courteous service. Friendly staff. Clean facilities.

Having a nice clean facility for the passengers.

Having a nice pilot lounge

Prompt responses. Listen well. Communicate in an educated manner. Cater to passengers and respect the flight crew.

Marshal (follow me), CSR or fueler greeting, aircraft handling safely, courteous, pilot lounge, galley, pilot quiet area, crew car, pax lounge, flight planning room, cleanliness, conference room, attention to detail

Responsive line and customer service.

Friendly staff that love their jobs in customer service. Crew cars, on-site car rentals, hotel rates, adequate staff, hangar, parking, competitive fuel prices, coffee, cookies, attentive service.

Knowledgeable customer service desk personnel who can coordinate effectively with the ground staff. Customer service personnel who can answer the phone or radio call for pre-arrival arrangements. A secure, roomy, and comfortable FBO for our passengers. One that has seating areas aside from the front desk.

Great service, attractive facilities

Speed and efficiency

Lounge for pilots, GPU, communication, fuel

Fast, efficient service. Clean and orderly facilities. Knowledgeable CSRs

Good line employees, a comfortable place for pilots and pax. Also, cars for short-time use.

Top line and CSR services and attitudes along with fair pricing.

Responsive service and good facilities

Nice passenger lobby, pilot lounge with TV, weather, crew car, excellent customer service

Attention to detail and prompt service for fuel, aircraft servicing and catering including coffee, ice, and newspapers.

Prompt fuel servicing, spacious flight planning area, food service provided or close by, clean bathrooms and adequate rest area

I am an owner-pilot and frequently fly with no passengers, so reasonable fuel cost is my primary concern. I do expect FBOs to provide convenient access to rental cars and to have clean restrooms, but beyond that, passenger amenities are not important. I do my flight planning online, so computer access is not a consideration.

Attentiveness on first call, crew cars, assistance with hotels, a nice place for passengers and a separate place for crew. Excellent line service that is aware and responsive to passenger and crew needs.

Excellent facilities, services and overall can-do attitude.

Rapidity and courtesy

Good line service, attention to passenger needs, crew cars for lunch, quiet crew lounges.

Proactive servicing

Good service and nice pilot lounge

Efficiency, comfort and kindness

Major car rental availability, crew cars, newspapers and magazines

I like to see the same faces

Friendly, clean and efficient handling with fair pricing.

Immediate greeting of aircraft upon arrival; fueling how and when requested; quiet area for flight crew with Internet access and weather facilities; comfortable and spacious area for passengers; friendly and competent employees.

Good passenger and pilot facilities

They know their customers. They are professional and competent. They have the resources required to do their jobs. They value my business.

Great attitude of staff and attention to your requests

Fuel prices, car, good linemen, a good place to stay, conference room

Helpful and accommodating staff

Attention to pax

Service, service, service. Clean facility with good passenger area, and a pilot quiet area. Bulk fuel rates.

Attentive line support, crew lounge/car

Internet access, weather planning, coffee, ice, fuel, crew cars, de-ice, modern facilities, comfortable waiting areas, competitive fuel prices.

Meet the aircraft. Execute fueling and pull outs in timely manner as requested

Computers that actually work and printer with ink for flight planning.

What Services and Amenities Do You Expect From an Excellent FBO? (continued)

On-the-spot line service, crew cars when needed, helpful and friendly counter staff

A lineman to park us and help with the bags. Clean facilities and pilots' lounge.

Internet and printer

Marshalling the aircraft to parking position, offering immediate assistance upon opening door, and excellent care of passengers needs... rental car, restrooms, etc. Then taking good care of the flight crew.

Prompt, friendly service, nice facility, good fuel prices.

Clean, tidy, modern facilities. Easy access to computer services including Wi-Fi. Prompt aircraft guidance and service. Ice, coffee, restroom facilities readily available

Prompt, well trained line service

Clean facility, with an outstanding customer service team. Maintains an image of professionalism and high safety standards.

Great customer service. Clean facilities. Helpful line guys.

Friendly personnel, fast turns, decent fuel prices.

Good communication, such as confirmation of service requests. Ice, catering fridge, reasonable fuel prices, friendly staff.

Weather, transportation, good line service, crew rest area, friendly personnel, catering service, food service at the FBO or transportation to a near restaurant.

Line guys who help unload luggage, nice pilot lounges, good wireless...and mostly clean

Fast friendly service, comfortable crew lounge, Wi-Fi, clean inviting passenger lounge

Fast and knowledgeable line personnel, clean buildings, access to coffee and ice, flight-planning facilities, large crew lounges

Great service, no questions asked

Good shuttle service with crew car availability. Crew waiting areas away from passengers and a good business center.

Good line service, competent CSRs and pilot resources (i.e., crew cars, computers, and comfortable clean pilot lounges)

Cleanliness and excellence to the smallest detail

Well trained line service that puts the customer first.

Fast professional services

Line services with handlers who use standard arm/hand signals and wing walkers in congested areas.

Excellent, proactive line service ready to help before we even think it.

WSI weather terminal, computers with Internet service and printers, coffee, rental cars available, refrigerators to store catering, full set of newspapers available (including *USA Today*, *The Wall Street Journal*, *NY Times*, local paper), wing walkers on the ramp during taxiing in and out near other parked aircraft.

Speedy and courteous service for passengers

Proficient and enthusiastic staff, reasonable fuel prices

A clean, new, modern facility. There are a lot of old, dated places that have been in business for years and have not invested in their facilities.

Prompt line service and friendly and helpful CSR agents.

Making you feel like you're the most important customer on the ramp—no matter if you're in a Global Express or a King Air.

Professional line people who know what they are doing. Helpful with the needs of passengers and crew. Friendly customer service reps.

Professional line service/counter service

Quick turns, clean restrooms, some form of pilot briefing, crew car

Ability to provide line and passenger service in a safe and expeditious manner. Especially like when an FBO will make an effort to park a "quick-turn" aircraft up front and get them in and out quickly.

Prompt, courteous, helpful and knowledgeable personnel. Clean facilities and well maintained equipment.

Up-to-date decor, wireless Internet, reasonable crew cars. Top-notch line and customer service.

When you call in 20 minutes ahead of landing asking for a fuel truck and a quick turn, it is properly coordinated and you do get a quick turn.

Only have to request service once. Not have to chase down service. The FBO itself should be like an expanded home for crew and passengers.

Protect the aircraft..... Put the fueler neoprene mat so it protects the leading edge....Don't clamp the ground wire to the tires valve stem....etc.

Catering options with prices, attention to details, interest in seeing to the needs of my passengers and crew.

Good executive services all around, fast and proper!

Hangar, catering availability, crew cars, pilot lounges and briefing rooms, attentive line service

Friendly, competent people

New amenities, computers, printers (color) filled with paper and ink. Alert to pilot needs and anticipate and meet/greet. Car for pax at the airplane. Always having newspapers. Good furniture for pax and a crew rest area for pilots. Having a crew car is important.

It is all about fast service. As a pilot I get very upset when a lack of responsiveness from the FBO results in a delay for my passengers.

Fast, efficient, friendly staff. Clean, roomy, up-to-date facilities.

Line services and Internet connection

Good customer service. Friendly staff. Efficient staff. Clean facilities

Good line service, limo/rental car access, parking availability

Timely and accurate response to catering and fueling requirements. Fair fuel pricing. Clean restrooms. Comfortable waiting area. WSI terminal.

Customer service upon arrival for passengers transportation and baggage assistance.

Clean and quick

Quick turnaround times, friendly and good-looking staff, acceptable fuel prices, comfort and clean waiting areas for my pax and up-to-date communication facilities.

Fast turn, clean line workers, clean passenger facilities

I expect more people helping passengers and foreign pilots

Clean, updated, responsive

Good support and maintenance work

Quick turnarounds, pax services, quick customs and immigration processing and up-to-date facilities

A good area for passenger privacy

Clean, quick and prompt service

In general the FBOs need to listen to what a pilot needs and not say "I understand" and then things do not go to the way the pilot needs. They should relearn that it is a service that they have to provide and not a ticket that we have to pay in any case!

Very good service, cheap fuel, great customer service

Reasonable fuel prices. Prompt and efficient line service. Computer support available and operative. A caring and "can-do" attitude.

Comfortable seats; tea, coffee and cookies; free Wi-Fi Internet and a TV with good cable/satellite channels. Good fuel price.

Prompt and competent, clean facilities, fast Internet, fair pricing.

Communication when things are busy or challenging.

Passenger care, aircraft safety awareness, competitive fuel prices.

Prompt line service

Security and attention to the passengers

Answer the radio, someone to park you as you clear the runway, fuel truck waiting, Wi-Fi available, clean bathrooms, smiles on people's faces, can-do attitude.

Responsive and safe line service, great support for passengers, and facilities that are functional and attractive. Desk personnel who are knowledgeable and expedient.

Safety first, passenger service, good line service for the airplane and crew, competitive fuel prices, crew cars.

A-plus facility, good FBO, good friendly service.

Excellent communication between front desk staff and line crew

Prompt line service, friendly and professional demeanor, customer-focused representatives available to answer questions and assist both pax and crew. Fresh cookies are a plus.

Line service that sticks around until the passengers have left and aircraft is secured.

Quiet zone, complete flight planning info

Line service present for departures

First of all, a professional staff; second, a nice facility and, finally, adequate line services with appropriate prices.

Snacks, water and drinks; clean, friendly and willing to greet.

Professional and efficient handling of passengers. Safe handling and parking for the aircraft.

All the normal services, but on time.

Excellent customer service and a nice facility

Friendly and efficient service.

No discrimination between small piston airplanes and jets

Great service, nice facilities for both crew and passenger. WSI weather computer for crew plus Internet computer for crew.

Line service that is focused on attending to our passengers first and then assists crew.

Excellent service for both the passengers and the crew. Professionalism, neat and clean facilities.

Good attention to pilot and passengers

Timely line service, timely front counter help with bill, responsive staff; and clean, well appointed facility.

Desk personnel ready to answer questions about the airport, departures and local area.

Courtesy, nice passenger amenities, crew-planning services

Internet, TAFs, metars and other info available. Car rental agreements, passenger amenities

Speed and efficiency

Greeting with a smile. Value my time and expedite the services performed.

Fast Internet. WSI or equivalent online weather briefing service.

Great line service, customer service. Service with a smile. Make us want to come back.

I expect prompt and polite customer service. Reasonable amenities for my passengers and pilot services.

Assistance in all matters and at any time

Quick turn around

Clean, good meeting rooms. Good staff.

Professional line service, competitive fuel pricing, clean facility

Attention to detail is one of the most important things any FBO can do. Don't assume anything, anticipate what either a passenger or pilot may need, confirm what has been requested and have a process in place to ensure everything has been handled in the appropriate manner.

Cleanliness and ability to use the facilities

Refueling, flight-planning help, meteorological briefing, catering services, ground transportation, overnight facilities, help on passenger baggage and VIPs.

Sleep room, flight planning, clean, television

Courteous and prompt assistance

Plane, people, property

Prompt answers to requests for handling. Good quality airside transport for pax.

Friendly prompt customer service

Clean facilities (e.g., lounge, terminal), safe and speedy handling service with customs and immigration on site, crew lounge.

Immediately answer the radio when we call inbound. Fast line guys to get passengers away and service the jet. Courteous CSRs who are attentive to our requests.

Fast, clean, friendly

Superior customer service, cleanliness, transportation

Full lav service (line technician removes tank from inside of the aircraft if necessary)

Respectful and hard-working line service technicians. Computers, printers, and faxes for pilots. Good ramp conditions. Quick response to requests.

Primarily, people skills. Interaction is the key.

Free Internet, computer, hot and cold beverages, comfortable sofas, satellite TV.

To land and have the service that you deserve. Friendly faces and people that can assist you with whatever you need taken care of, such as a rental car, hotel, restaurant preferences.

Ready and prepared snacks and drinks, ice and papers for the flight, and volunteering to get anything needed by the crew.

I expect excellent line service and a reasonable facility for the crew.

Proactive attitude toward the problems of crew and passengers. Good planning room. Comfortable facilities for the passengers.

Great line service, fresh coffee and clean restrooms

Clean, bright, happy staff, not knowing the word "no".

Competent line service, clean facility

Good line service that takes care of passengers' needs and then mine. Nice facility to rental cars and the answer should never be "no".

Friendly greeting upon arrival, stay with aircraft until pax depart, assist crew with aircraft, ask the "right questions"

Clean, friendly, no "rip-off" (mandatory fuel purchases or facility fees). New or fancy not a big deal, just honest, friendly, and reasonableness. Free courtesy cars.

Prompt, efficient line service and clean facilities.

Attention to our needs

Promptness with passengers and fuel service

Great customer care

A line service that understands what "quick-turn" means.

Prompt attention, courteous service, a sense that they are genuinely glad to see us coming.

Prompt service and the FBO goes “out of their way” to make things happen.

Clean FBOs and efficient line service and counter people.

Crew cars, food (free or for purchase), car rental onsite

Excellent line service—park airplane up front to unload passengers then move the airplane later. Don’t park it far, far away and make the passengers walk to the facility. Bring airplane close to the front at the scheduled departure time to board passengers. Efficient quick turns have the fuel truck ready so that by the time the passengers are loaded or unloaded the fuel service is finished. Escort passengers to and from airplane including opening and closing the airplane door to assist the crew if they cannot leave the cockpit, especially in a one-pilot operation.

Attention to details and accuracy in performing requested services.

Attention to passengers needs and helpful personnel. Pilot lounge, crew car, and wireless service.

The recipe is relatively simple. Upon arrival we will need line service to marshal, chock, and carpet the aircraft, adequate restrooms, and helpful service to get our passengers and baggage on their way. While waiting the FBO we will need a pilot lounge with computers and a printer for wx services and an adequate (and clean) lounge and restrooms for the pilots and/or passengers while they wait. A crew car, wireless Internet, hot coffee and cookies area a nice touch and much appreciated. Upon departure we will need ice, coffee, newspapers, fuel (at a reasonable price), helpful service to return rental cars and assist with baggage, and line service to marshal us out of the ramp. If an FBO accomplishes this and simply adds a “Hello, welcome to XXX” on arrival and a “Thank you!” upon departure they will undoubtedly earn repeat business.

Quick and easy pax disembarkment and customs clearance. Services required for aircraft (e.g., lav water, etc.) ready on arrival to assist crew in securing aircraft quickly. Planning material ready with local knowledge person to brief crew in any special procedures if crew is unfamiliar with area. Quick pax processing and boarding to avoid delays.

Not kept waiting for services. Catering available at reasonable pricing and packaged such that it fits easily into aircraft storage. Pilot self-briefing resources available (Internet access/printer).

Prompt line service, friendly and helpful CSRs

Child-/pet-friendly amenities

Informed line service, great attitude, amenities suitable for both pilots and passengers. Cleanliness.

Smooth pax service to get them on the way

We expect a comfortable area for the passengers and pilots to relax. Flat-screen TVs and clean

Great line service and CSRs.

Prompt attention upon pulling onto the ramp for parking instructions. Great customer service and the ability to complete a quick turn.

Timely services upon arrival, clean restrooms and large waiting areas for passengers

Receiving aircraft, rental car on site, quick turn and clean facility

Reasonable fuel, on-field maintenance, crew car

Helpful front desk staff

Good line service and front desk personnel

Loaner car, snacks, drinks

Complete choice of services and amenities

Crew car, nice lobbies, pilot rooms, nice restrooms, good customer service, prompt line service

Computer access, Wi-Fi Internet access, crew car, fast fuel, friendly staff

Good line and customer service from individuals who understand the business of aviation and what pilots need. The art of anticipation separates the mediocre from the outstanding FBOs.

Courtesy, respect, cleanliness, sense of urgency, service

Professional line service that conforms to best practices in service and safety, attentive CSRs who take care of the passengers first and then the crew, clean and modern facilities, crew cars, concierge service, hotel and rental car arrangements, hotel shuttle, Wi-Fi, fully equipped flight-planning facilities, crew lounge, reasonable ramp and overnight fees.

Friendly, efficient, knowledgeable ramp personnel and customer service representatives who enjoy and love their job. Employees who go above and beyond to meet my needs. Quick turns must be quick. Accurate fueling. Clean facilities. Overall knowledgeable staff. Waiting and ready transportation planeside. Easy yet secure access to the aircraft. Professional looking uniforms/ attire. Well kept and well stocked clean pilot lounge. Comfortable lobby.

Ice, papers, GPU, on-time aircraft pull up, crew car

Nice pilot lounges, fast service counter help who know what they are doing

Attentive, polite staff, Internet access, rapid response

Courteous CSRs. Must have snooze room and Wi-Fi.

Customer service should relay our needs to line service.

Knowledgeable line service personnel. Large FBOs have teams that focus on each of our servicing needs, ensuring even the smallest details have been addressed. I need to feel that the people behind the desk have our backs.

Crew cars to get lunch or dinner, wireless Internet, plenty of comfortable chairs to sit in, Internet access.

A very good support to pilots

Courteous service with a smile! Also being proactive regarding our needs.

Friendly staff interested in me

For crew: multiple computers with laser printers, unlimited Internet access, espresso machine, Wi-Fi, relax chairs (preferably in a quiet room), some form of entertainment (like a pool table, darts, etc). For passengers: comfortable private waiting rooms, espresso machine.

Overall support to help us complete our mission

Prompt, courteous service, attentive to passengers’ needs before pilots’.

All the usual with a positive attitude

Excellent customer service, going the extra mile to make the customer happy.

A good quality experience at a reasonable price.

Professional and knowledgeable line and customer service staff that attends to my passengers’ needs first and will also go the extra mile to make them feel welcome and to display a genuine interest in satisfying their needs will always get future business. Also, value for the price, clean facilities, no price gouging on various services, clean ice bins, efficient quick-turns and having the aircraft on the line on time.

Internet, rest area

Prompt, friendly service at a reasonable price.

Hot coffee, a friendly/helpful front desk, prompt service, Internet connectivity and a place to work/rest

If you don’t have to ask, it’s a great FBO.

Proactive service. I like it when linemen and CSRs anticipate our needs. They know and understand flight operations and respond to needs accordingly.

Helpful employees.

Wi-Fi, crew car, sleep room, NATA-trained line service

Prompt line service for parking, fueling, de-ice and hotel transport

Easy access to staff and facilities

Great line service, polite and professional customer service

Excellent line service, meaning you ask someone once for something and it's done. Vehicles able to come directly to the airplane. Clean and well stocked restrooms. Timely delivery of catering, fuel, lav service and so on. HD TV in the passenger lounge, popcorn, Starbucks coffee. Adequate hangar space for overnights. AC/DC power carts. Friendly people who enjoy their jobs!

Excellent customer service, a can-do/willing attitude, properly trained line personnel

Attention to detail, snappy service, anticipation of our needs

Snacks and beverages are always a welcome sight, especially when you have a layover of a couple of hours.

Prompt service, clean & quiet facilities, Wi-Fi

Prompt greeting and fuel price

Line service available for fueling and catering needs. Passenger lounge and flight planning area with a good printer.

Superior overall service and facilities

Maintenance facilities, fuel facilities

I am looking for a clean, friendly, easy-to-use FBO with a room to relax, snacks, computer/access, maybe a shuttle. I have been to some FBOs with great staff, but the building was dirty and smelled. It doesn't matter how great the staff were, the lasting impression was the dirt and smell.

High level of attention to detail

Service, period. That means line service, service to me but most importantly service my passengers. I understand the economics of having an FBO that rivals the Taj doesn't work.

I like to have access to a computer, good weather information, access to a crew car and nice CSRs. I realize they catch a lot of attitude from some customers, but it is still nice to see them smile and be friendly.

I expect as good a service on departure as arrival. Many FBOs are there to greet you on arrival but are slow to pull the airplane up at the given time and get the fuel to us.

Fuel discounts, usually in the form of base(d) price and use of a crew car. Friendly staff that gives a damn about their work helps too.

Easy Internet access. Cleanliness, especially restrooms. Courteous staff.

Quick and polite communication, fidelity programs, ability to make the operation quick (turnarounds), ability to understand operators' needs

Personalized attention to each passenger and crew. Snacks and coffee.

Prompt and efficient handling of immigration formalities. Prompt and efficient servicing and refueling of the aircraft. Excellent handling of crew briefing, ATC flight plans and of unforeseen operational changes that may occur at any time coupled with good communication and coordination with crew and all others affected by these changes.

Lineman directing you to parking, fast quickturns, crew car, computer for flight planning and wireless access, quiet room

Wi-Fi, TV in separate pilot lounge, quiet pilot rest area

Clean facilities, helpful staff and resting facilities for the crew

Efficiency

Prompt aircraft marshalling

A good welcome

Professional marshalling, quick refueling, papers, coffee and ice on a prompt basis.

Ice and papers at no charge

Great fuel prices

A CSR who is dedicated to helping us, more than one crew car, relaxing pilot lounge, modern facility, front desk personnel who put the pilots' interest first

Easy entrance doors with straight view to service counter. Crew cars, roomy pilot lounge and attended service counter.

Well trained and motivated employees. Know what they have to do and be nice to each pax

Professionalism, courtesy, VIP amenities, pilot quiet facilities, good comms, dedicated staff with an attitude of "the answer is yes, now what was your question?"

Quality and efficiency

Nice lounge area for passengers, crew cars, pilot rest area, good service prices

WSI, pilot lounge, helpful staff, good fuel price

Care and handling of the airplane in a manner that reflects the value of the asset and local

assistance with whatever my purpose for landing at the airport might be. The knowledge/skill, courtesy and price of the services provided is a tangible factor in my satisfaction with the overall trip. A smile goes a long way.

Rapid screening and handling of passengers

Pax restaurant, good transportation

Rental car service (with competent people who can arrange the correct vehicle for the correct date). Crew car/lounge, shower, cable TV. The little things make all the difference. Cookies for the pilots go a long way. Full coffee pots and free T-shirts will seal the deal.

Good facilities for flight crew and passengers.

Good flight documentation.

Good and quick line service. Reliable passenger support (catering transportation arrangements)

See our needs before we need to ask.

Quality, privacy, efficiency, reliance, good quality-to-price ratio, closed and secure hangars, quick customs clearance

Great FBOs focus on customer service and upgrade their facilities accordingly

Line personnel to help passengers to deplane and to board, help with the things pax are carrying, to ask if you need something before they leave you. More TV so you can watch what you want, more magazines.

Primo line service and excellent customer service personnel. Comfortable establishment

Wi-Fi, crew sleep quarters unaffected by operations (noise), crew car, transportation to dining

Fast process through arrival/departure, relaxing atmosphere lounge with some refreshment

Customer-oriented ground personnel, clean and comfortable facility for passengers and access to Internet, weather and flight planning for the pilots

Line services need to be first-class

I like to see mastery of basic services from excellent FBOs. What I mean by this is proper marshalling techniques. Line service that knows how to handle different aircraft types, and personnel who can accomplish tasks in a timely manner when asked. Amenities that I like to see are fresh fruit, coffee and cookies. I also like popcorn to be available. Clean crew cars are a must, as well. A friendly smile is always appreciated.

Multiple line service personnel at the airplane. Expedited services, delivery of catering ice and coffee, quick service of rental cars and personal cars.

Anything that makes sense and saves time

Ample space for passengers with waiting areas, conference room(s), flight planning and weather access, crew lounge/rest area adequate for traffic, timely handling of all requests, excellent communication re capabilities/services available or not available.

Clean facility, friendly attitudes from employees and wireless Internet access.

Multiple computers and printers for pilots to access any information they may need. Clean facilities with comfortable areas for resting during long layovers. Personable customer service reps.

Friendly and top amenities

Prompt, courteous line service to include provision of a ladder to install intake covers. Responsiveness to crew requests, such as lav service, catering and so on.

Prompt line service, clean facility, helpful staff

Friendly and helpful staff, clean toilets, free Wi-Fi, crew resting rooms

Clean pax facilities, prompt ramp handling

Gutter service

Good fuel price, line service, crew rest area/ room, flight plan room, snacks, car rental and hotel reservations, friendly access to the airplane

How good the line service is, and how they greet the passengers, get their luggage, and have the rental cars ready.

Prompt refueling service. Happy servicing crew, crew car to get to meals, snooze room, exercise room, TV.

Fast line service for passengers on arrival and departures

Good service, good fuel prices

Prompt, friendly service and attention, clean facilities, Internet. The ability to offer services before they are necessarily requested, e.g., fuel, wx, Notams, coffee, hot water, newspapers and so on.

Above-par amenities for my passengers and then for the crew

Pax service, mostly. Service airplane when pax are taken care of unless there are sufficient personnel for both. No gouging on fuel.

Fast line service, comfortable crew and passenger lounges.

Good and efficient services

I expect the employees at FBOs to be proactive regarding my service and my passengers.

Obviously, a beautiful facility is appreciated by pilots and passengers alike. The attitudes of the employees are everything. Decent crew cars are a must.

Fair fuel price, excellent customer service for passengers, great line service

Pilot rooms, wx room, crew car, complimentary snacks and drinks, meeting rooms, vast amounts of lounge areas.

Creative time-saving services, free Wi-Fi.

Pilots lounge, Wi-Fi, planning room, TV, crew car.

Competent line people who know what they are doing, and do it promptly. Take care of passengers, not ignore them

Comprehensive service; local knowledge on "five-star hotel concierge" level; passenger comfort concern and attention

Fast turns, fresh coffee, clean facilities

Dispatch

Clean facilities. Access to water, coffee and tea. Snooze area.

CSRs and linemen who are enthusiastic to bring services to aircraft

Roomy areas, prompt service, friendly people and amenities with fair pricing!!!

Complimentary access to a fitness center or exercise room, shower, crew car

Good competent line service and customer service

I expect any FBO to do everything to anticipate and assist with our needs.

Good staff, quick turnaround

Friendly staff, comfortable crew rest, assistance on hand, easy planning facilities, efficient passenger customs and immigration procedures, all requests carried out before arrival and departure. Practical positioning of aircraft on arrival and departure

Computer access for weather and other pilot duties; an available lineman for arrival and departure; a friendly receptionist.

The ability to have 99 percent of all information in a file for repeat customers and some way to get something to eat before you pay exorbitant prices for fuel.

Great customer service, great attitude

Security screening services when required, crew amenities

Punctuality and coordination

Excellent passenger handling. Line service.

Ground handling, ground transportation, ease of paperwork and payment, fast refueling service

You need it, they got it

Flight planning, coffee, smiles

Each facility should at least have coffee, ice and papers. It's always very nice when FBOs have extras for the pilots when stuck on stand-by.

Friendly faces, tell them once and it is done, safety procedures strictly adhered to

I expect FBOs to focus on the pilot's needs as well as the passengers'. As a Citation owner/operator, I find having a radio in the flight planning room to be a big benefit to the pilot, to get ATIS and your clearance before going to the airplane.. It amazes me how few FBO have this simple feature. I find too many FBOs to be managed by non-experienced pilots.

Makes me feel like I am home.

Staff is very sharp and professional.

Nice buildings, friendly staff, convenient, dark pilot lounge (great for naps), cheap jet-A, large facility

Big passenger area, good restroom, food shop

Qualified line personnel who know how to move and service my airplanes

Friendly service, excellent customer support

Security and good service

Space for parking

Courteous, prompt and professional service

Responsive line service, reasonably priced fuel

Prompt delivery of fuel. Priority of handling passenger needs.

I expect to have to tell them what I want only once, and once only.

Quick service, comfort, good fuel prices. Professional aircraft maintenance, comfortable pilot lounge, kind attention for passenger and pilots, rental car facility, aircraft parts distribution, crew courtesy vehicles, gourmet catering, hotel accommodations, special rates available, wireless Internet access, rampside auto access, pilot briefing room.