What Do Some FBOs Do That Makes You Avoid Them?

- Non-functioning flight planning and weather computers. Allowing the limo drivers to take over the passenger and pilot lounges.
- Poor service, poor facilities, outdated accoutrements
- Mediocre catering, last-minute services
- No focus on safety. Inexperienced people who don’t understand customer requirements and expectations answering the phone.
- An I don’t care attitude, particularly when charging a very hefty facility fee.
- Slow service, high prices
- Bad attitudes
- Overall, such as three people asking for your fuel order before you get in the door. Bad attitudes from the customer service and line personnel.
- Seedy looking. Slow service. Line crew workers who don’t know what they are doing.
- Gouge customers for the “privilege” of gracing their ramp
- Price gouge with fuel and or ramp fees
- Exhibit bad or indifferent attitudes
- High ramp fees, ramp fees charged when visiting multiple FBOs within the same chain on the same day. Poor access to aircraft and facility for pax.
- High fuel prices.
- They just don’t treat you very well. The facilities are not clean.
- Don’t take care of passengers and aircraft in the manner expected
- Facilities not clean, unfriendly staff
- Ramp fees right from the start; unhelpful line crew unless you call ahead with a 600-gallon request; construction on the ramp
- Nickel-and-dime you on charges such as ramp, parking, service fees, etc. Fees when dropping pax and being on their ramp for five minutes, yet you get an invoice for $1,000.
- High ramp fees
- Charge outrageous fees and provide no service
- Can’t do attitude
- Old
- High fuel prices, high handling fees
- Bad attitude of employees, gouge on fuel or ramp charges
- Poor service, poor facilities, high prices
- Foul-ups with pax transportation, high fuel prices, bad attitudes
- Treat the customer like he’s an inconvenience to the FBO employees, that we are there for them rather than the other way around.
- Charge huge landing fees (ransoms) unless you buy an exorbitant amount of high-priced fuel.
- Delays in meeting you on arrivals and no services.
- [Lack of] attention to detail
- They don’t follow up on rental cars, charge unreasonable fuel prices or service fees
- Poor service for passengers and crew
- Cramped ramp, not enough line people, dirty facility, attitude, slow service
- Lack of attention
- When it’s obvious they don’t care and they hate their job; nothing is a bigger turn off. Also I do expect you to know your job and to accomplish it with professionalism.
- Not paying attention to detail
- Ignore pax needs
- Slow service and price gouging
- Poor line service
- Slow workers, dirty uniforms, reverse discrimination at some
- Overpricing of fuel. We have the capability of tankering and always try to purchase fuel to support the FBOs except when we feel the prices are too high. When fuel is $3.50 at one facility and $7 at another it’s not too hard to decide who is overcharging.
- When they avoid communication with the flight crew
- Slow service, passenger and pilot areas dirty
- Slow fueling on passenger drop or pickup. Lack of good customer service people.
- The inability of line personnel to make decisions
- It used to be just ramp fees, but now it is excessive fees.
- Slow service, personnel that act like they don’t care.
- Bad attitudes, high prices
- Refusal to discount fuel.
- Unfriendly, “we don’t really care” service. A thank-you and come back again goes a long way with maybe a smiling face.
- Lack of service and an attitude that says they are more important than the customer
- High fuel prices and added fees. Higher hangar fees
- High fuel prices, poor flight-planning access, lack of passenger and crew amenities
- High fuel prices, less than courteous personnel
- Ramp fees, GPU fees
- Incorrect fuel delivery, lack of consideration for passengers and crew
- Slow, incompetent and rude.
No service after they park you.
Bad location, poor line service and not
clean restrooms
Do not answer the Unicom or posted frequency
Being ignored
Poor attention to our customer's needs
Line service who appear to be attentive but
actually are working for tips. No real service
other than lip service is actually provided.
Dirty facilities. Indifferent attitudes. One line
person to park you on busy ramp when they need
two or three. No line personnel to marshal you
out of parking space when leaving.
High fuel prices, unreasonably high facility fees that are
designed to force you to buy the high-priced
fuel to waive the fees. Also, bad attitude and bad
service from line and front counter personnel.
Predatory pricing, especially rampant at single-
FBO airports.
High prices, pilot lounges and flight-
planning facilities
Slow service
Poor service
Incompetent personnel, monopoly FBOs,
dirty facilities
Poorly trained line service
Dirty facilities. Sloppy work habits and appearance.
Fuel pricing; ramp fees; inadequately trained
personnel; business hours
Bad line service
Ignore smaller aircraft
High fuel prices and/or high service fees
Charge ridiculous ramp fees
Sloppy, inadequate personnel
Poor line service, degraded facilities
Expensive fuel for slow service
Overpricing for services that just don't exist
High handling fees and high fuel costs with
limited or hostile facilities (dirty, broken furniture,
limited pilot services)
Expensive fuel prices, poor line service
Unsafe practices, poor service, high fuel prices
Slow service, no hustle, forgetting things you
asked for
Made-up fees (charging to store food in
refrigerator), arrogance for service, treating us like
we are lucky to be there, lack of flight-planning
equipment, TV with channels that no one watches

Slow, inaccurate service
Attitude. They must make you feel that they are
happy that you are there.
Use unskilled personnel; fails to train their people.
Charge up the-you-know-what in "handling" fees
Fuel prices that are out of line, line service and
customer service folks who appear to be just
putting in their eight hours and facilities that are
not kept spotless and well supplied.
Charge ridiculous fees
Ludicrous, unreasonable charges
Poor attitude of employees
Poorly trained staff
Bad service
High prices
High fuel prices
High facility fees and lack of customer service
All the fees. Just charge us one fee for tying
down and be done with it.
High fuel pricing and at times too many
questions about the aircraft operations which
may then result in a breakdown of confidentiality
of our passengers.
Lousy line service, indifferent personnel.
Excessive ramp charges, shabby facilities
Using old worn-out ground transport to pick up
passengers for arrival and departure formalities,
personnel who cannot communicate in English
with an English-speaking crew.
No service, dangerous ramp conditions, high
fuel prices
Poor line and front desk service.
Ridiculous fuel pricing and poor service
Lack of proper training
Ramp fees
Very slow service
Slow
If they make it a chore to get help.
Ignore the customer
Bad fuel prices. Bad CSRs.
They seem to be interested solely in collecting fees.
Facilities have to be clean and modern.
Some facilities charge incredibly high fees
for their service.
Lack of customer relation skills. Poorly managed
line service. Dirty bathrooms.
Poor service, slow response, employees NOT
fluent in English, poor standards of cleanliness.

Fuel price, amenities for pilots and passengers
High prices, lack of attention to passengers
Poor parking guidance, high fuel prices, extreme
ramp fees that try to "take advantage of the rich"
No willingness or unable to provide a reasonable
amount of service
Poor line service
Poor passenger handling and poor ramp safety
Bad service
Terrible service, poor facilities
Ignore us and our passengers and charge us
whatever you can get away with (and we will
go away.)
Rude, unfriendly staff, unclean facilities, high
fuel prices
High or unclear fees
Too expensive and too busy
Excessive fees and lethargic service
High minimum fuel purchases to waive ramp
fees, and high fuel pricing schemes. Poor
attitudes. Unfortunately, this is mostly where
there is no other competition on the airfield.

They categorize airplanes into "big iron," "little
iron" and give two levels of service. Excessive
ramp, handling, catering fees
Slow refueling times
FBOs that haven’t been updated
Take you for granted
Charge for GPU, charge for ramp fees, high
fuel prices
Slow service, no hangar
Charge a lot to park an aircraft and provide little
service to passengers or crew
Ignore me
Poor line service
High fuel prices
Everyone charges a user/ramp fee now so that’s
not a contender any longer.
Not comply with pilots' needs.
High handling charges and ramp fees
Poor service, bad attitudes from personnel.
High prices, lack of crew car, poor flight-planning
equipment
Lack of courteous, friendly service. Single FBO that
takes advantage of being a monopoly operation.
All kinds of fees. High fuel prices.
Slow servicing

Fuel price, amenities for pilots and passengers
High prices, lack of attention to passengers
Poor parking guidance, high fuel prices, extreme
ramp fees that try to "take advantage of the rich"
No willingness or unable to provide a reasonable
amount of service
Poor line service
Poor passenger handling and poor ramp safety
Bad service
Terrible service, poor facilities
Ignore us and our passengers and charge us
whatever you can get away with (and we will
go away.)
Rude, unfriendly staff, unclean facilities, high
fuel prices
High or unclear fees
Too expensive and too busy
Excessive fees and lethargic service
High minimum fuel purchases to waive ramp
fees, and high fuel pricing schemes. Poor
attitudes. Unfortunately, this is mostly where
there is no other competition on the airfield.

They categorize airplanes into "big iron," "little
iron" and give two levels of service. Excessive
ramp, handling, catering fees
Slow refueling times
FBOs that haven’t been updated
Take you for granted
Charge for GPU, charge for ramp fees, high
fuel prices
Slow service, no hangar
Charge a lot to park an aircraft and provide little
service to passengers or crew
Ignore me
Poor line service
High fuel prices
Everyone charges a user/ramp fee now so that’s
not a contender any longer.
Not comply with pilots' needs.
High handling charges and ramp fees
Poor service, bad attitudes from personnel.
High prices, lack of crew car, poor flight-planning
equipment
Lack of courteous, friendly service. Single FBO that
takes advantage of being a monopoly operation.
All kinds of fees. High fuel prices.
Slow servicing

Fuel price, amenities for pilots and passengers
High prices, lack of attention to passengers
Poor parking guidance, high fuel prices, extreme
ramp fees that try to "take advantage of the rich"
No willingness or unable to provide a reasonable
amount of service
Poor line service
Poor passenger handling and poor ramp safety
Bad service
Terrible service, poor facilities
Ignore us and our passengers and charge us
whatever you can get away with (and we will
go away.)
Rude, unfriendly staff, unclean facilities, high
fuel prices
High or unclear fees
Too expensive and too busy
Excessive fees and lethargic service
High minimum fuel purchases to waive ramp
fees, and high fuel pricing schemes. Poor
attitudes. Unfortunately, this is mostly where
there is no other competition on the airfield.

They categorize airplanes into "big iron," "little
iron" and give two levels of service. Excessive
ramp, handling, catering fees
Slow refueling times
FBOs that haven’t been updated
Take you for granted
Charge for GPU, charge for ramp fees, high
fuel prices
Slow service, no hangar
Charge a lot to park an aircraft and provide little
service to passengers or crew
Ignore me
Poor line service
High fuel prices
Everyone charges a user/ramp fee now so that’s
not a contender any longer.
Not comply with pilots' needs.
High handling charges and ramp fees
Poor service, bad attitudes from personnel.
High prices, lack of crew car, poor flight-planning
equipment
Lack of courteous, friendly service. Single FBO that
takes advantage of being a monopoly operation.
All kinds of fees. High fuel prices.
Slow servicing
| Lack of interest, like they are doing you a favor | Major chain FBOs that charge outrageous “handling” fee for no services when I am just dropping a passenger and running. Those same chains are buying fuel “right” and charging almost twice what we pay retail at our own nearby airport! |
| Poor attitude from linemen | Poor service for the flight crew and lack of passenger facilities |
| Mess around too much with paperwork before commencing | I am often turned away by the customer service staff at the counter that feigns ignorance when they have failed to complete a request that you specifically requested. Or, look down upon you and sigh when you make a simple request and they feel they are too busy. |
| Gouge on fuel prices | Have a poor attitude |
| Overpriced fuel | Bad attitude or service |
| No attention to pilots | Inconsistency and forgetfulness. |
| Too high charges | Poor service and high fees |
| Cost of fuel and dirty facilities | Minimal communication. Lack of support and follow-through. |
| Poor service and poor training of line or desk personnel. Nothing turns me away quicker than a CSR who does not acknowledge customers when they approach the desk. Even if they only have the time to make eye contact. Same out on the line: knowledge and attention to customer service is key. | High service fees and fuel prices |
| Overcharge for use of their facilities and fuel | Bad line service |
| Too expensive | Misrepresent prices and not disclose other fees. Careless line crew. |
| High fuel prices and ramp fees. Costly GPUs. Poor line service. | Bad service and attitudes |
| Lack of comfortable pilot amenities | Staffing issues |
| Overcommit and underperform (tell you everything they will do but then don’t do it or simply disappear) | Bad line service, lack of will to help the customer |
| Too many employees talking among themselves | Indifference to needs of the crew |
| Bad service, lack of efficiency | Landing fees |
| Slow, outdated equipment and old accommodations | Old worn-out FBO with the 1960 look |
| Employees with unwelcoming attitudes, service that is unreliable or not done correctly | Ignore us, crazy ramp fees, crazier fuel prices |
| Enormous handling fees and extortion-level fuel prices | Bad service, don’t care attitude, high prices |
| Don’t take care of my passengers first! | They are lazy and not customer oriented |
| Charge service fees that are very high | Fees |
| Ramp fee | Negative cost-performance ratio |
| Limited opening hours, high fees (including fuel), poor facilities | Very poor service |
| Act like they do not care and/or that we have no choice but use them | High fuel price. Small ramp space. Poor service. Lack of staff. No Internet. No crew cars. |
| Small waiting areas for passengers and FBOs letting employees take breaks in waiting areas | Make it difficult to process through customs |
| When they are the only FBO in town and act like it. | Very expensive fuel, bad customer service, resigned personnel |
| Too busy to give you the service you expect | They act like you are taking their time and not appreciative |
| Bad service from line personnel | Indifference with crew |
| Any poor service | Have terrible line service |
| Can’t find line personnel when you need them | Higher than believable ramp fees. |
| Overcharging for services/catering | High fuel prices and ramp fees. Line service or customer service that is not interested in helping the customer. |
| Dirty facility and bad attitude from line service | Ramp space, fuel prices, outdated |
| High fuel prices when they are the only game in town | Excessive fees |
| Extremely overpriced fees | Charge way too much for fuel |
| Bad line service | Don’t have that caring attitude |
| Don’t have that caring attitude | Dirt and bad line and pilots’ services |
| Dirt and bad line and pilots’ services | No pilot lounge |
| No pilot lounge | Dirty and less-than-adequate facilities and service coupled with exorbitant prices |
| Seemingly uninterested workers | Unfavorable fuel prices, unfriendly staff, dirty/inadequate facility |
| Unfavorable fuel prices, unfriendly staff, dirty/inadequate facility | Attitude |
| Ridiculous handling charges and outrageous fuel prices | Lack of comfortable pilot amenities |
| Staff that does not care. No professional ramp services, slow service | Slow refueling or uncompromising personnel |
| Overcharge for fuel, call-out charges | Poor line services (lengthy fuel deliveries). Inability to cope with several arrivals and departures at the same time. |
| Slow refueling or uncompromising personnel | Not enough qualified employees or short staffed (not being able to handle the volume of traffic that the FBO is encountering). |
| Poor line services (lengthy fuel deliveries). Inability to cope with several arrivals and departures at the same time. | Bad line service |
| Not enough qualified employees or short staffed (not being able to handle the volume of traffic that the FBO is encountering). | No desire to bring cost down |
| Bad line service | Lazy attitude of the line service people |
| No desire to bring cost down | When employees act as if they are doing you a favor. When they tell you what they can’t or won’t do to accommodate customers. |
| Lazy attitude of the line service people | High fuel prices, lazy line guys and dirty facilities |
| When employees act as if they are doing you a favor. When they tell you what they can’t or won’t do to accommodate customers. | Unenergetic, unhelpful line or customer service |
| High fuel prices, lazy line guys and dirty facilities | Untrained personnel |
| Unenergetic, unhelpful line or customer service | Fail to train refuelers, employ less-than-cordial CSRs |
| Untrained personnel | Dirty, cold/hot, no private rooms for resting, worn-out resting chairs |
| Fail to train refuelers, employ less-than-cordial CSRs | Fail to serve |
| Dirty, cold/hot, no private rooms for resting, worn-out resting chairs | High ramp fees and little service |
| Fail to serve | Don’t spend the money to train their staff and maintain their equipment and facilities |
| High ramp fees and little service | Poor line and passenger services |
| Don’t spend the money to train their staff and maintain their equipment and facilities | High prices, bad attitudes |
| High prices, bad attitudes | Poor service |
| Poor service | Poor service |
| Poor service | Lazy line guys |
| Lazy line guys | Ramp space, fuel prices, outdated |
Line people who treat you like you are forcing them to have to do something because you showed up.
A number of FBOs appear to be understaffed lately.
Most FBOs have approximately the same services, just slight differences in facilities and amenities.
[Reasonable] fuel prices are the number-one thing that attracts me to a specific one. Some are so far out of line, we simply avoid them on principal.
Inexperienced handlers/fuelers. Dirty or shoddy facility.
Slow service, high prices, and the “can’t do” attitude.
Fuel prices, poor service
Tight parking space with only one marshaler
Security: let car and driver out on ramp when the driver has no tail number or pax information!
Line service nowhere to be found after passengers leave. Bring up crew rental car as passengers are getting off aircraft.
Unsafe equipment, unable to maintain a high level of customer service
Cluttered ramp, poorly trained and unprofessional personnel
Expensive taxes, no hangar room
Poor safety and unhelpful “can’t-do” attitude.
When they are too slow
Excessive fuel costs
Poor line service and failure to get crew informed of pax arrival or other matters affecting service.
Poor crew support.
Inattentive and/or poor line service personnel
Poor line services. Ramp fee for drop off of passengers
Charging fees that have not been previously disclosed when inquiring ahead of time.
Delays taking care of service requests such as lack of radios.
Ignore requests. Not admit mistakes. Seem complacent.
Lack of service
No crew car. No friendliness.
Small ramp
Low service, low line service, parking too far from FBO for quick turn
We may seem to be more work than we are worth
Poor line service/subpar passenger areas
Poor service
Ridiculous fuel and/or ramp fees, lousy line service
High fuel prices and/or facility fees. Poor service or lack of service. Unkempt FBOs.
Hire unqualified staff or who are more interested in texting than providing services
Slow line service
No facilities and bad line service.
Poor attitudes
High price fuel, excessive facility fees, poor CSRs, lack of crew cars, outdated facilities
Inattentive line staff, slow fueling, front counter service personnel more interested in talking with each other than the customers
Mistakes in obtaining rental cars, fuel requests, lav/water services and catering issues
“Chicken run,” only nice ladies sitting around!
Not there on time, no planning for refueling, no food or accessibility of such pax services if needed even when paid for separately. No pilot local air services, met facilities.
Slow response, slow services, lack of documentation
Poor, unfriendly service will steer me away every time.
Ignore the crew after the passengers left.
Charge high ramp or facility fees
Excessive ramp and handling fees
Have self-service fuel pumps that are used during normal business hours
No attention to detail
Poor attitude from the line or front desk and bad logistics for access to and from aircraft and outside ground transportation.
Sell, sell, sell.
Poor safety situation (cramped parking, poor marshalls, no wing walkers, contaminated fuel and water, poor assistance with flight planning and preparation). Slack in ordering the required services (such as fuel), which leads to delays in technical stop turnaround times. Poor, and unfriendly passenger services. Poor catering support. Even though flight services are essential, and the safety issue is most important, the crew can still look after that, but passenger services must be good.
Too serious, dirty facility
Dirty facility, untrained and unprofessional appearance, slow to respond to pilot requests
Charge for GPU
High fuel prices coupled with excessive ramp fees and facility fees. Everyone is watching the $s.
Sloppy parking and handling of the aircraft
High fuel prices and/or facility fees. Poor service or lack of service. Unkempt FBOs.
Hire unqualified staff or who are more interested in texting than providing services
Slow line service
No facilities and bad line service.
Poor attitudes
High price fuel, excessive facility fees, poor CSRs, lack of crew cars, outdated facilities
Inattentive line staff, slow fueling, front counter service personnel more interested in talking with each other than the customers
Mistakes in obtaining rental cars, fuel requests, lav/water services and catering issues
“Chicken run,” only nice ladies sitting around!
Not there on time, no planning for refueling, no food or accessibility of such pax services if needed even when paid for separately. No pilot local air services, met facilities.
Slow response, slow services, lack of documentation
Poor, unfriendly service will steer me away every time.
Ignore the crew after the passengers left.
Charge high ramp or facility fees
Excessive ramp and handling fees
Have self-service fuel pumps that are used during normal business hours
No attention to detail
Poor attitude from the line or front desk and bad logistics for access to and from aircraft and outside ground transportation.
Sell, sell, sell.
Poor safety situation (cramped parking, poor marshalls, no wing walkers, contaminated fuel and water, poor assistance with flight planning and preparation). Slack in ordering the required services (such as fuel), which leads to delays in technical stop turnaround times. Poor, and unfriendly passenger services. Poor catering support. Even though flight services are essential, and the safety issue is most important, the crew can still look after that, but passenger services must be good.
Too serious, dirty facility
Dirty facility, untrained and unprofessional appearance, slow to respond to pilot requests
Charge for GPU
High fuel prices coupled with excessive ramp fees and facility fees. Everyone is watching the $s.
Sloppy parking and handling of the aircraft
Charge grossly inflated fuel prices or your choice of an outrageous handling charge if you don’t want to pay double for their fuel. Undertrained or understaffed personnel.
Poor customer service inside and on the ramp
Poor customer service
Overprice their fuel
Crowded ramp areas, dirty facilities, nonprofessional workers.
Bad line service
Lack of service, past experiences that make us not want to return
Poor, lacking or inadequate crew facilities
Line service sucks
Staff avoids customers or takes little interest in providing or anticipating customer needs
High fuel prices and fees or high volume of fuel purchase to avoid fees.
Bad manners! Laziness! Stupidity! If I see any of this I won’t buy gas from them until I see an improvement.
Useless line staff, inattentive desk staff, high “facility” fees for literally no service, charging for crew cars.
Understaffed, poor service, poor facilities
Haven’t had that experience yet
Poor line service and lack of attention to detail
Take too long for quick turns. Inadequate crew rest facilities.
High fees and fuel price
Poor and slow service. Poor attitudes. Unclean facilities.
Apparent disregard for items of importance to aircraft owners
Treating the pilots as the hired help instead of the customer
Poor line service and inadequate staffing
Offer nothing and loom around for fuel purchase
Poor service
They lack attention to details, cleanliness, attitude.
Park you and walk off and leave you standing there
Pushy for business
Second-rate line services and line service equipment or old outdated facilities.
Ignorant employees who do not understand service
Employees act like they are doing you a favor. Dirty bathrooms!
Consistently weak service, level of line service that depends on the weather, tight security measures
<table>
<thead>
<tr>
<th>Appearance, service</th>
<th>Can’t get car on ramp, self serve fuel, vacant of help.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excessively high ramp fees leveraged by huge minimum fuel loads</td>
<td>Poor cleaning</td>
</tr>
<tr>
<td>Lack of interest in assisting the passengers and the flight crew</td>
<td>Ignore that we’re even there. If I have to ask for it, it’s too late.</td>
</tr>
<tr>
<td>Ignore pilots on the line when services are needed</td>
<td>Improperly trained front desk and line people who don’t care about customer needs and sense of urgency.</td>
</tr>
<tr>
<td>Bad attitudes</td>
<td>Poor service. Feeling like they are not interested in providing service or how service is delivered.</td>
</tr>
<tr>
<td>Bad attitudes</td>
<td>Having to stumble around looking for the entrance to the FBO and having to hunt down someone to give my fuel order to.</td>
</tr>
<tr>
<td>Not following through with requested services.</td>
<td>High fuel prices.</td>
</tr>
<tr>
<td>Bad service, high fuel price</td>
<td>Facility that show their age and are not kept clean.</td>
</tr>
<tr>
<td>Excessive fuel cost</td>
<td>Fuel price</td>
</tr>
<tr>
<td>Fuel price</td>
<td>Bad service and average to poor facilities</td>
</tr>
<tr>
<td>Poorly or untrained employees</td>
<td>Poor service/attitude and high fuel pricing</td>
</tr>
<tr>
<td>High fuel prices. Poor customer service.</td>
<td>I try to avoid FBOs that charge a facility fee or twist my arm into buying overpriced fuel. I will buy reasonably priced fuel as a courtesy at most FBOs.</td>
</tr>
<tr>
<td>Provide inexperienced staff</td>
<td>Slow service, overcharge for services</td>
</tr>
<tr>
<td>Not having enough personnel to take care of football charter flights. Charging way too much for fuel.</td>
<td>Staff unfriendliness, limited pilot services available, missing cleanliness.</td>
</tr>
<tr>
<td>Never show flexibility regarding fee structure</td>
<td>Unprofessional, sloppy line crew.</td>
</tr>
<tr>
<td>Places that have people behind the counter with poor attitudes. Also, places that have no pilot lounge to hang out while waiting for pax.</td>
<td>Treating customers differently depending on how much they spend or who they are.</td>
</tr>
<tr>
<td>Fuel prices</td>
<td>Indifferent line crew and front desk personnel. Any FBO where people have a “that’s not my job” attitude.</td>
</tr>
<tr>
<td>Linemen who do not understand marshalling aircraft and front desk personnel that tend to ignore a crewmember when he walks in.</td>
<td>Lack of interest, pilot lounge amenities, computer and Internet access.</td>
</tr>
<tr>
<td>Poor service</td>
<td>Make excuses rather than trying to help</td>
</tr>
<tr>
<td>No sense of urgency or assistance in pax transportation.</td>
<td>Late or non-existent reactivity</td>
</tr>
<tr>
<td>High prices and poor service</td>
<td>Poor service or careless accommodation</td>
</tr>
<tr>
<td>Extra charges for doing small things.</td>
<td>Disorganized, untidy</td>
</tr>
<tr>
<td>Overcharge for services or even ramp space</td>
<td>No line personnel to greet passengers and to steer to parking area.</td>
</tr>
<tr>
<td>Charge outrageous ramp fees just to pull up on the ramp in addition to ridiculous fuel charges. I can see one or the other, but both?</td>
<td>I like to see competition among FBOs. We seldom have good experiences with the FBO that has the monopoly on the airport.</td>
</tr>
<tr>
<td>Bad thing about bad ones is that we cannot usually avoid them, because there is nobody else or even worse ones.</td>
<td>Display poor attitude</td>
</tr>
<tr>
<td>The service</td>
<td>Lousy line service</td>
</tr>
<tr>
<td>Lack of responsive pax rental car services</td>
<td>High fuel service</td>
</tr>
<tr>
<td>Being late on ramp, difficult to reach by phone, or not answering e-mails, not smiling or dull, premises miles from parking position.</td>
<td>Poor line service; rude personnel; nasty facility; high fuel prices</td>
</tr>
<tr>
<td>Expensive</td>
<td>Lousy customer service with high fees</td>
</tr>
<tr>
<td>Poor passenger service, don’t assist the crew enough to get all the things they need</td>
<td>High fuel prices</td>
</tr>
<tr>
<td>High fuel prices</td>
<td>Poor line service; rude personnel; nasty facility; high fuel prices</td>
</tr>
<tr>
<td>Lousy customer service with high fees</td>
<td>Poor customer service, dirty facilities</td>
</tr>
<tr>
<td>Poor attitudes over the phone, sloppy work. Too much shop talk with folks in the building.</td>
<td>High fuel prices</td>
</tr>
<tr>
<td>Lack of personnel</td>
<td>Lack of personnel</td>
</tr>
<tr>
<td>Delay in attending, dirty place, forget you at the apron (after arrival or before takeoff), averse (attitude).</td>
<td>Take way too long in settling bill (it takes too long to get a radio call from the truck, enter a number in the computer, reconcile their records, and then finally print out a receipt).</td>
</tr>
<tr>
<td>Fuel prices. Run-down appearance.</td>
<td>Slow</td>
</tr>
<tr>
<td>Attitude, attitude, attitude. People who don’t appear to want to help you. Sloppy towing. Line service disappears the minute the pax get in the limo. No hangar space. Run-down facilities. Weather printer is slow, black-and-white and always out of ink.</td>
<td>Indifference</td>
</tr>
<tr>
<td>We try to avoid those FBOs that charge unreasonable handling fees and have high fuel prices.</td>
<td>Really high price for 100LL.</td>
</tr>
<tr>
<td>High fees for ramp or services</td>
<td>Charge too much for fuel</td>
</tr>
<tr>
<td>Charge too much for fuel</td>
<td>Rude service, dirty facility</td>
</tr>
<tr>
<td>Rude service, dirty facility</td>
<td>Bad facilities and too expensive</td>
</tr>
<tr>
<td>Bad facilities and too expensive</td>
<td>High fuel prices</td>
</tr>
<tr>
<td>High fuel prices</td>
<td>Facility fee and high fuel pricing</td>
</tr>
<tr>
<td>Facility fee and high fuel pricing</td>
<td>Segregating heavy-iron guys and the others</td>
</tr>
<tr>
<td>Segregating heavy-iron guys and the others</td>
<td>Poor line service</td>
</tr>
<tr>
<td>Poor line service</td>
<td>Bad customer service</td>
</tr>
<tr>
<td>Bad customer service</td>
<td>When they are not reliable about making reservations or too put out to check for availability</td>
</tr>
<tr>
<td>When they are not reliable about making reservations or too put out to check for availability</td>
<td>No interest shown</td>
</tr>
<tr>
<td>No interest shown</td>
<td>Line service that just parks aircraft then waits for a tip and once the passenger leaves they don’t assist with crew needs.</td>
</tr>
<tr>
<td>Line service that just parks aircraft then waits for a tip and once the passenger leaves they don’t assist with crew needs.</td>
<td>Charge too much money, inattentive or unconcerned personnel</td>
</tr>
<tr>
<td>Charge too much money, inattentive or unconcerned personnel</td>
<td>Demonstrating an attitude of just getting by.</td>
</tr>
<tr>
<td>Demonstrating an attitude of just getting by. No desire to serve.</td>
<td>Bad service</td>
</tr>
<tr>
<td>Bad service</td>
<td>Poor service, unreasonable fuel prices</td>
</tr>
<tr>
<td>Poor service, unreasonable fuel prices</td>
<td>No service/limited</td>
</tr>
</tbody>
</table>
Price gouging and poor attitudes
High fuel prices and ramp fees. Poor service.
Unreasonable fuel prices, ramp fees, overnight fees
High fees, high fuel prices, minimum fuel purchases
Not enough employees staffed at the time to handle all needs
Ramp personnel behavior
A history of poor service. Fool me once…
I call on the radio 10 minutes out and give them all the information I have, yet when I open the door I get asked the same questions again, and when I see the girl I just talked to at the desk, after talking to line service, I get asked the same questions again! Do they really think if they don’t ask me how much fuel I want five times I will forget to order it? Just back off, I will let you know.
Ignore us or our requirements
Bad reception
Charge too much for fuel
Overcharge for services and give me poor service. If you charge me $1,000 for pulling on your ramp, you better be grateful and bend over backwards to polish my shoes if you need to.
Promise services only to arrive to find out that they really don’t offer what they promised.
Charge handling or ramp fees that are way out of line
Slow line service when you taxi in
Ramp fees, fuel prices and attitudes.
Lack of flight line safety, lack of passenger amenities
Have poorly trained personnel on line and behind the counter. High fuel prices, high ramp fees.
Charge too much for fuel or handling.
Rude personnel
Bad customer service
Credit card coverage all the time
No smiles, rush us, stale coffee
High fuel prices, poor service
Poor customer service, unreasonable fees, slow fueling when in a hurry.
Poor service, mediocre safety
High fuel prices and lousy service
Overcharge
Lack of responsiveness, FBOs with staff that do not arrange what you have ordered (i.e., catering, hangar space, lav service and so on).
We are mostly fuel price sensitive so we can put up with some deficiencies.
Poor service, from the line or the CSR.
Charging large handling fees if no fuel is purchased and then not being there to marshal you out, operating on your own.
They do not have pilot facilities such as adequate weather and flight planning and quiet areas
Ridiculous fees
Slow billing on a quick turn—ignore you at the counter. Place “safety cones” in front of my propeller—this practice needs to be stopped.
Rude staff who act like you are interrupting their day. High fuel prices.
No service or bad service. Delays
Indifference. If I sense any indifference in my initial phone call I will call the next FBO or even go to another airport.
They make you wish you had gone elsewhere.
Some FBOs will not deal on fuel/handling charges. Dirty, poorly lit lobby/lounges. Lack of service/attention to passengers. Not having transportation ready when we arrive.
Poor attitude, poor service, and high prices
High facility/ramp fees. Fuel prices
Ones that charge high fees and don’t even say thanks
Indifferent staff, sloppy, slow service
Ramp fees, high fuel minimums/prices
High ramp fees, lack of attention to detail and service
Poor and incompetent line service and a dirty facility
Poorly trained personnel
Overpriced fuel, not customer-friendly
Slow and inefficient line service
Poor customer service. Not acting quickly enough
Ignore me or clearly give priority to somebody else
Pricing, attitude, bad service
High prices, low services
Nickel-and-dime charges, unprofessional staff
Staff members with an attitude that they are “watching the clock.” Crowded ramps and poorly maintained facilities and equipment. Lack of bulk-fuel discounts or contract fuel programs.
Bad distant parking, self-service fueling, slow turns
Slow to respond
Outrageous parking fees
Ridiculous fuel pricing and demoralized staff
High fuel prices and excessive fees
Bad customer service. Excessively high fees.
Not having a good attitude. An attitude that they expect you to do business with them is the most irritating thing that I dislike.
I don’t get to avoid FBOs. Many operate within the limitations of their physical plant. Pushing fuel when I need ground power and not being there to unplug ground power are avoidable errors.
Any one that has representatives who meet pilots and customers with a “we don’t do that” attitude.
It’s what they don’t do: not prepared, long delay waiting for a fuel truck, confusion about where to park, lack of linemen and wingwalkers in tight spaces, disorganization.
Exorbitant into-plane fees for contract fuel. Lack of awareness on the part of counter personnel of what these fees are.
High fuel price, poor line service, poorly trained FBO staff
Robber barons
CSRs who can’t remember for 10 seconds who I am on the phone
Not enough staff members who care. Dirty facilities.
Overcharge and not improve facilities.
Mediocristical service
Mediocre attitudes
Some FBOs have the wrong attitude ingrained in their staff.
Fuel prices that make me feel “gouged”. Untrained line crew. Ramp area that is inadequate.
Slow service. Line service people who don’t welcome our passengers with smiles and greetings.
Slow line service, high fuel prices
High fees
Ignorance toward the customer, not professional
Lack of place to eat and no crew car
The people are inconsiderate, the place looks like a dump and they charge a ton for gas.
High prices and fees
High fuel prices. Any history of poor customer service.
Charge high fees for just dropping people off and picking them back up
Slow service and staff that are unfriendly
High prices
High facility fees, unfriendly service
Not take us to hotel…or lunch…make us wait for hotel shuttle
Unfriendly staff
Usually it’s the lousy catering.
High ramp and fuel costs
Charge unreasonable handling fees when you are on the ramp for only 20 minutes. I hate it when line service is pestering me for a fuel order before my customer has left the FBO.

Ignore you
High fuel prices
Open and noisy
Walk off after the passengers have deplaned
They don’t listen when we call in on the radio and I have to repeat everything to line service when I open the door!

Lack of attention to my aircraft and passengers
Casual attitude with less than best situational awareness.
Fuel prices too high
Delays
Charge for services not provided or badly provided, high ramp fees and/or minimum fuel purchase.
Poor service. High fuel prices.
Poor line service. Poor passenger handling.
Slow response to refueling. Seemingly noncommittal attitude. Busy talking amongst themselves while overlooking crew, passenger needs. Poorly maintained facilities.
Inattentive or noticeably inexperienced line crew or a line service with no identifiable quality control. Cleanliness. CSRs.
Dirty facility, inadequate service
Don’t perform their duties well.
Unprofessional behavior. Duty telephone not answered in time. Not willing to assist. Not willing to take the extra step.
Line techs can be hard to find, uncomfortable seating for waiting for passengers
Slow line service, high prices
Large fees and no service
Rude counter staff, slow service
Any FBO with staff that have an attitude. I don’t care how nice their new building is if they have a bad attitude, I will avoid them at all costs.
It is management that makes a good FBO, training of personnel, facilities upkeep, etc.
FBOs with poor customer service, excessive fees, fuel prices
Excessive pricing and fees without the service to back it up. When you are flying around on a $50 million jet, one would expect an FBO to have the service and facilities that would complement your aircraft.

Put anticipated fuel sales ahead of arriving passenger needs. Charge unrealistically high service fees for drop/pickup without fuel purchase. I understand it does cost to even keep the doors open but some FBOs seem to gouge at times.
High fuel price, no decent pilot lounge
Weak service with high charges, prices.
No time for crew requests. Any request is always a problem.
Price gouging, poor service
High prices for fuel. Unfriendly.
High gas prices and rude counter people
Uncaring CSRs; dirty, poorly lit, smelly FBOs; no amenities, no one there to help
Line crew attentiveness, uninformed office staff
Ramp fees, excessive fuel price, poor customer service, no access to food or services for crew.
Bad service combined with a high fuel price and handling charge
Charge too much on fuel and keep lousy facilities
Got to be pretty bad to avoid them
Not staffing enough personnel
Fuel and hangar prices too high and poor attitude
Delayed on schedule, charged above prevailing market price
Have handling charges without notice
Charge high landing fees for drop-offs and pick-ups.
Delay our passengers
The ones that view your service as a bother
Take too much time for servicing
Weak line people so the captain has to press them to have any request met.
Excessive and abusive charges.
Excessive fees, especially at the big chain FBOs
Lackadaisical attitude of FBO staff, miscommunication, unavailability of crew transport.
Poor line service
Too many fees
End up being forgotten on the ramp
People with a bad attitude
Poor line service
Slow, expensive
If you request some service and it is not available and you see that they don’t do anything to solve it.
Too casual of an attitude toward service. Not delivering on promised items/services
Poor line service. When I have customers exiting the airplane I don’t need some line guy yelling, “Hey, we have a ramp fee if you don’t buy 150 gallons.” We can deal with that after I get my customers on their way to their meetings.
High fuel prices. Dirty restrooms and facility.
Games with fuel pricing
Not following through with requests
Some have the attitude that we should be honored to stop there. Numerous requests for fuel and so on.
Poor facility appearance
Cost
Avoid their commitment to stage airplane on line at proper time. Say they are too busy to hand me a bag of ice. Broken-down chairs/sofas to sit on during the wait.
Too noisy to rest
Poorly trained line crew
Hidden fees, “your problem, not mine” attitude. No extra services.
Overcharge! Bad customer service or line personnel.
Poor customer services and fees
Poor customer service to include the aircrew.
When a fuel truck runs out of fuel even after I have called in my upload beforehand, I’ll try to use a different FBO. Waiting on a lineman for marshalling me into a parking spot will also make me select another FBO. Basically, anything that slows the progress of the flight will make me look elsewhere for service.
Nickel-and-dime you
Poor customer service, high fuel prices or ramp fees
No crew car
I normally do not have a choice when picking a FBO; the passengers dictate where they want to go. The only time I get to choose is on refueling stops. Then it comes to the reward for buying fuel.
Excessive parking fees
Too cool
Charge additional fees without providing additional services.
Poor response to requests. Very high costs.
Overcharge, nickel-and-dime you
Bad service, high prices
People not service [oriented]
Slow, inaccurate line service
Fees
Slow response to needs of crew. Not well kept facility, dirty, and lacking normal perks.
Indifferent attitude to cost or detail
Poor line service, not paying attention to details I give to FBO
Fuel prices, lack of amenities for passengers.
Poor line service marshalling both in and out. Dirty and smelly rest rooms.
Linen not helping after pax disembark. Charge for service not properly done.
Lack of attention to passenger needs; uninterested, apathetic employees; lack of full-service facility.
Overly priced fuel. No pilot rest area.
Forget to respond to Arinc calls and forget to drain lavs when you ask them.
Understaffed line personnel versus large traffic volume
High fuel prices and no willingness to really negotiate volume discounts; rude desk personnel; no courtesy car.
Poor location on field, high fuel prices.
Unreliable and slow to react to changing situations, inflexible
Unfriendly CSR personnel
Poorly maintained, lack of training
Bad customer service, high fuel prices
Hundreds of dollars to pull up and drop a passenger. Hundreds of dollars on top of the fuel purchase when I can’t by more than 200 gallons of jet fuel. Ramp fees AND overnight parking.
Handling charges
Bad service, bad facility
Lack of service
Move aircraft after parking
Charge too much
High fuel prices and bad prior experience.
Poor line service.
Messy, unorganized ramps, disrespectful personnel, bad reputation/word of mouth.
Lack of attention to pilot and customer needs.
High prices, unclean facilities
High fuel prices and unfriendly staff
Slow response to requests, uncomfortable environment, poor pricing.
They ask for credit cards and take a deposit for de-/anti-ice fluid because they say the fluid price was still not available from the provider. They wait for the season to be ended and then they look at how many liters they had sold and they decide how much to gain by subtracting or adding to your deposit the difference you need after having decided the cost/price at their convenience.
Ramp fees
Lack of passenger lounges and amenities, lack of customer service orientation amongst line crew
Always being behind and giving false information
High fuel pricing
High, unreasonable fees accompanied by poor service. Dirty facilities with lack of needed services.
Mean and dangerous weekend manager who gives unsafe instructions to land
Price gouging, lack of business service area for crew and passengers. Lack of professionalism.
Charge a horribly expensive ramp fee for pulling onto their ramp.
Create uncertainty about whether your passengers’ needs will be fulfilled or being uninterested in the crew’s requests
Exorbitant ramp/overnight fees, regardless of the amount of fuel uplifted
High fuel prices
Handling charges and ramp fees. Fuel pricing that is impossible for small operators to compete with.
Poor service
Never park the aircraft or greet the crew and passengers
Price, especially handling fees that seem overreaching (such as paying $800 to $1,000 for a drop off or pickup while being marshaled in by apathetic line personnel).
High fuel cost, dirty building/restrooms, poor service
Ignore you
I have no problem paying the fees of an FBO that has good service; however, those FBOs that charge the large fees but provide bad service I have a real problem with and avoid when I can.
Poor line service personal, dirty facility and rude personality desk help
When you have to call several times for service and you get the answer, “We are on the way,” and nothing happens.
Not taking contract fuel arrangements and then charging excessive fuel prices
Poor communications skills. Treat you as if you do not exist.
Bad service, too high fuel price, untrained ramp personnel and rude customer service people
Attitude! “It’s just a job.”
Limit access to a vehicle or charge for little things
Inattentive line-service personnel, inadequate facility
Poor service and sub-par facilities, as well as poor value for prices paid
Dirty appearance. Lazy line personnel.
Charge ramp fees, high fuel prices ($1.00 or more above area rate), bad attitude toward smaller jets that don’t take on a lot of fuel.
Ramp fees, fuel prices
Poor service for passengers and crew
High prices. As an owner-pilot I am not using the lounge, TVs, snooze rooms, showers, etc. Gas and go, whether arriving or departing are most important features.
High costs and no flexibility on waiving fees with purchases, poor line service, dirty facilities, lack of service available
Poor quality line service, dirty ramps, dirty facility, unfriendly
Slow service. Slow customer service desk. Poorly trained CSRs.
Poor customer service
Not providing a minimum standard of service such as ice, papers and coffee. The other is not appreciating the business. This is especially true with airports that have only one FBO.
Overinflated ramp fees and inadequate passenger facilities
Fuel and ramp fees that are opportunistic and excessive
Excessive ramp fees
Understaff both CSR and line positions; it is easy for crews to see when service is lacking because employees are being overworked and underappreciated.
High ramp cost along with slow or bad attitudes from the line service
Complicated in and out
Unreasonable fees
Ramp fees for brief stops
Charge for services such as GPUs and excessive facility fees
High fuel costs
Poor airport location and or poor staff presence
High-priced fuel and shabby lounge area
High fuel prices and not-so-good customer service
Excessive fees and slow line service
Fail to resolve issues quickly
Poorly trained line crew, high fuel prices, “add on” fees (i.e., lav service)
What Do Some FBOs Do That Makes You Avoid Them? (continued)

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

When I feel I am in the way or putting them out.
Poor training. Poor equipment. Dirty restrooms.
Lack of service
Unfriendly expensive lousy service, quite common these days
Ignore the radio, do not follow through with your requests, disappear after you taxi in. Do not assist with pax bags or transportation, catering.
VIP pax treatment is mandatory. If not, I avoid it.
High costs. Slow services.
Bathrooms that are afterthoughts, particularly for female passengers and employees, dirty clothing on line personnel and poorly trained customer service representatives
Ignore me!
Very bad customer service and line service. Not budging with hangars or landing fees to existing customers.
Do not listen. Forget or do not care. Act like we owe them a living.
Excessive fuel and ramp fees, discourteous ramp personnel, co-located pilot lounge, flight planning and pax area, unsafe aircraft handling such as tug operations.
Overcharge fuel/facility fees
Indifferent line and customer service. Short staffed...being placed on hold while on the phone.
Waiting for services despite calling ahead. Loses catering. No rental cars on site. Say “we can’t do that” instead of...“sure, we can do that”…
High fuel prices, poor facilities
Overprices services. Slow, unresponsive to our needs. Dirty facilities and unorganized. Not coming through as promised.
Sloppy line personnel, especially fuelers. Very high pricing.
Nickel-and-dime extra charges, high “facility fees” or high volume/high price fuel.
Don’t answer the phone, high fuel prices, dingy facilities
Poor customer service
Poor service and high fuel prices
Overpriced fuel, high ramp charges and/or failure to meet aircraft promptly to discuss servicing requirements
Whenever possible, I avoid FBOs that charge excessively high fuel prices, as well as those that require minimum fuel purchases or impose “facility” charges.

High prices, poor service, lack of attention to crew and passenger needs
Poor/unreliable service
Slow and chaotic operations
Charge huge ramp/facility fees
Slow line servicing
Ramp fees
Unfamiliarity with aircraft, poor service/attitude
Dirty, lazy and too expensive
No rental car availability, no 100LL available.
Overthink the process with new programs all the time. Keep it simple.
Overcharging of fees
Slow or no greeting of aircraft by line personnel; non-careful fueling (i.e., dragging hoses over de-icer boots).
Minimal facilities with high charges
Poor customer skills
High fees for no service
Ramp fee with high fuel minimum purchase
Slow, attitude
Overworked CSRs and line service techs
When pax are overlooked trying to serve the pilots
Lack of facilities. Lack of a clean and quiet area.
Difficult personnel, high pricing
Higher fuel prices, poor line service, run-down buildings
Fuel prices and handling charges
Overpriced handling charges for doing nothing, just for being there.
No crew car, high fuel prices
Outrageous charges for just picking up and dropping off pax. High fuel costs relative to the surrounding FBOs.
No hangar space and ramp fees versus a fuel minimum.
Late getting jet on the line
No presence on the ramp. Nonchalant attitude by line personnel and lack of smiling faces.
Act like they could not care less if you come there, charge outrageous parking fees.
Don’t meet aircraft, don’t answer radio, limited services for associated handling fees.
Slow and understaffed
Poor safety and security habits mainly on the ramp side will be an immediate red flag to us.
Poor line service...no one there to assist with passenger bags. Poor facilities

Poor services
High fuel prices, lazy service. Monopolies.
Poor/slow service, careless line service personnel, no ground transportation, no food service, dirty facility.
Dirty, old facility, poor customer service
Rude personnel, filthy facilities
Slow service, unfriendly toward passengers
Bad service, high prices
So-so line service, lousy passenger service, or a general unwillingness to provide basic service without making you feel like is it not their responsibility. Poor training
The biggest issue is high fuel prices. If the price of fuel is too high we will avoid the FBO.
Ignore the little details. A little detail can make a big difference
Badly trained line service that keeps the FBO and self interests as number one.
Lack of concern for our needs
Bad line services
Provide bad service or act as though they don’t want our business.
No answer on Unicom frequency when we are inbound, long wait for fuel truck, dirty restrooms
High prices, bad attitude of line crew, questionable reliability
Unfriendly CSRs and ridiculous fees.
One of the most frustrating things an FBO can do is not come through with services they have already said they would. Our jobs are difficult enough without having to feel like you’re babysitting FBO employees. It’s very trying when you have to now figure out “why didn’t they pull the aircraft out yet” or “why didn’t they fuel us yet.” Everyone realizes when an FBO is busy it takes longer to get things accomplished. Honest communication between FBO employees and pilots makes planning a flight a lot less complicated.

Some FBOs charge outrageous handling/ramp fees. Others have fuel prices that way above average. Lousy service or buildings.
High fuel price
Overcharge fuel into aircraft per gallon cost
Long wait for fuel or other line services
No ground guides to meet you, no one answering the Unicom. Staff that is unable to provide or unknowledgeable about aircraft services (catering sources, toilet services, car rentals, etc...). Having to clear snow or ice off of the rental cars. Dirty crew cars.
High fuel price

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

Bad service and poor facilities

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

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

Poor personal attitude, unmotivated people

Slow line service either due to understaffing or attitude

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

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

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

Cannot find staff when you need them

Delays to service the aircraft

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

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

Gouge fuel pricing and ramp fees

Poor passenger assistance or high fuel price

Dirty

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

Poor facilities, untrained workers, slow service

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

Slow service, outdated furnishings, dirty

Attention to detail

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

No hangar available

Not providing access to flight-planning facilities

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

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

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

Outdated facility, high fuel prices, bad line service

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

Poor communication

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

Slow, no pilot lounge/crew car

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

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

Unresponsive staff and marginally safe line operations

High fuel and ramp prices

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

Poor communications between staff

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

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

Delays, uncertainty

Poor line service

Staff not solving the problems or creating difficulties

Excessive fuel prices, dirty, not attentive

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

Lazy and rough personnel.

High fuel prices, high handling fees and inadequate facility

Damage aircraft, lack of customer service

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

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

No customer service and inadequate facilities.

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

High fuel prices

Charging a fee just to drop someone off

Overpriced service

Usurious ramp fees and huge minimum fuel uplift requirements

Unfriendly manner at desk, not helpful when customers ask questions

Not responsive to arrival

High prices, poor aircraft handling

Rude people

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

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

They do the bare minimum.

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

Too much red tape

Fuel cost

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

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

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

Pricey, lack of customer service

Inability to communicate in English.

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

Late/slow handling, unfriendly services

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

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

Try to fuel a NetJets Citation overwing

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

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

Make the passengers wait in the aircraft

The staff is not friendly and the facility is dirty

No crew car

Lousy handling service

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

Loud radios barking in the background

Stupid fees for services not even rendered
What Do Some FBOs Do That Makes You Avoid Them? (continued)

Excessive ramp fees, high fuel prices
High ramp fees and poor service with lineman with an attitude.

Attitude
Require fuel purchase or else exorbitant facility fee, all the while charging highest fuel prices they can. The attitude that they are doing me a favor. No free courtesy car.
Old or dirty facilities and fueling equipment
Slow service or uncaring [people]
Giving the impression that we are interrupting their time

High prices
Lousy and/or surly line service; poor pilot facilities (room where you can set up to work); uncleanliness
Poor work ethics, bad attitudes, could not care less if we are there or not
Outrageous ramp fees. When you need to ask for fuel, papers and coffee.

Poor service and run-down facilities.
Some FBOs have line personnel that disappear as soon as the engines are off.
Ramp fees, poor line service, no crew car, high fuel costs
Charge for basic service and or over charge
Lengthy customs clearances for passengers, poor facilities and substandard passenger waiting area. Prior experience with facility in extensive waiting for aircraft services which delay schedule. Excessive charges for poor services.
Overcharging (and oversupplying to overcharge) for catering and additional delivery fees
Poor line services, disorganized
Landing/service “fees”
Slow fuel service
Charges for certain amenities. Poor attitude.
Lack of assistance at arrival. Indifferent employee attitude.
Old facilities, dirty restrooms
Poor service
Poor, crammed waiting areas; older run-down FBOs, jacked up fuel or ramp prices
Chocks scattered on ramp, no marshalling assistance, dirty restrooms
High ramp fees
Bad service and fuel prices
Cranky flight-line attendants
High fuel prices. Inefficient service.

FBOs that don’t care.
Run-down lobbies; overpriced fuel; no crew car or shuttle
Missing services or slow services
Outrageous fuel pricing with minimal facilities and equipment. Untrained personnel.
Lack of courtesy, respect, cleanliness, sense of urgency, service. I am willing to pay a little more to have the peace of mind that my crews have the level of service we need to deliver excellence to our passengers.
Unreasonable fees, poor customer service, dirty, shabby, poor facilities.
High fuel prices, nickel-and-diming the services, horrible customer service, people who don’t care about their jobs, careless ramp personnel.
No GPU, no tug, no crew car. One person does all so all is done slowly.
Servicing the larger jets but ignoring the midsize airplanes.
Treat you with unfriendly service and no smile
Overprice their services
High fees for poor service
Exorbitant/hidden charges
Rude customer service
No seating areas, no crew cars
Bad to no service or ignorant behavior
Some take the customers for granted. I don’t like to get the feeling that I’m intruding on their ramp when I show up. This is especially true when the airport is served by only one FBO.
Giving preferential treatment to EJA, etc.
Some airline handlers don’t seem to understand the specific needs of business aviation.
Overcharge and poor customer service
Gouge in fuel pricing because they can, and excessive ramp fees
I avoid the ones that give subpar service and then act like they are doing me a favor.
When they are rude and lack customer service and amenities
High facility fees, employees who don’t care or try.
Lazy unmotivated line service, dirty facilities, overcharging non-essential services, providing information ahead of time only to arrive with nobody expecting us and unsanitary ice bins.
Not good support
Slow service
Charge ridiculous FBO fees for not fueling
Pretentiousness, non-service oriented, stale coffee

Price, incapacity to manage a flight
Lack of attention to details, lack of service. Lack of respect for a customer.
Not answer the phone or respond to radio calls
Poorly trained fuelers. Leave you sitting on the aircraft for a long period of time with no communication.
Difficulty in reaching FBO personnel or in getting responses in appropriate time frames
Bad line service, rude customer service agents
Poor line service, high priced fuel, don’t care attitudes. Lack of hangar space.
High service/ramp fees coupled with poor/lousy/ lazy service/attitude of the employees.
Slow to respond
Unkempt facilities, excessive charges, lack of customer service
Ramp/landing fees
Service charges, change their policies
Charge too much
Difficult to get services even when not busy
Inaccurate/questionable billings
High costs and poor services
High prices, lack of space for aircraft, lack of caring
Dirty, new faces every time, greedy or so poorly run they can’t be cost competitive. Scary line equipment. Old well maintained equipment is fine; scary equipment is not.
Overcharging for fuel, high fees and non-friendly CSRs. If it seems like an effort to help the customer then I probably won’t be back.
Slow service or price gouging.
If I am not treated the same (service level) when I am in a piston as I am in our jet, they are history! No excuses!
Poor customer service
Bad communication, bad coordination
Complications with billing, mostly fuel cards
For those lacking certain aircraft handling equipment, poor arrangement with the equipment provider. This keeps crew unnecessarily long periods of time while waiting for the service to be provided.
Take me for granted. They assume I’ll always use them.
Line service really makes a difference. They are the front line of the FBO. If they don’t care I don’t want to deal with that FBO.
Bad support
High price, attention awful installations
Poor or no aircraft marshaling
Higher-than-normal fuel prices
<table>
<thead>
<tr>
<th>Poor line service to include no marshalling on arrival</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not honoring fuel price negotiated, not ready for quick turn</td>
</tr>
<tr>
<td>High fuel prices and a staff that doesn’t pay attention to needs of passengers and crew</td>
</tr>
<tr>
<td>Ramp fees</td>
</tr>
<tr>
<td>Line service not so friendly and/or lack of services like vacuum...</td>
</tr>
<tr>
<td>Poor line service. Some line service people are just clueless as to the needs of the crew and passengers.</td>
</tr>
<tr>
<td>Number-one reason to go to an FBO is fuel price; if they are not competitive, we will not go.</td>
</tr>
<tr>
<td>High fuel prices. Slow service. Forgetting things that are requested.</td>
</tr>
<tr>
<td>High fuel prices</td>
</tr>
<tr>
<td>Subpar amenities and bad line service. Exorbitant fees for little or no services.</td>
</tr>
<tr>
<td>Sky high fuel. High ramp fee.</td>
</tr>
<tr>
<td>FBO with no services. In Europe you have a lot of them, especially in Italy and France</td>
</tr>
<tr>
<td>Too many fees will make us go elsewhere.</td>
</tr>
<tr>
<td>Very slow line service, high fuel prices</td>
</tr>
<tr>
<td>High cost of fuel</td>
</tr>
<tr>
<td>Dirty lounges/terminals, bad service, unnecessary fees and charges that some other FBOs offer for free, no drinks or snacks, no pilot rooms.</td>
</tr>
<tr>
<td>Lack of customer service, expensive, ramp fee, not ever been updated or renovated.</td>
</tr>
<tr>
<td>You ask several times for the same service. They don’t know what they’re doing.</td>
</tr>
<tr>
<td>Not clean and tidy, giving disorganized feeling and not attending to things promptly</td>
</tr>
<tr>
<td>Ignore our passengers or make them wait an inexplicable amount of time for ordinary services such as transportation.</td>
</tr>
<tr>
<td>Ignore their customers</td>
</tr>
<tr>
<td>Cost</td>
</tr>
<tr>
<td>Extended wait to be serviced (understaffed or poor staff). Unreasonable service charges.</td>
</tr>
<tr>
<td>Indifference to needs of pax and crew</td>
</tr>
<tr>
<td>Sparse and uncomfortable pilot lounge</td>
</tr>
<tr>
<td>Dumps, no computer service, understaffed, dirty, old and not updated, with high prices.</td>
</tr>
<tr>
<td>No complimentary access to a fitness center. No shower. No crew car.</td>
</tr>
<tr>
<td>Bad line and customer service</td>
</tr>
<tr>
<td>Rude customer service personnel and slow line service</td>
</tr>
<tr>
<td>New crew lounge</td>
</tr>
<tr>
<td>Not adhering to simple requests (e.g., passenger transport), unfriendly staff, no assistance on hand, having to ask twice, price considering substandard services</td>
</tr>
<tr>
<td>Grouchy receptionists; no computer, no landline phone, lineman not available for departure</td>
</tr>
<tr>
<td>Counter personnel with attitude problems; the inability to look outside on the ramp and see the N-number of the only aircraft on the ramp-right outside the window</td>
</tr>
<tr>
<td>Added fees</td>
</tr>
<tr>
<td>Bad customer service and really high fuel prices</td>
</tr>
<tr>
<td>Having to process passengers through main terminal due security screening</td>
</tr>
<tr>
<td>Delays</td>
</tr>
<tr>
<td>Unresponsiveness to handling needs. Only produce standardized service.</td>
</tr>
<tr>
<td>High charges and poor service, poor communications with other airport services such as customs, refueling.</td>
</tr>
<tr>
<td>Bad customer service</td>
</tr>
<tr>
<td>Price unreasonable. No smiles.</td>
</tr>
<tr>
<td>Bad customer service and just a lack of caring.</td>
</tr>
<tr>
<td>Not helpful, dirty rest rooms, unsafe procedures, high fuel prices</td>
</tr>
<tr>
<td>Hidden and non-published fees, even after you call them or e-mail them for quotes they come up with exorbitant hidden fees. An FBO has to make money; if it is going to charge additional fees, it needs to be up front about the fee and publish them.</td>
</tr>
<tr>
<td>High price of fuel, services and fees</td>
</tr>
<tr>
<td>CSRs behind counter couldn’t care less if we were there.</td>
</tr>
<tr>
<td>Line personnel who are slow moving</td>
</tr>
<tr>
<td>High prices and unfriendly staff</td>
</tr>
<tr>
<td>Dirty</td>
</tr>
<tr>
<td>Lack of interest in caring for my airplanes, casual treatment of equipment</td>
</tr>
<tr>
<td>Upsell</td>
</tr>
<tr>
<td>Communication in foreign languages</td>
</tr>
<tr>
<td>Location</td>
</tr>
<tr>
<td>Sloppy line service. Not offering CAA.</td>
</tr>
<tr>
<td>Poor customer service, and facilities that are unkempt, dirty and have poor pilot facilities.</td>
</tr>
<tr>
<td>Having to tell them the same thing several times</td>
</tr>
<tr>
<td>They don’t have maintenance for aircraft, they are irritable. High fuel prices, no pilot lounge, no rental car facility, no pilot briefing room.</td>
</tr>
</tbody>
</table>