

Source: Travel Daily, 2 Jun 2010

Rex really satisfies

REGIONAL Express customers are more satisfied than those of larger domestic carriers, according to a survey released today by Roy Morgan Research.

The Apr 2010 Roy Morgan Airline Satisfaction Report showed that 83.5% of Australians who took a Rex flight in the last 12 months were 'very' or 'fairly' satisfied - ahead of Qantas at 81.6%, Qantaslink at 80.3% and Virgin Blue at 79.7%.

All of those carriers were way ahead of Jetstar at 67.3%, while just 57.1% of Skywest customers said they were satisfied.

At the bottom of the pack was Tiger Airways, with only half of its customers (51.1%) saying they were satisfied with the carrier.