

Airport Customer Experience Inspection Form

Location: _____

Date and time: _____

Inspector: _____

Signature: _____

Item	Description	Status	Notes
Transportation outside airport	Check cleanliness and signage for transit, parking, and rideshare.	☐ No issues ☐ Issue present	
Wayfinding & digital signage	Check that directions are clear at each transit point.	☐ No issues ☐ Issue present	
Walkways	Look for obstructions, crowding, seating gaps, and cleanliness issues.	☐ No issues ☐ Issue present	
Special traveler needs	Identify gaps that affect travelers with specific needs.	☐ No issues ☐ Issue present	
Gate areas & terminal lounges	Check space, cleanliness, and accommodations for different travelers.	☐ No issues ☐ Issue present	
Vendors & dining	Review pricing, options, and availability for different traveler needs.	☐ No issues ☐ Issue present	
Restrooms	Check cleanliness, availability, accessibility, and essential amenities.	☐ No issues ☐ Issue present	

Overall notes