

Kuwait International Airport (KIA), Service Quality Model

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Abstracts

Kuwait international Air port (KIA) is the host of fifty nine local and global air lines all around the world. The capacity is for seven million people to travel. But the organization fails to give adequate space for the lounges of arrival and departing. It is said to be an airline with poor service. In this report the services of KIA will be compared with the questions of service quality model and the deficiencies will be highlighted. As in the present era it is highly important that the needs and wants of consumers are met and as a result make their perceptions about the services better. The suggestions will be made in order to improve the situation of the services of the company. Cont... (1000 words of this report)

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