

ANNEXURE 16: SERVICE EXCELLENCE PERCEPTION SURVEY-SAMPLE SIZES

*sample sizes below reflective of the current numbers conducted per airport and may be subject to change. The number of surveys conducted per store per quarter to be discussed at a later stage

Airport	Sample Size Per Annum
ORTIA	5000
CTIA	3224
KSIA	2036
BFN	324
KIM	288
UTN	276
ELS	480
PLZ	656
GRJ	464
BUSINESS LOUNGES ALL AIRPORTS	1000