

## ***ABSTRACT***

*This Research has aim to analyze factors that induce Pre Flight Service. In Flight Service and Post Flight Service are going to influence the Repurchase Intension.*

*The main question in this research is how to increase sales. Based on this question, a theoretical model and 4 hypothesis are proposed to be assessed using SPSS. Samples of this research are 100 consumers of PT. Sriwijaya Airlines Distic Semarang*

*These results show that is possible to be increased through increasing Pre Flight Service, In Flight Service and Post Flight Service which can be increased Service Quality; and which that is possible to be increased through increasingService Quality, can be increased Repurchase Intension*

*Keyword : Pre Flight Service, In Flight Service, Post Flight Service, Service Quality, Repurchase Intension*