


Re-imagining the Airport Experience: Technology Enhancements Huddle



The green flag has dropped and we are re-imagining the airport experience; introducing technology enhancements that will improve the customer and team member experience, in addition to turn performance. Please review the Re-imagining the Airport Experience (RtAE) Huddle Card with your team members in preparation for these technology enhancements and see how they will support the June 3rd staffing changes. To learn more about how we are Re-imagining the Airport Experience, to share feedback or ask questions visit the RtAE site accessible through the QR code below or here

Re-imagining the Airport Experience: Technology Enhancements



Time: 5-10 minutes

Opening: With travel demand steadily increasing, we have several technology enhancements to assist the gate with customer interactions. The green flag has dropped and we are re-imagining what the customer experience should look like to move us into the future.

Key Details: Interactions over Transactions

- As we welcome customers back to traveling for possibly the first time since the pandemic started, it's important that we focus on giving our customers a seamless experience throughout their entire journey.
- Many process changes and tool enhancements have been put in place to help improve efficiencies and the customer experience at the gate.
- Highly intuitive technology enhancements will help improve turn performance and assist with workload when June 3rd staffing changes are made on narrowbody flights with a load factor of up to 80%.
- The goal is to provide tools that will help you focus less on handling transactions and more on making meaningful interactions with our customers.


Technology Changes and Enhancements

- Automated assigning of seats for customers on the oversale list. Revenue and Non-Revenue standby automated seat assignments coming soon!
- Reduction in gate checked bags through a complimentary carry-on bag offer at the kiosk
- Biometric boarding on international flights
- New hand-held devices with list view, boarding and gate-checked bag functionality will be deployed in domestic stations beginning 3Q21 and will continue through 2022
- HMT and AVP tools that allow customers to self-serve
- ConnectMeTeams*, the cross-work group communication tool
- Enhanced list views, flight information and special announcements through GIDS and FIDS enhancements

* where applicable

Ask Your Teams
Please solicit feedback on the technology. Feedback is key to the success of these products as new enhancements are continually rolled out through delivery transformation methodology.

Questions?
For questions and feedback, or to learn more about the products and benefits, please visit the RtAE website by scanning the QR code with your cell phone camera.



Click the image below or [here to view Huddle Card](#)