

## Guidelines for Passenger Services at European Airports

ACI EUROPE has formed a taskforce on the Passenger Experience to develop the “Guidelines for Passenger Services at European Airports”. TH Airport Consulting has teamed up together with selected ACI EUROPE airport members to prepare the guidelines in numerous workshops and meetings.

The suggested methodology encourages airports to carefully analyze its passenger’s expectations before introducing measures to enhance the passenger experience regarding the 3Ps (Premises, Processes and People) of an airport.

Since its official release in 2014 we have been engaged in promoting the principles of the guidelines and its further development. The 2<sup>nd</sup> Edition has been released in June 2018.

### Services:

- Development of a methodology to enhance the Passenger Experience in a comprehensive and systematic way
- Contribution of valuable parts to the guidelines
- Structuring and review of the guidelines

Period of Services:  
2012 - 2018

