

Research Study: “The post Covid-19 Airport Terminal”

This research study in cooperation with the International University of Applied Science Bad Honnef aimed at getting a more detailed insight on how the post Covid-19 airport terminal will change compared to the pre-pandemic situation. Part of this research included a survey among European Airports on the planned medium- to long-term initiatives. We also initiated and supervised a series of Bachelor Theses on the topic.

Contents

- Survey among European Airports on medium to long-term measures to restore passenger confidence at airports
- Analysis of touchpoints along the Passenger Journey
- Review and recommendation of initiatives to mitigate touchpoints in airport terminals
- Analysis of stress points for passengers in a post Covid-19 terminal
- Review and recommendation of initiatives to reduce stress levels and increase wellbeing for passengers while staying at an airport; study included several expert interviews

Period of Services:
2020 – 2021

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