

Multilingual Translation Systems

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OPERATIONAL CONTEXT



Communication with foreign-language-speaking passengers is a natural part of the airport passenger experience. Passengers interact with different teams throughout check-in, security screening, passport control, boarding gate, and transfer processes. At these touchpoints, providing guidance clearly, quickly, and in context helps passengers follow the process correctly. This communication is handled by ground handling teams.



How Is The Passenger Communication Process Managed?

Communication with foreign-language-speaking passengers is shaped by passenger needs across different touch points in the terminal. Communication needs typically arise during the following stages:

- Explanations are needed for procedures such as check-in, baggage drop, security screening, and passport control.
- Information is needed on topics such as boarding gate, flight time, boarding sequence, or waiting area.
- For connecting passengers, additional guidance is often required to reach the next gate or the relevant transfer area within the terminal.
- In cases such as delays, gate changes, missing documentation, or situations requiring additional processing, more detailed communication is needed.

How Might We Canvas

Who?

who are the stakeholders that get effected?

Foreign-language-speaking passengers, Ground Handling Teams.

What?

what is the problem that needs to be solved?

Communication processes with passengers cannot be managed accurately, quickly, and in a context-appropriate manner due to the limitations of existing translation devices.

Why?

why is this problem worth solving?

Communication breakdowns extend operational processing times, lead to misdirection and customer dissatisfaction, and create operational risks (e.g., boarding delays).

How?

how can this problem be eliminated?

By developing a real-time, aviation-terminology-aligned, AI-powered multilingual communication system integrated with operational systems.

Challenge:

How might we develop a real-time, aviation-terminology-compliant system to enable accurate, fast, and context-aware communication between foreign-language-speaking passengers and ground handling teams?