

Queue Management at Check-in Counters

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OPERATIONAL CONTEXT

The check-in process is one of the first operational steps passengers enter after arriving at the terminal. At this stage, passengers are directed to the relevant counters to complete ticketing, baggage acceptance, and flight formalities.

Counter utilization varies by flight type, service model, and passenger profile. For example, separate counters may be assigned for domestic and international flights, or for passengers traveling with families. This causes passenger flow within the terminal to be shaped dynamically in real time.





How Is Flow Managed At Check-In Counters?

Check-in counter flow management is built on directing passengers to the appropriate processing points and distributing demand evenly across counters. Balanced passenger distribution across counters is important for efficient process execution and reduced waiting times. The process generally progresses through the following steps:

1. Passengers enter the terminal and proceed to the check-in area.
2. Kiosks, display screens, signage, and on-site guidance direct passengers to the relevant check-in zones.
3. Passengers move to counters assigned by flight or service type.
4. Depending on the number of open counters and real-time congestion, passenger flow is distributed to different points.
5. Queues form in front of counters, and passengers wait according to processing order.

How Might We Canvas

Who?

who are the stakeholders that get effected?

Passengers going through the check-in process, Ground Handling Teams and Customer Experience Teams.

What?

what is the problem that needs to be solved?

Inability to accurately measure passenger congestion at check-in counters and effectively direct passengers to the appropriate counters.

Why?

why is this problem worth solving?

This problem leads to passenger dissatisfaction, long waiting times, and operational inefficiency, while also negatively affecting the check-in experience.

How?

how can this problem be eliminated?

By accurately and in real time measuring passenger density and using visible, reliable guidance systems to direct passengers to less crowded counters.

Challenge:

How might we ensure that, by accurately and in real time measuring passenger density, passengers are directed during check-in to the right counters with the shortest waiting times?