



Fly me to the moon (Part III)

This is the final article in a series on the aviation world and how it relates to the hospitality industry. Here, the focus is on airports. I hope you enjoyed the trilogy 😊!

Airport Names¹

Most airport names include their location and many honor a public figure like a politician (e.g., George Bush Intercontinental Airport), a monarch (e.g., King Shaka International Airport), a cultural leader (e.g., Louis Armstrong New Orleans International Airport) or a prominent figure in aviation history of the region (e.g., Sydney Kingsford Smith Airport), sometimes explorers (e.g., Venice Marco Polo Airport).

¹ <https://en.wikipedia.org/wiki/Airport>

Airport Codes^{2,3}

Ever wondered what the three-letter code on your luggage tag or airline ticket stand for? This code is used by air traffic controllers and airline logistics personnel to develop and track flight plans. It is also associated with radio call signs to aeronautical navigation aids.

The International Civil Aviation Organization (ICAO) and the International Air Transport Association (IATA) assign specific codes to every airport. It is their responsibility to ensure that these codes are consistent across countries, continents, etc. In actuality, the codes are four-letters in length: the first letter represents the country, the USA is (K) and then the other three letters reference a particular airport.

The first airport codes were established in the 1930's, were only two letters long and stood for codes with airports using the National Weather Service identifier. Airlines could choose whatever letters they wanted. With the expansion of air travel, more and more airports were established and within a 10-year span the growth required using a three-letter code. Now, no two airports share the same code.

Airport codes can lead to amusing situations. For instance, traveling from Funafuti International Airport in Tuvalu to Derby Field in the US would involve a journey from FUN to LOL; and flying from Cascais Municipal Airport in Portugal to Dongola Airport in Sudan, from CAT to DOG 😊.

Premium and VIP Services⁴

Many airports offer premium and VIP services for first and business class passengers, premium frequent flyers, and members of airline clubs.

Sometimes premium services will be offered to a non-premium passenger if the airline made a mistake e.g., if they were unreasonably late or they misplaced passengers' luggage.

² <https://www.airwaysmag.com/legacy-posts/how-airport-codes-work#:~:text=The%20practice%20of%20assigning%20codes,impractical%20and%20difficult%20to%20manage.>

³ https://www.esc.gov/monroneynews/archive/Vol_8/CO/07_5.asp#:~:text=The%20first%20airport%20codes%20were,Weather%20Service%20two%20letter%20identifier.

⁴ <https://en.wikipedia.org/wiki/Airport>

Airline lounges usually offer food as well as alcoholic and other beverages for free (or at a reduced cost). They typically have seating, showers, quiet areas, televisions, computer, Wi-Fi and Internet access, and power outlets that passengers may use for their electronic equipment. Some airline lounges employ bartenders and gourmet chefs.

Best Airport⁵

In the 2024 Skytrax awards, *Hamad International Airport (HIA) in Qatar* was named the best airport in the world, knocking 12-time winner Singapore Changi Airport down to second place⁶. HIA opened in 2014 and is operated by Qatar Airways (one of the best international airlines).

What sets HIA apart from the competition? One of its newest features is the “Orchard,” a 6,000-square-meter indoor tropical garden with 65 retail and dining venues. Over the past couple of years, the airport also added a brand-new airport hotel, Oryx Garden Hotel, as well as four airport lounges, including the glamorous Louis Vuitton Lounge.

Airport lounges, like the hotel industry, are experiencing major staff shortages. Adopting an electronic tipping solution like **Tip&Go**, which can increase employees’ earnings by up to 30%, could go a long way in relieving pressure on them.

Tip&Go: the face behind your comfort!

Francis Léonard, CEO

⁵ [https://www.cntraveler.com/story/hamad-international-airport-named-best-in-world#:~:text=Hamad%20International%20Airport%20\(HIA\)%20in,Airport%20down%20to%20second%20place](https://www.cntraveler.com/story/hamad-international-airport-named-best-in-world#:~:text=Hamad%20International%20Airport%20(HIA)%20in,Airport%20down%20to%20second%20place)

⁶ The annual ranking is based on customer satisfaction surveys of over 500 airports, evaluating factors such as cleanliness, friendliness of airport staff, the ease of getting to and from the airport, terminal design, dining options, and more.

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