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## Finnair Upgrades Customer Experience

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Photo: Helsinki Airport © Alenmax | Dreamstime.com

To reduce time at the airport and make travel easier for passengers, [Finnair](#) is installing 10 self-service bag drop units this month at Helsinki Airport. Located in the departure hall of Terminal 2, the self-service bag drop units allow passengers to tag and drop their checked baggage without assistance, as long as they checked in online or at a self-service check-in kiosk. Customers can print baggage tags at the self-service check-in kiosk, place their luggage on the belt and scan the bag tag with a hand held scanner. "Customers are accustomed to handling many stages of their journey independently. Self-service check-in, for instance, is already used by over 80 percent of Finnair's customers. Dropping off checked baggage at a self-service bag drop unit reduces the customer's queuing time at the airport and speeds up the start of the journey," says Johanna Bagge, director, Helsinki Airport Customer Service. Customers who require assistance can still receive personal service from baggage drop counters and departure hall personnel.

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