



Bangkok Post Learning: Test Yourself

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Changes coming to airports by Gary Boyle



Read the following story by Narumon Kasemsuk from the *Bangkok Post*. Then, answer the questions that follow.

Photo by Apichit Jinakul

Traffic congestion outside the departure halls of Suvarnabhumi airport and long queues for arrivals have become expected, as problems have yet to be properly fixed.

IMPROVEMENT DEMANDED

In response to tourist complaints, Prime Minister Srettha Thavisin made an unannounced visit to Suvarnabhumi airport earlier this month, after which he told authorities to shorten procedures at the airport to 30 minutes or less for each passenger.

The post-pandemic tourism recovery has prompted international and local carriers to add more flights, aiming to reach full capacity as soon as possible to compensate for losses during Covid shutdowns.

However, staff shortages among airlines and airports globally have caused problems.

Adoption of technology that might help the labour shortage has been slow, as some systems have proven unstable, while users often have a low level of technology proficiency in Thailand.

NEW TECH, NEW TAX

Despite the problems, fees are set to rise. Airports of Thailand (AoT) announced last year it will increase passenger service charges at six international airports from April 1, 2024, which would be allocated via the new operating system called Common Use Passenger Processing Systems (Cupps).

The additional tax of 30 baht is embedded in ticket prices, meaning the new total service charge for passengers is 730 baht.

For people using Suvarnabhumi and Don Mueang airports, they might be familiar with checking in using self-check-in kiosks and self-service bag drops, which are part of Cupps.

The system is expected to reduce long queues at check-in counters, though some congestion during peak hours is inevitable.

In addition to AoT's six airports -- Suvarnabhumi, Don Mueang, Chiang Mai, Chiang Rai, Phuket and Hat Yai -- other airports under the Department of Airports will also implement a new charge, for example with Krabi airport adding a fee of 16 baht.

Though self-service bag-drop has not started at Don Mueang airport yet, the airport is not as congested as Suvarnabhumi.

SLOW UPTAKE

Staff still serve the self-check-in kiosks and self-service bag drops at Suvarnabhumi airport to help passengers as the process is relatively new for some of them unfamiliar with the technology.

Nok Air said tech adoption in Thailand is slow compared with airports in Europe and the US, as passengers take time to get used to technology in airports.

It estimates the settling in period could be 2-3 years.

Section 1: Choose the correct answer.

1. How long does Srettha want traveller procedures to take at the airport?
2. What is the current total service charge for AoT airport passengers?
3. The Cupps system will reduce queues at all times. True or false?
4. Which Suvarnabhumi service is not available at Don Mueang?
5. Who does Nok Air blame for slow tech adoption?
6. Who thinks the settling in period could be 2-3 years?

Section 2: Read the following passage. Then, fill in the blanks with the correct words from the choices given.

"Rather than thinking ...7... systems will cause job losses, we believe these technologies will ...8... passenger services and increase the ...9... of some operations, such as using AI for predicting pricing ...10... more precisely."

- | | | |
|-------------------|------------------|----------------|
| 7. __A. electric | __B. electronic | __C. electrode |
| 8. __A. enter | __B. enhancement | __C. enhance |
| 9. __A. efficient | __B. efficiency | __C. effort |
| 10. __A. trend | __B. trends | __C. trendy |

Section 3: Find words that match the following definitions.

11. companies that transport people
12. having the skill to do something
13. sure to happen
14. full of people

For the answers, find the story online at www.bangkokpost.com/learning. If you have any questions or feedback, please contact the Editor at garyb@bangkokpost.co.th