

# Are airlines delivering value and are airports losing the plot?

Everytime I travel, I feel that the experience gets worse and that airports are treating us like crap

There are only ever 2 check in counters open to load an entire plane load of passengers. The stress levels are high already, this just adds to the problem. You wait, to get treated like a number - which we are. You are forever showing your passport and ticket, at OR Tambo sometimes within 10 meters of the last checker, further raising your stress levels. The airport staff won't let you push stuff around in a trolley making you pissed off, then it's passport and ticket time again to get through the security check, then again to get through passport control, then again to get into a lounge, then again to get through the check in at the gate, then again at the plane door. Aaagggghh. I am pissed off with putting all my stuff away to have to dig it out again. How did I get there past all these checks to have to show it once again?

Come on airline industry and airports, I know that we have to be vigilant, but stop treating me like a piece of poop. You want huge money for a business class ticket, but deliver no value as an experience. A free drink or a stale sandwich in an overcrowded lounge hardly constitutes value. Am I the only one getting pee'd off with the treatment? I don't think so. I think it is high time we started saying no to the treatment we receive at our airports from our airlines.

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