



# **Self-service hotel booking in disruptions for customers**

Finnair Ground Operations, NOV 2024

Digital Customer Care (DCC) provided by Stranded Flight  
Solutions (SFS)

# Travel plan

1. Change in hotel issuing process in a nutshell
2. Customer path in new process
  - Self-service use, example scenarios
  - Refreshments and taxi
  - Issues with self-service usage, solutions
  - Cancelling hotel booking

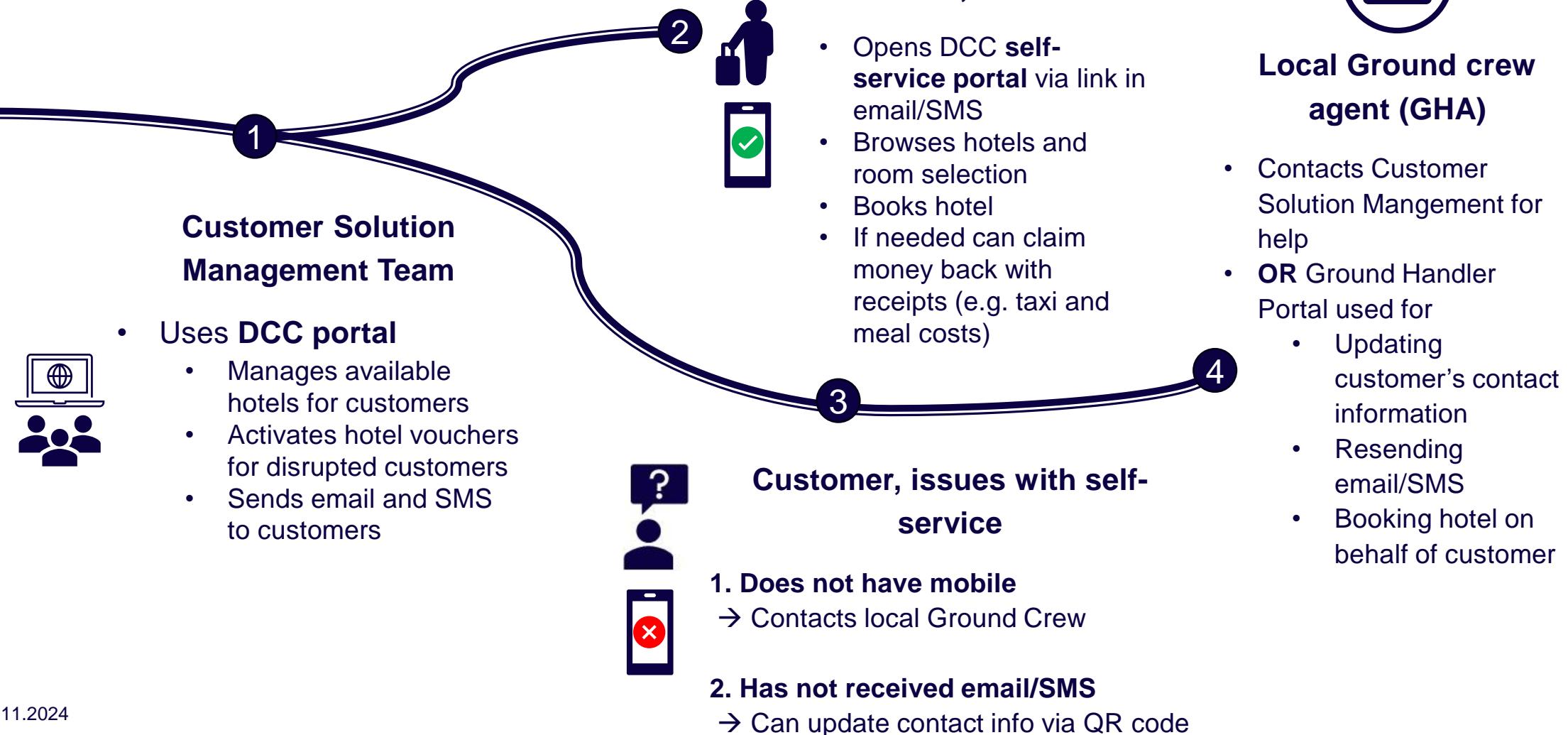


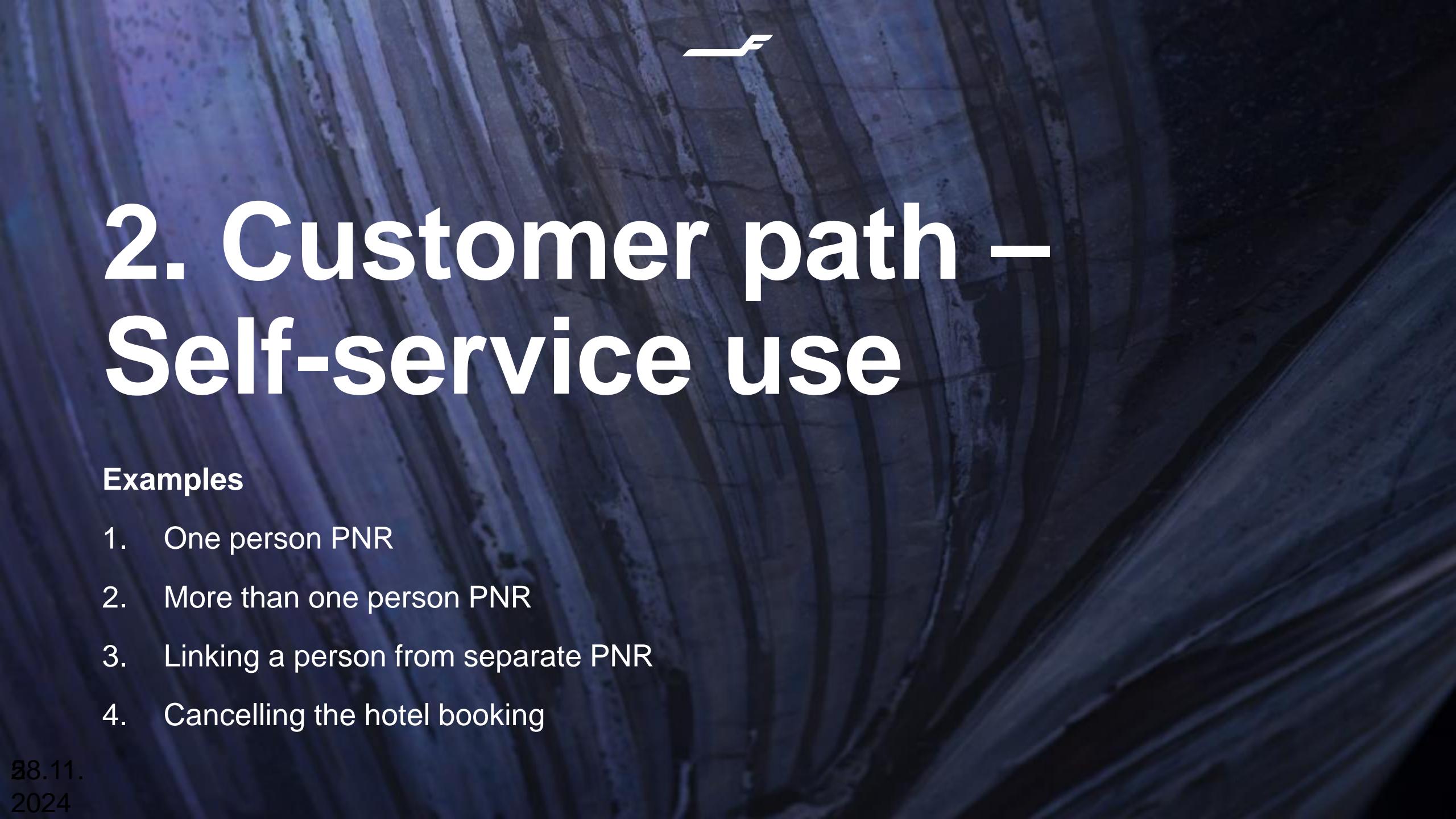
# 1. Change in a nutshell

- **When:** Disruption situations where customer needs hotel accommodation.
- **What:** Instead of queuing to a desk and an agent issuing the hotel voucher, customer can book a hotel for themselves via a self-service portal.
- **How:** CSM activates a hotel voucher for customer when needed. Customer receives an SMS and email with a link to the portal where the booking can be made.



# Customer path new process





## 2. Customer path – Self-service use

### Examples

1. One person PNR
2. More than one person PNR
3. Linking a person from separate PNR
4. Cancelling the hotel booking



# Normal process



## CSM (Customer Solution Management)

- Manages available hotels for customers in the self-service portal
- Activates Hotel vouchers for disrupted customers
- Sends email and SMS to customers

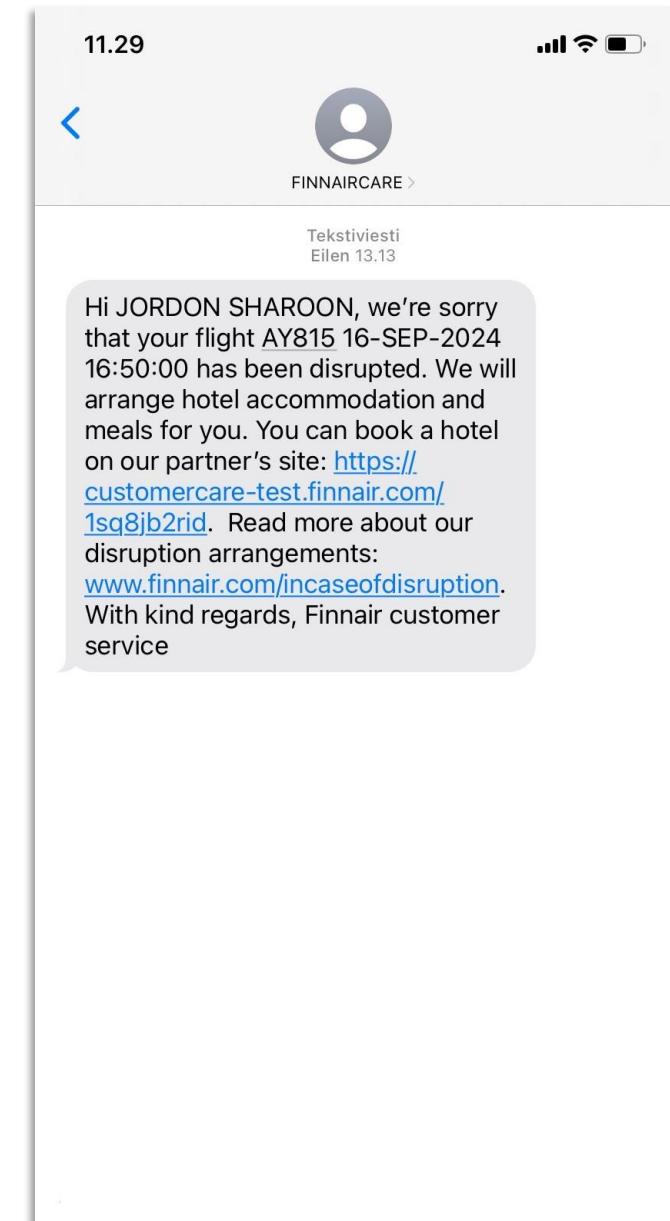
## Via the self-service portal customer can...

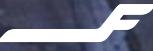
- View the room selection
- Book a hotel room for themselves and their PNR
- Link their travel companion from a separate PNR to the same hotel booking
- Cancel their hotel booking if hotel no longer needed



# Links in the email and SMS sent by CSM

- **The message sent by CSM includes:**
  1. Link to the hotel booking self-service portal
  2. Link to Finnair web page: [In case of disruption](#) explaining what happens in different disruption situations.
- Customers might be hesitant to click links in messages from unknown senders.
- **Finnair's hotel booking links are sent from:**
  - **SMS** – FINNAIRCARE
  - **Email** – [noreply@customercare.finnair.com](mailto:noreply@customercare.finnair.com)





# Customer view example 1: One person PNR

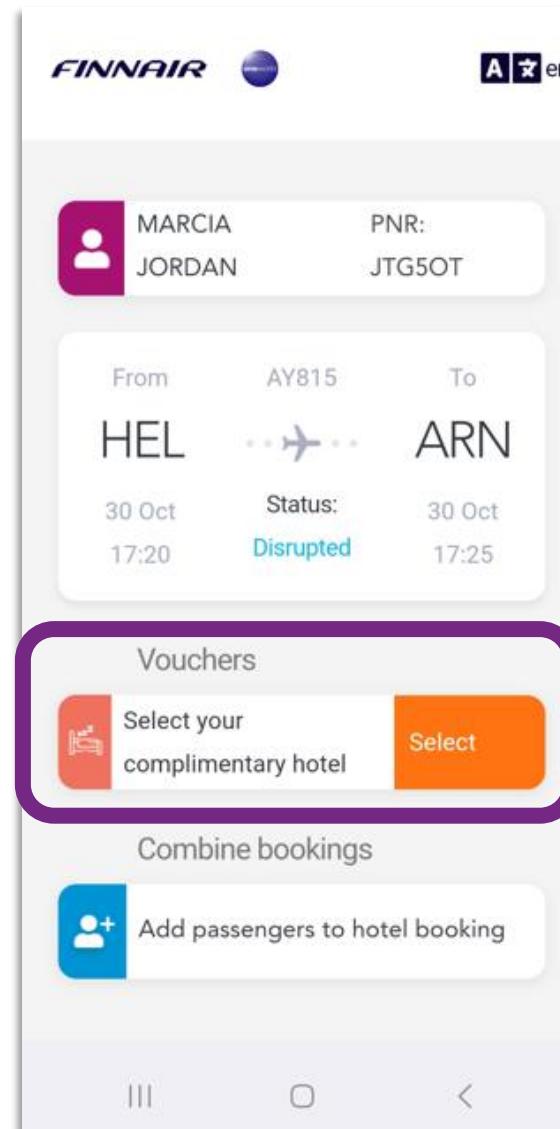
## 1. Customer receives an email and SMS



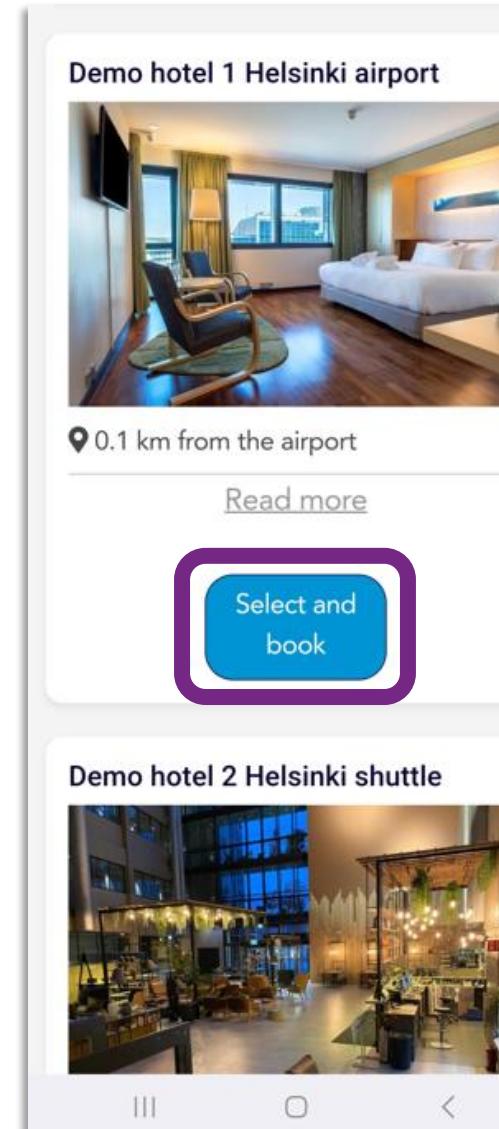
Tekstiviesti  
Eilen 13.13

Hi JORDON SHARON, we're sorry that your flight AY815 16-SEP-2024 16:50:00 has been disrupted. We will arrange hotel accommodation and meals for you. You can book a hotel on our partner's site: <https://customercare-test.finnair.com/1sq8jb2rid>. Read more about our disruption arrangements: [www.finnair.com/incaseofdisruption](http://www.finnair.com/incaseofdisruption). With kind regards, Finnair customer service

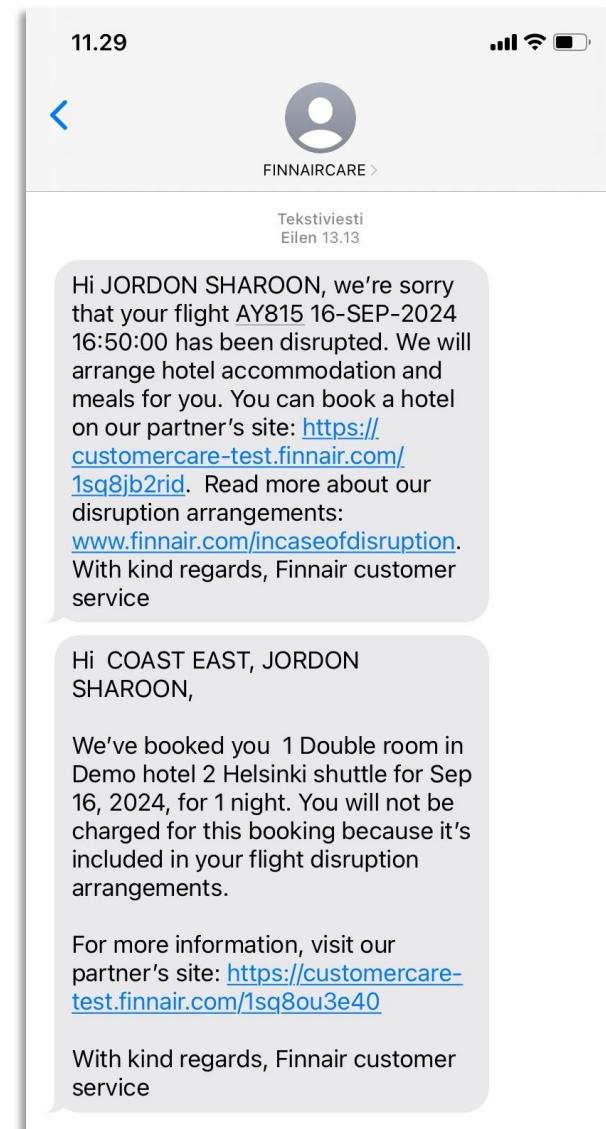
## 2. Customer sees authorized vouchers



## 3. Customer chooses the hotel and books



## 4. Customer receives a confirmation of booking



11.29

Tekstiviesti  
Eilen 13.13

Hi JORDON SHARON, we're sorry that your flight AY815 16-SEP-2024 16:50:00 has been disrupted. We will arrange hotel accommodation and meals for you. You can book a hotel on our partner's site: <https://customercare-test.finnair.com/1sq8jb2rid>. Read more about our disruption arrangements: [www.finnair.com/incaseofdisruption](http://www.finnair.com/incaseofdisruption). With kind regards, Finnair customer service

Hi COAST EAST, JORDON SHARON,

We've booked you 1 Double room in Demo hotel 2 Helsinki shuttle for Sep 16, 2024, for 1 night. You will not be charged for this booking because it's included in your flight disruption arrangements.

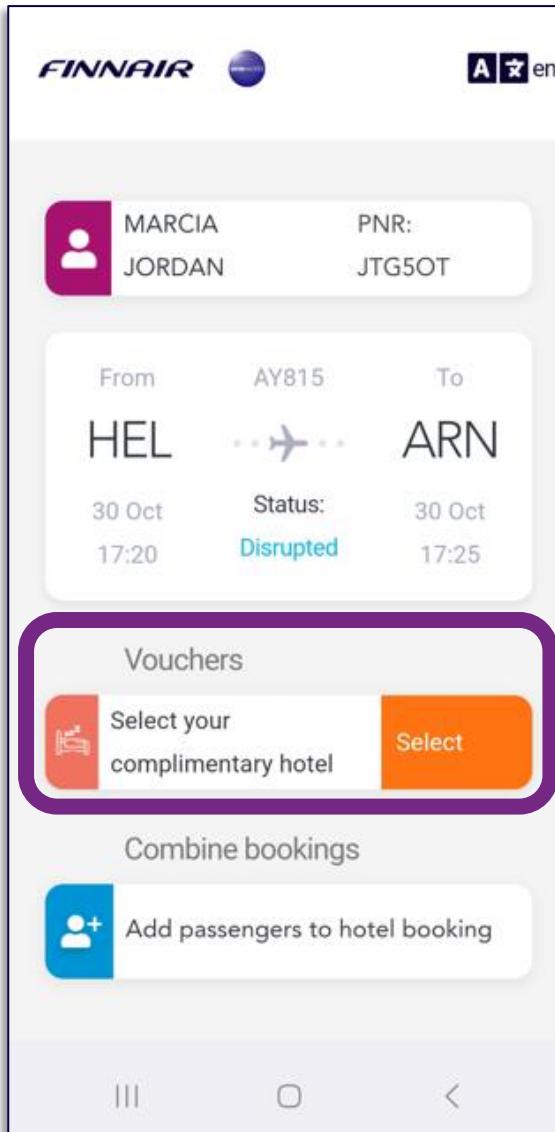
For more information, visit our partner's site: <https://customercare-test.finnair.com/1sq8ou3e40>

With kind regards, Finnair customer service

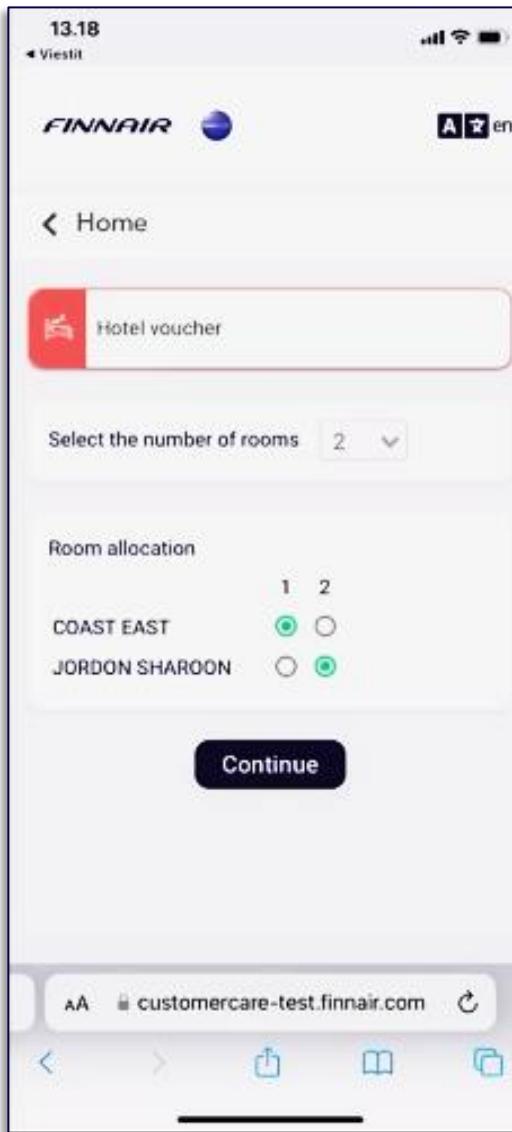


# Customer view example 2: More than one person on a PNR

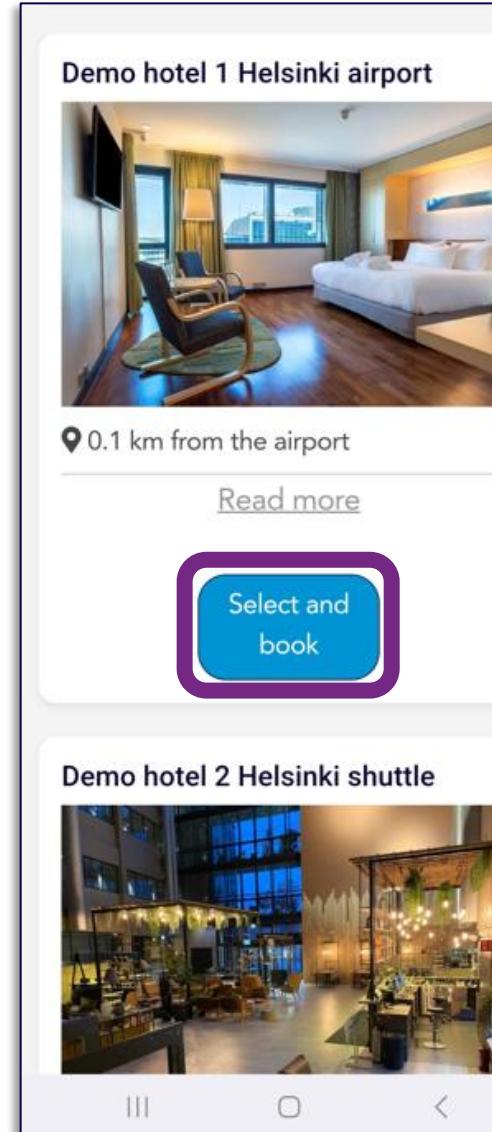
## 1. Customer selects hotel voucher



## 2. Selects number of rooms and allocation



## 3. Selects hotel



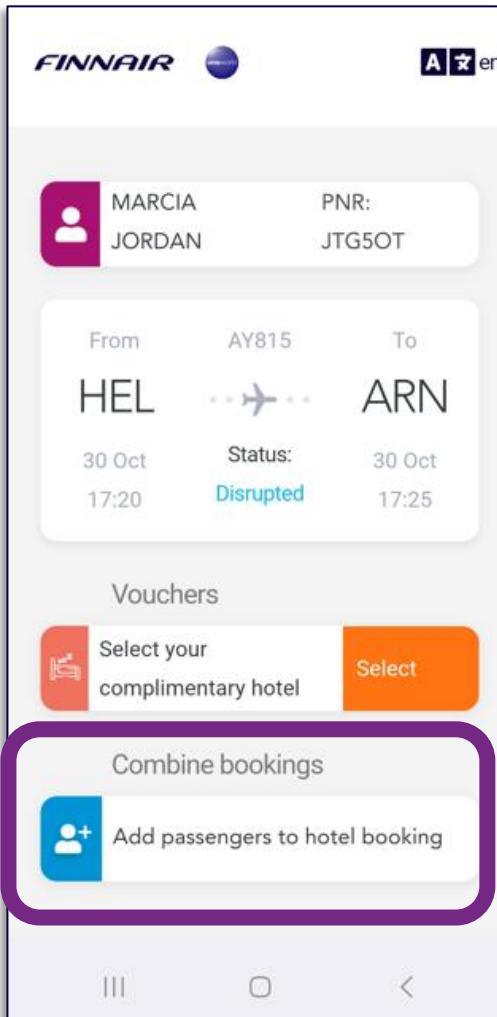
**Customer receives confirmation SMS**



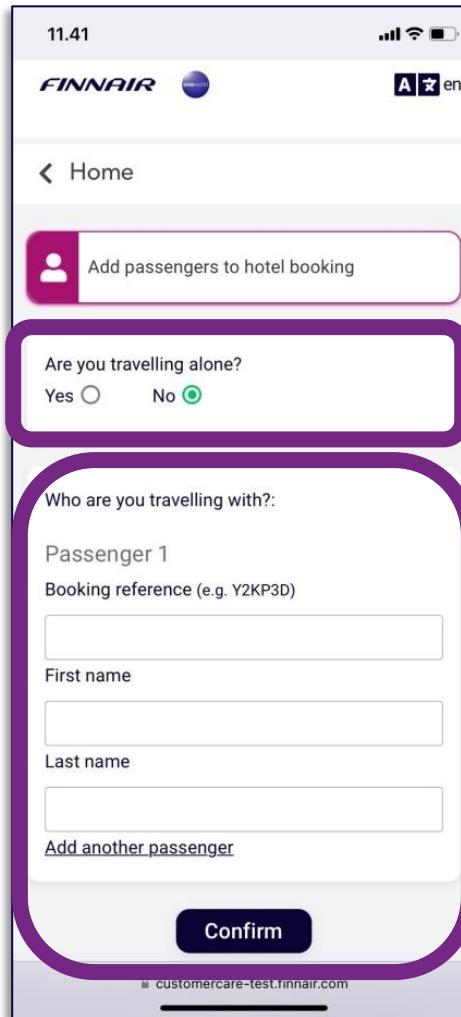
# Customer view example 3: Linking a person from a separate PNR



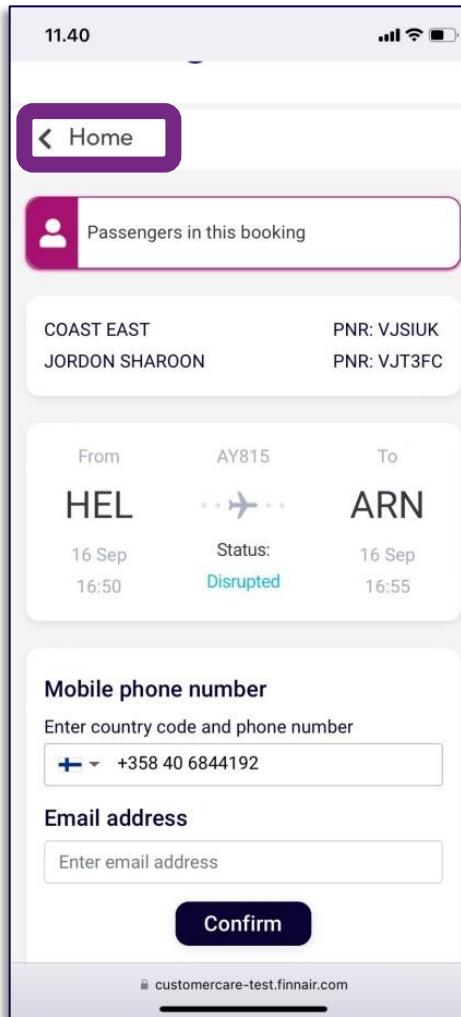
## 1. Combine bookings



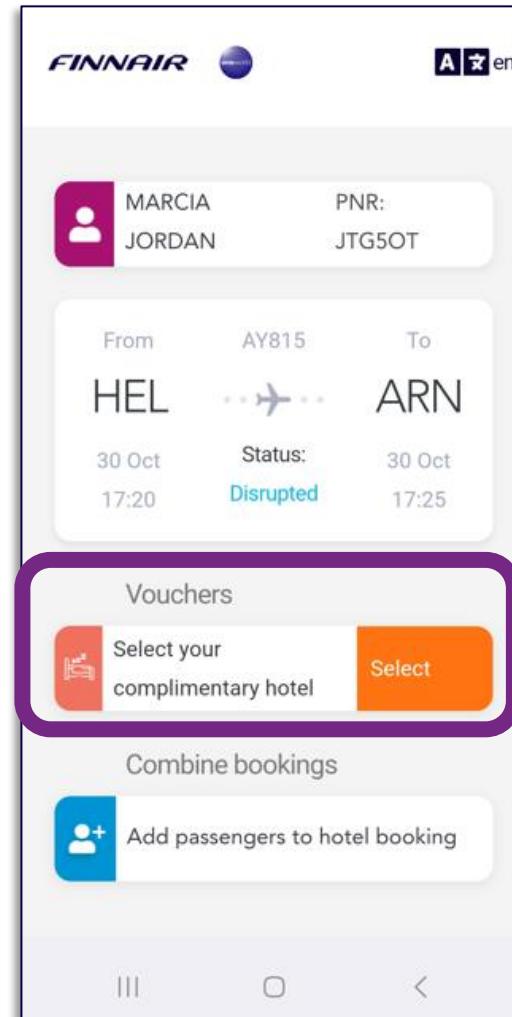
## 2. Filling in other PNR details



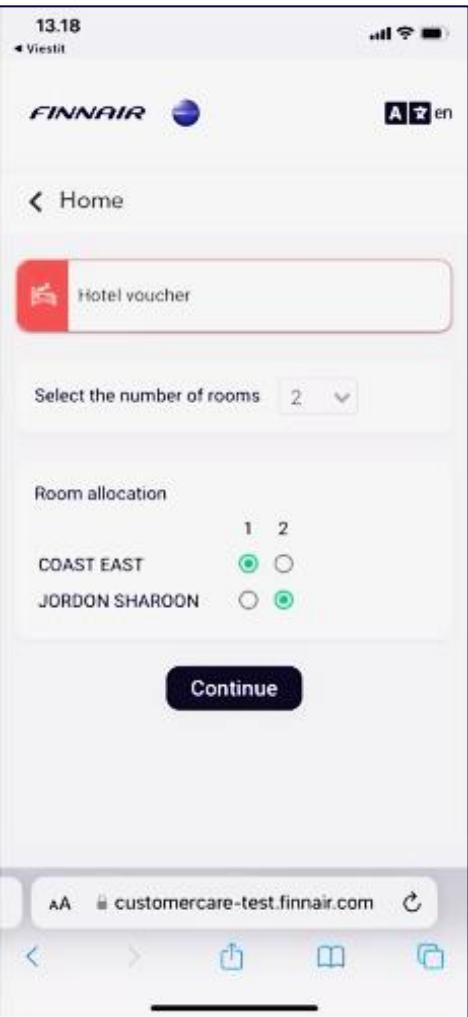
## 3. Back to Home screen



## 4. Select Hotel voucher



## 5. Select the room allocation → booking

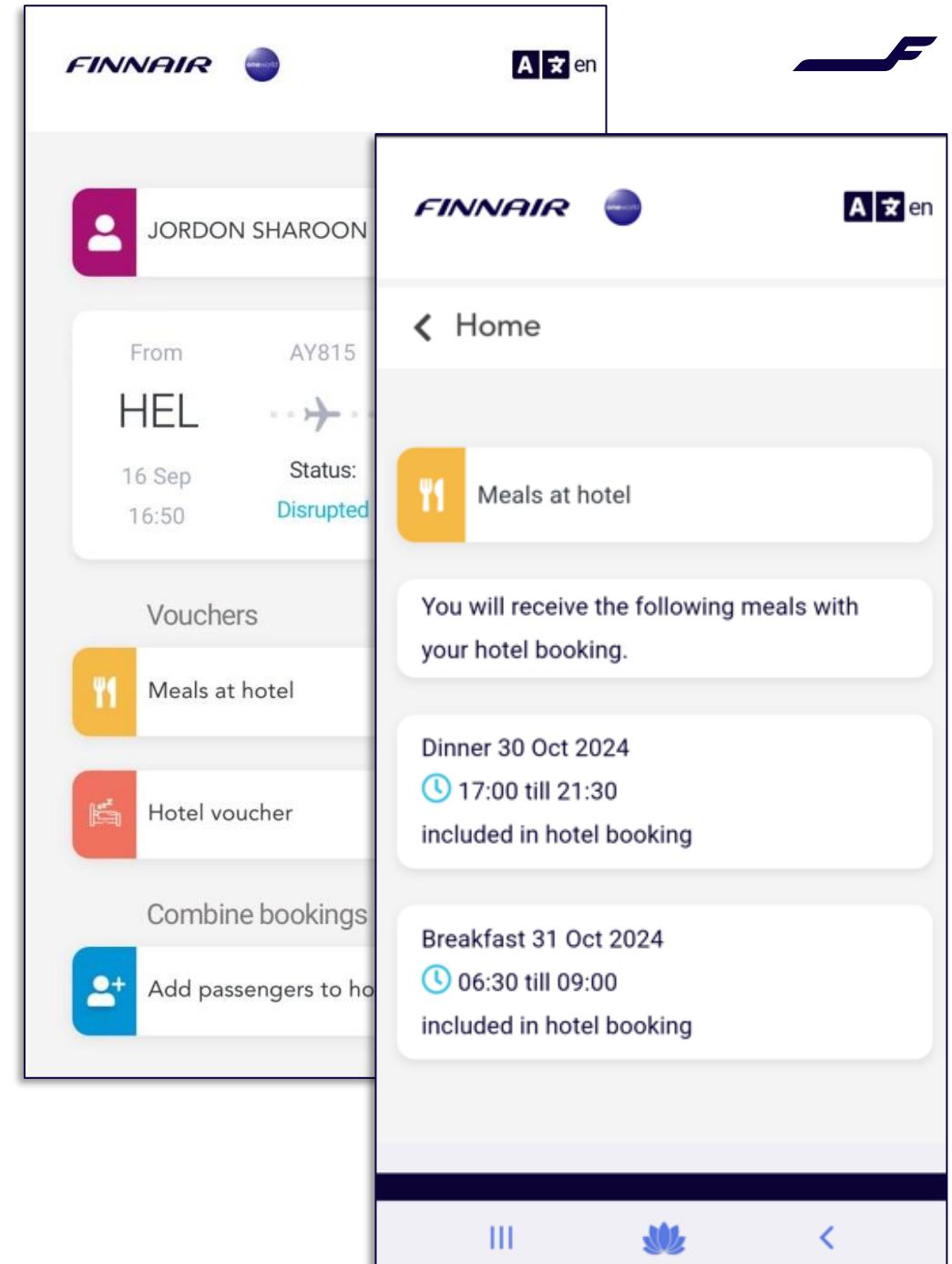




# Meals and taxi

# Customer view: Meals at the booked hotel

- Once the hotel is booked, customer can see the 'Meals at hotel' voucher added to their profile.
- The opening hours for dinner and breakfast are available there.





# Meals not available or hotel not within walking distance



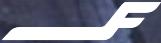
## If the hotel that customer chooses isn't reachable by walking

- A taxi voucher is automatically authorized for the account.
- Customer can claim the cost with receipts afterwards via the self-service portal



## If the hotel that customer chooses doesn't offer dinner or breakfast / The accommodation need is outside the meal service hours

- A refreshment voucher is automatically authorized for the account.
- Customer can claim the cost with receipts afterwards via the self-service portal.



# Issues with self-service usage

## Example

1. Customer hasn't received any messages from Finnair
2. Customer has no phone or no battery in their phone



# Customer hasn't received any messages from Finnair



## Issue

The most probable reason is that the customers PNR includes either wrong or incorrect contact details

## Solution

Customer scans the QR code and updates their contact details to the portal. The hotel booking message is automatically resent to the customer.

## Disrupted flight? Book your hotel accommodation

Do you need a hotel due to the rerouting we arranged for you?  
If you haven't received a link to book a hotel, please scan the QR code and share your contact information. We'll then send you a hotel reservation link by SMS or email.



FINNAIR-5214H024

Please scan the QR code and share your contact information.

These printable leaflets can be ordered from Finnair [Ground Handling Material ordering portal](#)

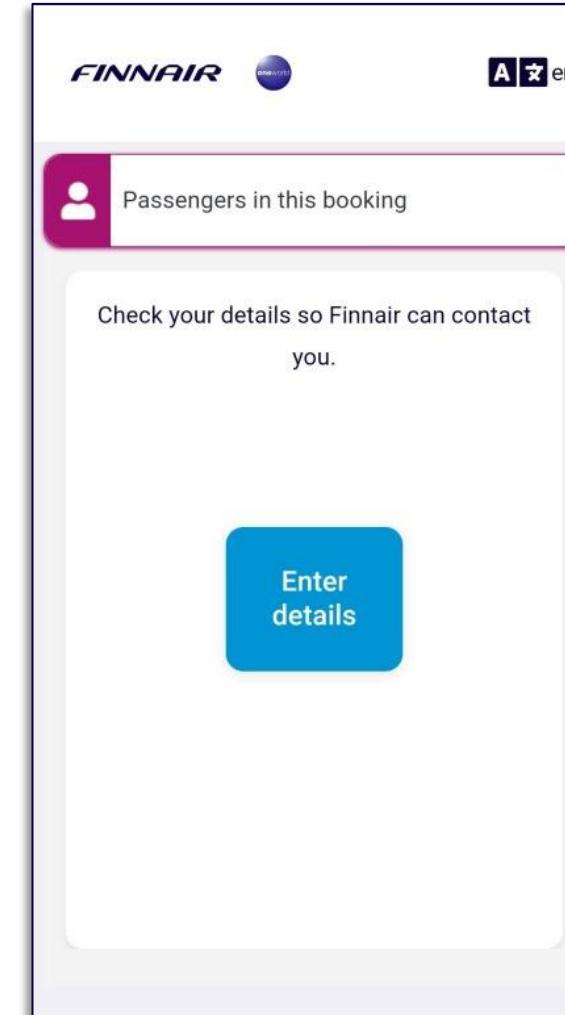
**FINNAIR**



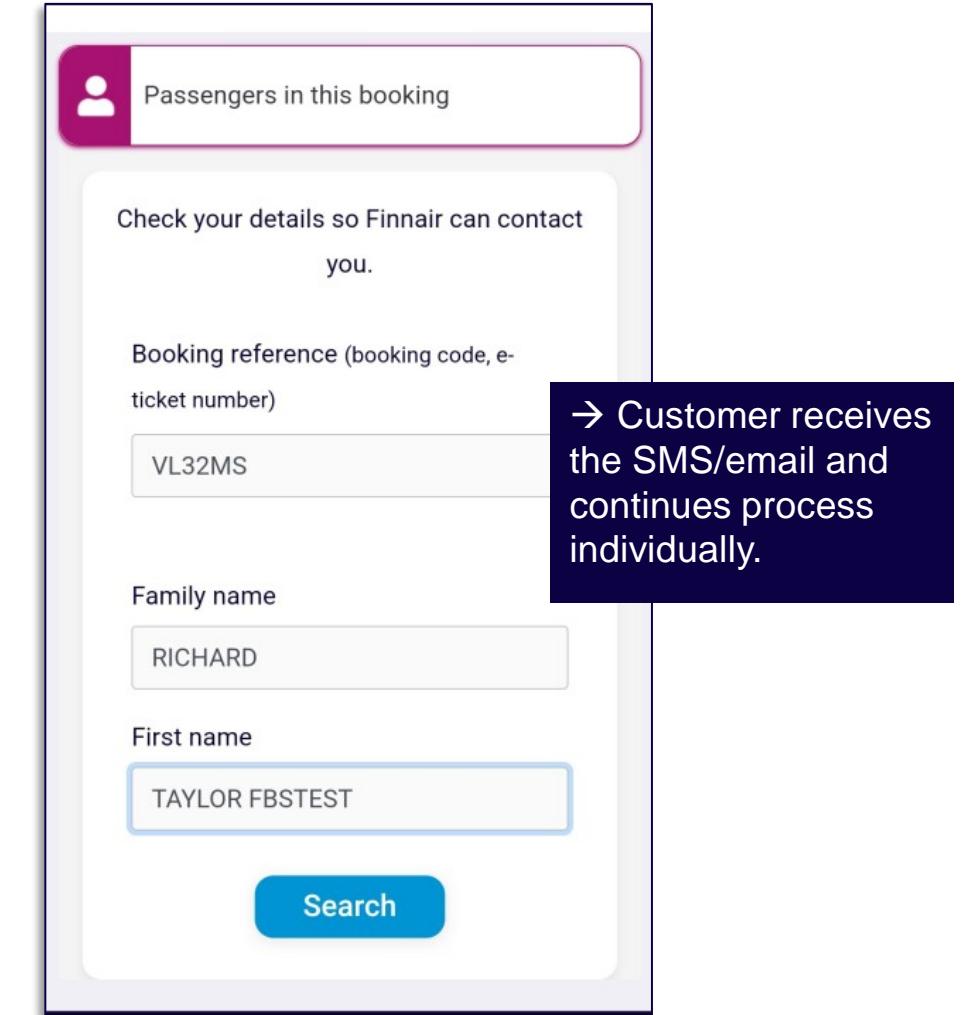
## 1. Customer scans the QR code



## 2. Landing page



## 3. Inserts correct details





## Customer has no phone or no battery in their phone

- Use one of the below solutions



### 1. Call Finnair CSM

- Call Customer Solution Management.
- When calling select that you are **calling from the airport** and your topic is about **customer care**.
- CSM issues hotel voucher to customer.

### 2. Ground handler portal use / Manual hotac process

- Hotel voucher issued in Ground handler portal and printed to customer.
  - Instructions in a separate deck.
- The manual hotel accommodation process followed.
  - Hotel voucher printed from Altéa CM.



# Cancelling the hotel booking



**FINNAIR** **AZ en**

JORDON SHAROON PNR: VJT3FC

From AY815 To  
**HEL** **ARN**

16 Sep Status: 16 Sep  
16:50 Disrupted 16:55

Vouchers

Meals at hotel

Hotel voucher **Hotel voucher**

Combine bookings

Add passengers to hotel booking

**FINNAIR** **AZ en**

Home

Hotel voucher

**Hotel voucher: Demo hotel 3 Helsinki Taxi**

13.01 Viestit

Address: Läntinen Valkoisentähteentie 52, 01300, Vantaa, Eiji

Phone number: +35851234567

For 1 person(s): TUIJA BADCOM KASPAR

Number of nights: 1

In: 16-Sep-2024 Out: 17-Sep-2024

Room type: Single room

Hotel voucher code: CN1

Block code: HEL\_160924\_AY\_DH\_4670

Booking source: SFS360

Costs covered by: AY

Click here if you would like to cancel the room and decline the hotel voucher.

## Cancelling the hotel booking

- Cancelling link is found by scrolling down the hotel voucher page
- **The link is valid for 15min only from booking**
- Once cancelled customer can no longer book another hotel via the portal
- Customer contacts local Ground Crew if hotel is still needed after cancelling  
→ Contact CSM