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# Hawaiian Airlines redesigns HNL lobbies

By **Jane Hobson** on November, 8 2019 | Airline & Terminal News



Images: A rendering of Hawaiian Airlines' redesigned lobby at Honolulu's Daniel K. Inouye International Airport's Terminal 1

[Hawaiian Airlines](#) announced today that it will begin a month-long project next week to install new check-in kiosks at [Daniel K. Inouye International Airport](#) (HNL). The kiosks will be located in Lobby 2 and 3, and in Terminal 1.

The work, which will complete the airline's multi-million-dollar statewide lobby renovations, also kicks off a series of planned improvements at the carrier's main hub to enhance the passenger experience. The renovations are slated to occur during off-peak hours and overnight.

Hawaiian will install 54 new Embross check-in kiosks, replacing the existing 48. The machines, which will be arranged diagonally instead of in a circle for easier access, feature the latest technology, including larger and more responsive touch screens, as well as boarding pass and bag tag printers that reduce waste. The average time passengers spend at the kiosk will be reduced by 30 to 60 seconds, according to today's press release.

The airline will also reconfigure guest queuing to improve lobby flow and install new signage and check-in podiums with bag scales.

Hawaiian recently replaced kiosks and refreshed its lobbies in Līhu'e at Kaua'i, Kahului at Maui, and Hilo and Kona at Hawai'i Island. The airline is embarking on a two-year modernization program that will include new guest service, baggage drop, premium check-in counters, the addition of a mauka

security checkpoint and access to the Mauka Concourse in 2021.

“We look forward to introducing a host of improvements at Honolulu to create an effortless travel experience for all of our guests,” said Jeff Helfrick Vice President of Airport Operations at Hawaiian Airlines.