

Dallas/Fort Worth Airport (DFW) is one of the ten busiest airports in the world, servicing well over 67 million passengers per year. In 2017, the airports council international named dfw the “best large airport in North America” for customer service. The results came from passenger surveys conducted by ACI at over 320 airports worldwide. The 2017 J.D. Power Ratings ranks DFW Airport eighth in the nation in terms of customer satisfaction... and at the center of it all stands American Airlines; the largest airline in the entire world.

#1 AIRPORT IN NORTH AMERICA

IN CUSTOMER SATISFACTION - 2017 ACI SURVEY

JD POWER 2017 AIRPORT RANKINGS LISTS DFW AMONG TOP TEN IN MEGA AIRPORTS

THE CHALLENGE

American Airlines is the largest operator at DFW Airport, supporting the travel needs of millions on a daily basis. For nearly two decades, Flagship has successfully maintained a relationship with this aviation giant, offering creative solutions during some of their most difficult circumstances. During the early stages of the engagement, the airline was faced with a number of challenges. A complex merger with US Air had just been consummated and the airline was also in the throes of a bankruptcy. In addition, a total renovation of their home terminal was underway; all of which brought a unique set of circumstances that had to be addressed from a service perspective.

FLAGSHIP'S SOLUTIONS

With the merger, bankruptcy, and a major renovation project underway, Flagship understood that American Airlines was in a fragile financial position but at the same time, had an expanding customer base that needed to be serviced. A flexible fiscal model was constructed that worked within the confines of their finances without sacrificing any measure of quality or the brand integrity that had been built.

THE OUTCOMES FLAGSHIP DRIVES FOR AA @ DFW



20+ YEAR
RELATIONSHIP
WITH AMERICAN AIRLINES



**6 MILLION SQFT
CLEANED DAILY**



24 MILLION PASSENGERS
ANNUALLY IN FLAGSHIP TERMINALS

