



Airport authorities are making major investments to improve the passenger experience, including expansions to relieve overcrowding, better food and drink options, and technologies to improve communication. Flagship's services also help airports make great impressions by making the terminal a more pleasant place to be.

### CLEANLINESS INCREASES ROI

Clean carpets and floors are an amenity that passengers take for granted—unless they're dingy and dull. Flagship can make airport carpets look like new, adding many years of useful life to this important capital investment. We test to determine the carpet's pH balance and try different mixtures of chemicals to determine the best application.

We keep decorative floors clean and shiny by offering a cleaning process that is more environmentally friendly, needs no stripping or deep scrubbing, and creates a high traction gloss that can help reduce slips and falls.

*“Based on your cleaning...we were able to extend the useful life of our floors by years and help protect our investment.”*

### CUSTOMER SERVICE

Pleasant human interactions also create great impressions, but airports have limited control over their passengers' interactions with non-airport employees such as parking lot attendants, shuttle drivers, and employees of concessionaires.

We know that we share space with your passengers, so our employees receive specialized customer service training that is usually offered in fine hotels. They carry laminated maps of the terminal and know how to read the FID monitors so that they can direct customers to their gate or the airport information desk. Secret shoppers test their reaction to common questions or minor security issues.



**OUR PEOPLE ARE CUSTOMER  
SERVICE AMBASSADORS**

## DOCUMENTED RESULTS

Transitioning to a new cleaning service provider might seem like a challenge, but Flagship's proven transition process makes the process virtually pain-free. When Flagship took over the services provided by a long term large national vendor at Orlando MCO, we were able to simultaneously improve services at a rate 15% below incumbent and other large national company proposals. And we've retained several of our key airport customers for 20 years or more.

Choosing Flagship provides the advantages of a maintenance partner that understands the unique challenges of the airport environment, including tight schedules and intense scrutiny from passengers and local governments. We are keenly aware of the need to prove our value, and so we offer our customers a dashboard-style portal with real-time KPIs that provide insight into our performance.



**INTERESTED IN MAKING  
A CHANGE?**

**FlagShip**<sup>TM</sup>  
AIRPORTS

**GREAT PERFORMANCE. GREAT VALUE.  
THAT'S THE FLAGSHIP WAY.**

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Ready to talk to a Flagship integrated facilities management expert? Call toll-free (877-352-4668) or email us at [info@FlagshipInc.com](mailto:info@FlagshipInc.com).

▶ **DISCOVER THE FLAGSHIP DIFFERENCE**

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