

HOW FLAGSHIP ELEVATED CLEANING OPERATIONS AT ORLANDO INTERNATIONAL AIRPORT



Orlando International Airport (MCO) is one of the busiest airports in the United States, serving as a crucial hub for millions of travelers every year. As the gateway to Central Florida, MCO manages high passenger volumes while prioritizing operational excellence and exceptional customer service.

! THE CHALLENGE

In 2014, Flagship took over cleaning at MCO during a period of significant growth and change. Traffic was surging, new construction projects were underway, and **passenger expectations for cleanliness and service were higher than ever**. These pressures exposed critical gaps in MCO's existing cleaning program, which required immediate attention.

Not only did carpets and floors need more effective cleaning, but the airport **lacked a robust tracking system to monitor cleaning performance in real-time**, making it difficult to maintain passengers' high standards. Rising labor costs posed another challenge, highlighting the need for a more efficient staffing model that could balance work quality with budget constraints.



✓ THE SOLUTION

Flagship introduced a **series of innovative strategies and solutions** to transform MCO's facility cleaning and customer experience. Key improvements included:

- Introduced cutting-edge chemicals and equipment, as well as best-in-class cleaning procedures, to elevate the cleanliness of hard floors and carpet.
- Deployed a state-of-the-art performance monitoring system for real-time quality assurance.
- Rolled out Flagship's proprietary customer service training.
- Strengthened employee culture with a professional HR framework and robust onboarding processes.
- Launched a comprehensive reward and recognition program, including on-the-spot recognition for outstanding work and monthly awards for top performers.

Through these efforts, Flagship **set a new standard for facility management excellence** at MCO.



MCO consistently earns top ranks in the **J.D. Power North America Airport Satisfaction Study**

↑↑ THE OUTCOME

With Flagship's **cutting-edge technology**, airport managers can monitor traffic patterns and resource utilization in real time. Data analytics enable dynamic decision-making, including the ability to quickly allocate staff where they're needed most and respond immediately to critical issues such as restroom malfunctions. This proactive approach **enhances the passenger experience** while maintaining cost efficiency and operational reliability.

Meanwhile, Flagship's **staffing model fosters a highly engaged and motivated workforce**. Through initiatives like real-time performance recognition and on-the-spot rewards, Flagship not only boosts employee morale but also **cultivates a culture of excellence** and customer service that positively impacts the passenger journey.

