

How Flagship's Training Center Prepares Employees for Success at RDU

As one of the fastest-growing airports in the United States, Raleigh-Durham International Airport (RDU) welcomes millions of travelers each year while steadily expanding its operations. Supporting that growth requires operational consistency, a well-prepared workforce, and an unwavering focus on the passenger experience.

! THE CHALLENGE

Training new employees inside a busy airport presents unique challenges. With operations continuing around the clock and supervisors focused on daily service delivery, new hires have limited opportunities to build hands-on experience before entering passenger-facing areas. Employees must also complete the airport security badging process to gain access to the terminal, creating a gap between their hire date and first day on the job.

Flagship saw an opportunity to make better use of that time by improving the onboarding experience. The goal was to ensure employees arrived at the airport ready to perform with confidence.

✓ THE SOLUTION

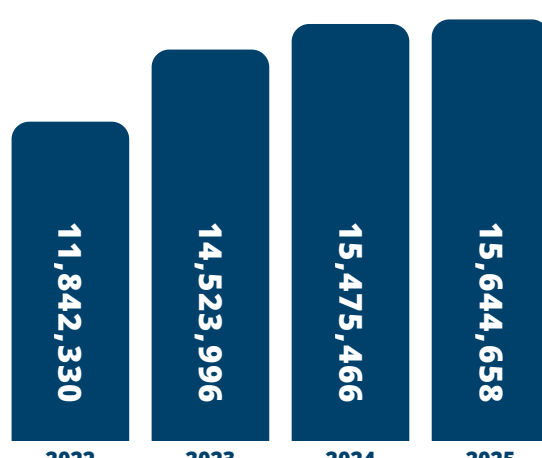
To make the most of the time before employees are given airport access, Flagship established a dedicated off-site recruitment office and employee training center exclusively for RDU.

Instead of waiting for the badging process to be completed, they begin developing the skills, knowledge, and service mindset needed for success in the terminal. Through hands-on instruction in a realistic training environment, employees practice the same tasks they'll perform on the job, building confidence and familiarity before their first shift.

The training curriculum covers topics such as:

- Restroom detail cleaning
- Gate hold and jet bridge cleaning
- FOD (Foreign Object Debris) policing
- Flagship's 80/20 cleaning methodology
- "Moments That Matter" customer experience program principles
- "Be Our Guest" hospitality training program standards

PASSENGER GROWTH



The training program reinforces the role every employee plays in shaping the passenger experience through visibility, professionalism, and hospitality. By the time employees receive their airport credentials, they're already familiar with Flagship's cleaning procedures, operational standards, and service expectations. As a result, they can transition seamlessly into the airport and begin contributing from day one.

↑ THE OUTCOME

The off-site training center has become a vital part of Flagship's long-term strategy to support RDU's continued growth while strengthening the passenger experience. As passenger volumes surpassed original projections, Flagship has:

- Increased staffing from the original contract target of 128 FTEs to more than 160 employees, with additional hiring planned.
- Created a dependable onboarding experience that prepares employees for success in the airport environment.
- Reinforced a culture centered on hospitality, safety, and service.

By investing in employee readiness, Flagship has created a more efficient onboarding process that allows supervisors to spend less time on foundational training and more time coaching employees in the field. New team members are able to integrate into airport operations more quickly while delivering the consistent service standards passengers expect.

For RDU, these behind-the-scenes investments help ensure the airport can continue growing without compromising cleanliness, safety, or the overall passenger experience.