

Success Story

Reducing Turnover at an International Airport



Business Issue

A busy U.S. international airport serving more than nine million passengers annually used temporary agencies to staff the Ground Transportation Program twenty-four hours a day, seven days a week. Due to high staff turnover, the Airport Authority changed staffing agencies four times in six years as they sought a staffing partner that could make customer service a top priority.

Solution

Manpower (part of ManpowerGroup) was brought in to analyze the staffing situation and make recommendations to address the client's challenges. Manpower's key recommendations included client site management and employee training to reduce turnover. Manpower's onsite management team worked with Airport Authority supervisors to maintain a temporary staff of 65 associates who worked first, second, and third shifts. Together, Manpower and the Airport Authority set service-delivery standards for each position. Manpower's on-site manager handled all training while maintaining the high service standards.

The Manpower team provided temporary staff with the following trainings:

- 40 hours of training for bus drivers transporting passengers between parking lots and terminals
- 24 hours of training for cashiers at parking lot booths
- 16 hours of training for inventory clerks, who used handheld computers to monitor airport parking facilities

Results

Regular quality control audits showed that Manpower has delivered significant improvements including the following:

- Reduced inventory clerk turnover from 50 percent to 5 percent
- Achieved a 95 percent success rate with cashiers and cash handling

After the initiative to address the high turnover rate was completed, Manpower and the Airport Authority worked to reallocate resources to increase pay rates and offer additional training to further build the client's talent pipeline and improve customer service.