

Raleigh Durham Airport

North America



Business Issue

Each year, more than nine million passengers pass through the Raleigh-Durham International Airport, a travel hub for the fast-growing region and Research Triangle Park. The RDU Airport Authority had used temporary agencies to staff the Ground Transportation Program 24 hours a day, seven days a week. However, staff turnover was high, and the Authority changed agencies four times in six years. The Airport Authority needed a staffing partner who could make customer service top priority.

Solution

Manpower analyzed the staffing situation, and recommended client site management and associate training in order to reduce turnover. Manpower's on site management teams works with RDU Airport Authority supervisors to maintain a temporary staff of 65 associates who work first, second and third shifts. Manpower provides:

- 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 use handheld computers

Together, Manpower and the Airport Authority set service delivery standards for each position. Manpower's on-site manager handles all of the training and manages Manpower associates to those service standards.

Results

RDU Airport Authority has relied on Manpower to staff its Ground Transportation Program for seven consecutive years. Regular quality control audits show that Manpower has reduced inventory clerk turnover from 50% to 5%; and achieved a 95% success rate with cashiers and cash handling. With the high cost of turnover under control, Manpower and the Airport Authority are working to reallocate resources to increase pay rates and offer additional training to further improve customer service.

