

Cabin cleaning presence doubled at Manchester Airport

2 years ago



Integrated facility and aviation services provider ABM has announced it has more than doubled the number of airlines it serves at Manchester Airport and increased headcount by 163% following the award of three new contracts.

The multi-year deals, serving 10 airlines, mark a significant increase in presence at the Northern aviation hub, which is in the final stage of a £1.3bn transformation programme.

The company's aviation division offers cabin cleaning as one of its two core services, with decades of successful service delivery experience and world class expertise. With cabin cleaning contracts at all major UK airports, the new partnerships are part of its strategic growth plan.

As part of the agreements, it has invested in new ground equipment including four minibuses, a high lift, water service unit, one waste trailer and a duty manager car. The partnerships will also see the company supporting the ambitious growth plans and passenger experience campaigns from the different airlines.

Managing director for Aviation Jim Niblock said: "Sustainable service delivery is highly dependent on a happy and engaged team on the ground. One contract has meant a significant number of new team members which is why management implemented regular crew room visits, and numerous one-to-ones with individuals in advance of contract mobilisation.

"We fully integrated each team member to ensure understanding of the wider operation, listened to their requests and actioned everything possible to ensure we launched with a motivated team. The fact that we had 100% attendance on day one is a testament to that all important focus on engagement.

“Our relationship with Manchester Airport spans many years having provided cabin cleaning and passenger assistance expertise successfully across the airport ecosystem. With the airport now in the final stage of its transformation programme, it is the perfect time to significantly increase ABM’s presence.”

The company employs an 18-touchpoint customer journey model, allowing the team to provide superior travelling experiences. Utilising data-driven insights and innovative technologies, it offers integrated curbside-to-plane airport facility solutions to support safety, customer service, and revenue goals.