

Service Management Systems

Success Stories



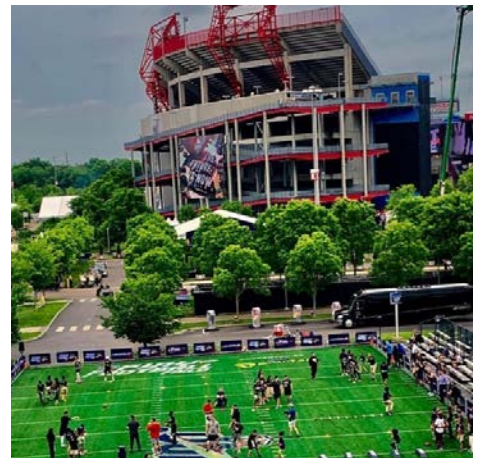
Nissan Stadium, home of the Tennessee Titans, hosted the 2019 NFL Draft Experience during the 2019 NFL Draft, April 25–27. Opening its gates at noon on April 25 in the Nissan Stadium parking lot, the three-day Draft Experience welcomed thousands fans for games, museum-like exhibits, bars, live music and so much more.

More than 600,000 people were in attendance in the streets of Nashville, and 47.5 million viewers watched at home, both breaking records for the NFL Draft. The Draft Experience was also the largest to date and the first to integrate a free concert

series featuring Nashville-based artists.

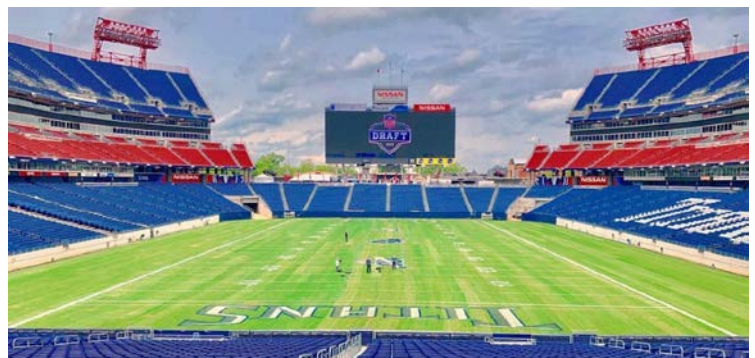
All that being said, our Service Management Systems team at Nissan Stadium did not miss a beat in keeping the stadium and its parking lots clean, while delivering an excellent visitor experience to all the fans in attendance.

As the draft was loading in for setup, SMS patrolled all the parking lots and monitored the trash in each area, sweeping and picking up trash, as needed. The SMS team set out over 150 trashcans and recycle cans throughout the lots. SMS also cleaned and flipped the West Club within the stadium several times during the festival to host ESPN and Huddle of Hunger events. Throughout the Draft Experience at Nissan Stadium, fans had access to autograph signings, bands, bars, sports competitions, games, etc., all of which SMS kept clean each day.



Marshall Fortson, SMS Supervisor at Nissan Stadium (left), and Tim Gordon, SMS Facility Manager at The Mall of Green Hills, take time out of their busy cleaning schedule to snap a quick picture.

SMS Supervisor, Marshall Fortson, alongside SMS Housekeepers Keyounda Gregory, Sandra Scales, Jeff Dowdell, Keith Colvin and Chelsea Jackson, worked tirelessly each of the three days. Lindsey Henderson, SMS Facility Manager at Nissan Stadium, supported the event alongside her team members – even sleeping onsite during the event days to ensure the stadium, lots and event areas were all cleaned.



whatever it takes!

Often times when there are large events, SMS Facility Managers within the Nashville area and division leaders will pull together to help each other, furthering the SMS family mentality and “whatever it takes” motto. SMS Division Vice President, Glenn Desposito, was also onsite during the event, supporting Lindsey and the Nissan Stadium team by aiding in trash pickup. Our SMS Facility Manager at The Mall at Green Hills, Tim Gordon, also came to help Lindsey

and her team.

When it comes to delivering exceptional customer service and exemplary cleanliness standards in short turnaround times, Lindsey and her team are unmatched! Since Lindsey and her team are accustomed to back-to-back large events and dedicated to doing “whatever it takes” to provide the best customer and visitor experience, it comes to no surprise that they were able to pull off one of the largest events the Nashville area has ever seen, with no issues!

