

FLAGSHIP CONSTRUCTION COMPANY, LLC



MEASURING SUCCESS THROUGH QUALITY RELATIONSHIPS

by Gina Diorio

IT HAS BEEN CALLED THE “ENTERTAINMENT Capital of the World.” Famous for spectacular shows, culinary masterpieces, and elaborate buildings, Las Vegas, Nevada draws millions of visitors annually for both business and pleasure. And for the past seven years, one company has been helping build the structures that characterize this desert oasis.

Located in the heart of Las Vegas, Flagship Construction Company, LLC, a subsidiary of National Construction Enterprises, is a general contractor performing work in sectors ranging

from hospitality and retail to commercial and institutional.

In a city as architecturally intense as Las Vegas, this is no easy task, and company Vice President Nancy Paolino notes that her job consistently requires devising innovative ways to accomplish goals. “I don’t even think it’s thinking outside the box,” Paolino says, “There’s no such thing as a box.”

Indeed, Flagship Construction has proven that once the boundaries of the imagination are lifted, growth is limitless. “When I started with the

Above: Miracle Mile Shops at Planet Hollywood Resort & Casino.



Above: Halo Bar at Miracle Mile Shops at Planet Hollywood Hotel & Casino.

Facing page top: Steve Wyrick Magical Theater & Ultra Lounge interior.

Facing page bottom: Nancy Paolino, Vice President Flagship Construction Company, LLC.

company in 2002, there were three employees doing about \$15 million a year,” Paolino recalls. “Today, we’re doing \$168 million of work.”

This work ranges from the complex to the unique. Among projects too numerous to mention, the company has

done extensive new construction at Las Vegas’s McCarran International Airport and recently completed a \$55 million major renovation of the city’s Miracle Mile Shops. Located inside the famed Planet Hollywood Resort and Casino, this project was particularly significant, as it encompassed several separate projects, including:

- Comprehensive transformation of the architectural atmosphere – Flagship Construction took a heavily-themed venue and streamlined it, incorporating architectural elements that resulted in a more contemporary aura.
- Construction of state-of-the-art theatre – Located within the property, the Steve Wyrick Theatre and Entertainment Complex is complete with a box office, lounge, bar, and concession area.
- Completion of Trader Vic’s restaurant – This project presented significant challenges for Flagship Construction as the owner-supplied materials necessary for critical tasks arrived late. Despite this difficulty, Flagship Construction completed the project substantially ahead of schedule. “What I find exciting,” Paolino notes of this project, “is embracing the challenges of a project with a

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‘can-do’ attitude and through a sincere commitment to deliver. We’re proud of our project’s successes and our ability to meet schedules.”

While each of these is a source of pride for Flagship Construction, Paolino states that the highlight of the project was that the company completed the entire job, including major façade work, in a live center without a single retail shutdown. Although this involved building massive structures to keep pedestrians safe, Paolino notes that the company “gave the center an optimal operation considering some major, major construction.”

Size does not always indicate complexity, however, and Flagship Construction recently undertook a unique Neon Museum project involving the dismantling, moving, and reassembly of the famed yet delicate La Concha Motel designed by Paul Revere Williams in 1961. Although the project was small in volume—less than \$2 million—it required constant attention, expert team work, and significant problem-solving capabilities.

“When it’s a project that’s very complex or challenged because of a schedule or something of that nature, I think that’s really where we shine,” notes Paolino.

Flagship Construction can tackle such challenges in part because all of the company’s approximately 30 employees are project engineers and project management staff, allowing the company to dedicate considerable expertise to each project. “We really do care about every single project we take on,” Paolino says.

This care is evidenced by the company’s emphasis on relationship



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building. “Las Vegas is a town based upon relationships,” Paolino adds, “and I spend a lot of time developing relationships and earning confidence with clients and potential clients and with the subcontractor base.” She continues, “We take our leadership role here very personally, and I think that we’re the type of company that you end up hiring because you really feel that we’re engaged and that we really do care about your project’s success.”

Flagship’s focus on relationships applies to the company’s personnel as well. “We want to really cultivate our existing team,” notes Paolino, who adds that her goal is to create a good work

environment and family atmosphere for employees.

Moving forward, Paolino will continue to pursue opportunities for both new and repeat business while keeping the company’s focus on personal relationships.

“Building a building is not rocket science,” she says, “but it is key to understand your client’s objectives and for them to understand your approach. I want a client to know what we’re made of and the lengths we’ll go to exceed their expectations. The meat and potatoes of it are all about the people and the relationships.” ABQ