NEWS RELEASE

A Legacy of Greatness

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When newly hired flight attendants arrive at our training center in Fort Worth, I greet them all with the same phrase: "Hello, greatness."

We can all be proud of our history, but we don’t have to be defined by our circumstances.

It can make for a few odd looks at first, until they realize why I say it — a story I wanted to share as we recognize Black History Month, a time of reflection for so many of you, and for us here at American.

I was raised in north St. Louis in the 1960s and '70s where I attended Sumner High School, the first high school built for African-American students west of the Mississippi River. The reality is, it was a pretty tough environment. And it wasn't at all diverse. Every day, I saw people who looked just like me. And while our teachers lifted us up and taught us to be proud of our heritage, my mother wanted even more. She exposed me to different people, places, backgrounds and cultures. Her message was one that still resonates with me today: We can all be proud of our history, but we don't have to be defined by our circumstances.

My mother always set a high standard of success. Hard work was key, but the rest was all about attitude. Greatness, she said, is something you feel, and when you feel great, you treat others the right way. I carried that lesson with me when I joined American as a flight attendant in 1985, and quickly fell in love with this career. Doing this job requires a true passion for people and service, and it taught me that simply listening, caring and showing respect to everyone, always, can have a profound impact.

After five years of flying, I joined the training department where I still work today. Thousands of new flight

attendants from all over the world have earned their wings since then, and I've had the opportunity to share this message of respect with those who walk into my classroom. It's rewarding to see our team grow to mirror the diversity of the places we fly and the customers we serve. It's been equally fulfilling to watch this positive message spread.

So, today, without knowing you, your background or why you're here, I'll greet you the same way. Hello, greatness. On behalf of American and my more than 100,000 colleagues, thanks for flying with us today.

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