NEWS RELEASE

Straight to the Gate: Michelle Lee

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“Proud and grateful” — that’s how Customer Service Supervisor Michelle Lee describes her feelings about being a member of the American Airlines team.

Starting with US Airways, she has spent the past 16 years with the airline. And as she soars through her career, she says the one constant is the team members, who she considers a family, that she works with.

Because of this job, I have made friends with people in many different countries.

“I began as a US Airways employee and it immediately felt like being part of a big family. Now as American Airlines, we are the world's largest, but that family feeling hasn't changed a bit.”

Based in Amsterdam, Michelle says her job has allowed her to experience different cultures and she loves the opportunity to meet and work with people from all around the world.

“Because of this job, I have made friends with people in many different countries.”

She also loves the city she calls home. “Amsterdam embraces diversity like no other place I have seen — it’s something that American Airlines and the city here have in common. Amsterdam's history is absolutely fascinating and you will be hard pressed to find more welcoming locals.”

“Michelle has been with the AMS team from the very beginning and has grown into a respected, admired leader. I'd like to acknowledge her efforts and thank her for the 16 years of wonderful teamwork - and here's to many more in the future," said Richard Bond, General Manager (AMS and LIS)

One of the moments that makes Michelle most proud of her time with American Airlines team happened last year when a flight from New York (JFK) to Paris (CDG) was diverted to Amsterdam because of some bad weather.

Michelle says that normally her day starts at 7 a.m. Due to the diversion, the team needed to be at the airport at 4.30 a.m. “The team here leapt into action to accommodate the extra passengers without delay and with less sleep than usual. At the end of the shift, we were tired, but very pleased that no passenger complained and were soon on their way to their final destinations. This made me exceptionally proud.”

And that pride in American is why Michelle would recommend the airline as a great place to work.

“You will be personally recognized and thanked by senior leaders if you are doing a great job.”