NEWS RELEASE

# Straight to the Gate: Paresh Raval

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When you first meet Paresh Raval, it's hard not to be engulfed by his enthusiasm for life and his passion for being a part of the American Airlines team. For two years, Paresh has worked as a baggage service agent at London Heathrow Airport (LHR). He considers his job to be more than transporting luggage — he knows it's his responsibility to make sure someone's possessions make it to their destination, safely. You never know what's inside. "To me a bag is more than just an item, it could contain someone's life possessions, an engagement ring, a child's birthday present or essential medicine. Ensuring that every bag makes its flight is what I aim for, even if it means personally delivering it to the aircraft."

What drew you to American Airlines?
Having previous experience with baggage handling via import export business, as well as my son being a pilot at London Gatwick, I was intrigued to see how the small things all must come together for an aircraft to be able to depart on time.

What is your favorite part about being a member of the American team?
At American, all the staff and management are very motivated to achieve targets as well as to work efficiently as a team. Working in such a team helps bring out the best in you and makes for an enjoyable working environment.

Why would you recommend American as a great place to work?
The main reason I would recommend American as a great place to work would be, that the airline values their employees and appreciates hard work, recognizes the diversity of their employees and customers and there is always opportunity to meet new people and learn new things.

What is the one thing you would love to do as a member of the American team?
The one thing I'd love to do is be able to experience what it is like to work at different American hubs, perhaps in

Chicago or New York, to gain more awareness of how different aspects of our dynamic business works.

Can you think of a time that your team showed up big time to make sure operations ran smooth and customers' trips weren't disrupted?
Once, the automatic baggage handling systems failed in all four of Heathrow's terminals. This caused havoc as the process of getting baggage to the aircraft and the terminal was significantly affected. However, from working together and having awareness on how to use the trolley system we ensured smooth running of operations, which then led to a reduced amount of customer disruptions.

Anything else you would like to add?
I have sometimes gone into work on a day off without realizing, I just love it that much!