NEWS RELEASE

Straight to the Gate: Deb Hart

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When Deb Hart talks about all the years she has spent with American Airlines, she gets emotional, even choked-up as she recalls her 35-years of service with the airline.

“The reason that I am still here in the airline business is called opportunity,” said Deb. “I had an opportunity back in 1982 when Piedmont Airlines hired me and that opportunity showed me lots of the world, lots of experiences that a 19-year-old otherwise would never have, and I just couldn’t give it up.”

Since starting with Piedmont Airlines in 1982, Deb has worked in Dayton, Indianapolis, and Charlotte. She has enjoyed her journey every step of the way.

“I am a Fleet Service agent in Charlotte. I work on the ramp where I meet the flights as they come in and I move cargo [and] baggage to their connecting flights,” Deb said.

She takes her role with American very seriously and meets each day with enthusiasm and dedication to the task at hand. "I wish I could bottle her dedication and sprinkle it over the whole system," said Todd Craven, manager on duty – Customer Relations, CLT. "She works with a smile and genuinely cares for our customers as well as her coworkers."

“My goal is to deliver 100 percent every day when running my bags,” said Deb. “Because I feel like if I don’t, then I’m letting somebody down and I don’t want to let them down.”

For Deb, every piece of baggage she loads and unloads has a personal story.

“If I deliver bags to the Orlando flight, it has little yellow tags on it, meaning it’s going to Mickey’s house, Disney World. You know you are making a kids day and that they are going to have their swimsuit and flip-flops and they are going to be good. To me, there is nothing better,” Deb said.

And this sense of family is what keeps Deb coming back to work in Charlotte day after day. “The biggest reason I am still with it is because of the people. I’ve met the best people anybody could ever have and you just can’t give that up.”