NEWS RELEASE

Straight to the Gate: Rorey Dennis

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Rorey Dennis takes American Airlines customers' travel personally. When it comes to his job and getting customers to their desired destination, he knows customer service can go a long way.

"Customer service is taking care of any customer, from the ticket counter until they get on the flight, that's my job," said Rorey. "It's personal for me. I get to take care of the customer until the aircraft pushes off from the gate. Then, I am done with that customer until the next time I see them around."

As a Charlotte-based Customer Service agent, Rorey has seen firsthand the importance of his position. He believes his passion for taking care of customers was crucial when, on one weather delay, he was called on to help a nonverbal customer.

Rorey took the time to write everything down so he could clearly relay the changes to the customer's travel schedule. Rorey said it took about an hour to help this customer. "The customer really appreciated me taking the time to explain what was going on, what wasn't going on, what was going to happen and what might not happen."

His dedication was praised by others at the gate. "I had customers come up behind me and tell me job well done," said Rorey. "That just made me feel so good."

He also believes the move to American two-and-a-half years ago was the best decision he made for himself and his family, especially his 13-year-old daughter.

“My daughter means so much to me and to see her happy just creates my happiness. It helps me come here every day and do the job American Airlines pays me to do, and go back home and then come here and do it all over again with a smile on my face,” said Rorey.

To Rorey, one of the best perks of his job is the ability to regularly travel home to Kingston, Jamaica, to visit his 97-year-old grandmother.

“My job allows me to go see grandma, to go see cousins that I haven’t seen in years and classmates I haven’t seen for 20 years,” said Rorey. “It gives me a sense of family working here at American. Without working at American Airlines, I wouldn’t have been able to see my grandmother four times this year.”

“American Airlines has been fabulous to me over the two and a half years. I really love it here.”