NEWS RELEASE

Straight to the Gate: Stephen Hammonds

7/25/2017



Stephen Hammonds has a passion for people that started when he joined Piedmont Airlines 29 years ago. He knows his role is an important touchpoint with each customer and embraces the opportunity to make a different in their trips.

“In my job as a flight attendant, every day I look at it as a chance to bring joy and excitement to the customers we carry on our flights,” said Stephen. “I truly treat people as if they are my own family, because I would want my family treated that way.”

That passion, a desire to explore the world and meet new people were just a few of the reasons he gave up his career in law enforcement and joined American. But they weren’t the only reasons.

“Prior to becoming a flight attendant I worked in law enforcement,” said Stephen. “And because of the danger of the job I made some life choices.”

The thought of seeing the world sounded like a great opportunity, and he decided the adventures in the sky appealed to him more than the danger in the streets.

“I always wanted to travel,” Stephen added. “I saw an ad one day in the paper for Piedmont Airlines, so I applied and within a few weeks I was on my way to Winston-Salem for training and it is a decision I have never regretted.”

Stephen has moved around over the years, based out of Philadelphia (PHL), Washington, D.C. (DCA), Pittsburgh (PIT), Miami (MIA) and now Charlotte (CLT), where he enjoys the “southern hospitality.”

“The people who work at this airport, the customers who come through this airport … Charlotte airport offers so many unique places not only to eat but they have the rocking chairs that give the image of warmth when you come through this airport,” Stephen said.

He says he feels empowered by his leadership team to succeed in his career.

“My experience has always been positive, with my supervisor, along with the other top brass,” said Stephen. “Not only are they professional but they care.”

Stephen takes pride in the opportunities he has had along the way and talks fondly about the people he has encountered and recalls a favorite place in Rio de Janeiro.

“There was one particular restaurant that the crews would go to. And when I would walk in – it was not just me, it was all the crews – we would feel so appreciated,” said Stephen. “We felt like they were our long-lost family who hadn’t seen us in 20 years. They would come in and say, ‘Come in, my friend. Good to see you.’”

Stephen shares that same sentiment with the customers he meets, greeting customers like long-lost family and friends. He helps make their journey, wherever they are going, an enjoyable experience, and feels he is lucky to have that opportunity to do so with his position at American.

“America is a great airline to work for, with great benefits. I make a good living, and I tell my kids all the time everything we have is because of American.”