NEWS RELEASE

Straight to the Gate: Venus Bohannon

7/18/2017



Providing the best customer service possible is always top of mind for Venus Bohannon, a Winston-Salem-based Reservations representative who specializes in taking care of American's elite customers, including ConciergeKey members.

Having worked with American for the past six years, she says that it's simply company culture to regularly go above and beyond for a customer. She says that team members across the system work together to make each passenger's trip go as smoothly as possible. A recent example for her was when she helped out a customer trying to make an important family deadline.

"[An agent] was looking for flight options to help one of our members make it to the birth of his first grandchild," Venus remembers. "I reminded her about some of the tools she could use to help find space available, and, after taking a look at our options, we were able to find a flight and get him there to witness his first grandchild being born."

Venus is excited about the many positive changes she has seen at American over the years, as well as the changes to come.

“It is an exciting time to be a part of the American Airlines family, and I want to be a part of that,” she said. “I’ve witnessed a lot of growth within the company. We are making a lot of changes, and I couldn’t see myself working for anyone else but American Airlines.”

It’s an exciting time for Venus’ personal life as well — she is getting married in the fall and excited about those changes, too. “I’m looking forward to a little sun, sand and surf.”

Venus has big plans for the for the two positive-space tickets that American team members were awarded after the airline was named the 2017 Airline of the Year by **Air Transport World**.

Namely a trip to Hawaii.

“My dad was in the military, so we lived there for 3 years. I thought it would be nice to go and visit Oahu — my fiancé has never been off the mainland,” said Venus.