NEWS RELEASE

Straight to the Gate: Tracy Schlor

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A love of flying and traveling to far-away places was an early passion for Tracy Schlor.

“I was bitten by the bug to fly when I was probably a toddler,” said Tracy. “My grandmother used to take us to Fort Meyers on Eastern [Airlines] to visit my great-grandmother, and I knew at a very young age that I wanted to fly.”

The DCA-based flight attendant has spent the last 30 years of her life flying with American. But her path in the airline industry didn’t start there.

“My first job was a special assistance representative,” she said. “They are the ones who used to wear the red coats and push wheelchairs from gate to gate.” That was in Pittsburgh.

From there Tracy moved on to working as a part-time gate agent and she eventually moved to DCA to work as a vacation relief agent. Her airline experience didn’t stop there.

“I would work catering, I would work the ramp, I would haul the mail from the post office to the airplanes, I would work as a gate agent,” she said.

Tracy said she wanted to work every position that was available so she could eventually settle on one role she loved: becoming a flight attendant. “My mother was the one that really pushed me to become a flight attendant. She got hired by American Airlines many years ago but never accepted the position.”

But Tracy did join American and hasn’t looked back since. “It is kind of funny now when you talk about it because, it is a very exciting life. I’ve been here for 30 years and I can’t believe it.”

Thirty years of flying, training, teaching, meeting her husband on the job and taking care of fellow team members and customers.

Tracy recalls a time when she helped a customer, who was in a wheelchair and traveling from DCA through Fort Lauderdale, FLorida (FLL) to Port-Au-Prince (PAP), her final destination .

“The language barrier was so difficult. She started crying and it really tore up my heartstrings so I got the captain involved and the first officer involved,” Tracy said.

All three team members spent time reassuring the customer everything was okay and they would get her to her destination.

“When we finally got to Fort Lauderdale, there was a supervisor there. She started speaking French to the customer and the lady grabbed onto my arm and I knew what she was telling me, words were not being spoken but I could tell she was very grateful that we helped her,” Tracy added.

Just one of the many reasons why Tracy loves what she does. “A lot has changed in the airline industry, but I don’t plan on going anywhere soon.”