NEWS RELEASE

Like family

9/18/2017

¡Bienvenidos a nuestra familia!

That means “welcome to our family,” and whether you visit Mexico regularly or you’ve never been here before, it’s how we hope to welcome you soon. I’ve been with American for 14 years now, but I’ve lived in Mexico City my entire life. And it gives me great joy to share this beautiful city, country and culture with you, our customers.

As an airport operations agent at the largest airport in Mexico and one of the busiest in Latin America, I do a little bit of everything. You might see me at the gate as you get ready to board your flight, but I spend a lot of my time at the ticket counter. I enjoy my job because it allows me to help people, answer questions and exchange stories. I’m a proud Mexican, and I get very excited when people tell me about their visit, whether it’s business travelers talking about the great people they met or leisure travelers telling me about the interesting places they toured.

I love when customers express their desire to return, and I’m especially joyful when they choose to return to American. That means we have truly made them feel like a member of our family.

It’s a big family, too. We have more than 1,000 team members spread across our airports in Mexico, as well as at our reservations and sales centers. And this month, we’re all celebrating a major milestone. September 8 marks the 75th anniversary of American’s very first flight to Mexico. We were the first foreign carrier in the country, and, today, we remain the leading U.S. carrier here. In fact, Mexico is the largest international destination for American, with more than 600 flights a week serving 21 destinations: Aguascalientes, Cancún, Chihuahua, Cozumel, Guadalajara, Hermosillo, León, Mazatlán, Mérida, Mexico City, Monterrey, Morelia, Puebla, Puerto Vallarta, Querétaro, San José del Cabo, San Luis Potosí, Torreón and Zacatecas year-round, as well as Manzanillo and Zihuatanejo seasonally.

I truly believe American has been successful here in Mexico because we all look out for each other — colleagues and customers alike — whether they're from Mexico, the U.S. or anywhere around the globe. Our service sets us apart from our competitors. We lift each other up because that's what family does. On behalf of American and my more than 100,000 colleagues — mi familia — thanks for flying with us today.

Perla Gonzalez
AIRPORT OPERATIONS AGENT
BENITO JUÁREZ INTERNATIONAL (MEX)
MEXICO CITY

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