NEWS RELEASE

Straight to the Gate: Veronica De Cave

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Veronica De Cave, Customer Service Agent, FCO

How long have your worked for American Airlines?
21 years in June.

What drew you to American Airlines?
My passion for traveling is what initially attracted me to American, but it is the dynamic working environment and the hundreds of new faces I meet each day that makes my job so rewarding. They say the airline industry is addictive and I am completely hooked.

What is your favorite part about being a member of the American Airlines team?
Being part of the world's largest airline and surrounded by an incredible team here in Rome makes me extremely proud. I always look forward to welcoming visitors to my home city and seeing them experience it for themselves.

Why would you recommend American as a great place to work?
I work in the same location every day, but no two days are ever the same: different faces, different stories and new opportunities to give each customer a memorable travel experience. Working for American you are part of something bigger, something that touches all four corners of the world, bringing people together.

What is the one thing you would love to do as a member of the American Airlines team?
Over the last few years American has added several new destinations to our network, which is exciting for both our customers and team members. I would love to help set up an operation for us in a new destination in the future.

What's the coolest thing you've seen/done in your position?

Once I was assisting in the turnaround of our Philadelphia (PHL) flight when I received a call from lost property; a lady had lost her diamond engagement ring on the flight. I immediately stopped all catering and cleaning and personally searched the entire cabin, and luckily I found it. When I gave it back to the lady she was crying, but so thankful and happy.

If someone had just 24 hours in Rome, what three things should they see/do?
To only have 24 hours in this amazing city would be a shame, but Rome is best explored by foot and a lot can be seen in that time. For first time visitors, a trip to the Colosseum and Vatican City cannot be missed; they are true symbols of Rome. A stroll through the ancient districts of Trastevere and Testaccio is a perfect way to spend an evening before enjoying a classic Apéritif and bowl of pasta.