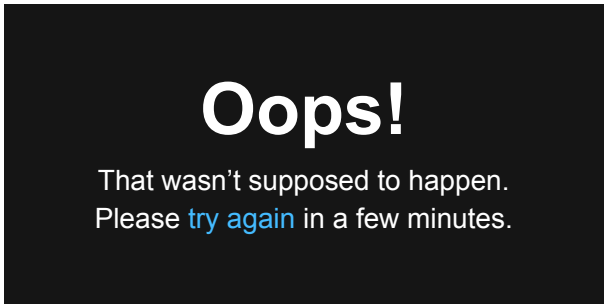
NEWS RELEASE

Straight to the Gate: Santos Peralta

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Growing up in the Dominican Republic, Santos Peralta was one of 10 children. As he tells it, he was raised by strong parents and grandparents, and his father always encouraged him to get a good education and work hard.

"I'm proud to be Dominican, my roots, my background, where I was born and raised," Santos said.

Santos has been paying particular attention to the aftermath of Hurricane Maria which brought intense flooding to his home country. He was able to contact his family members saying: "My family is OK in Puerto Plata. They got a lot of rain and wind, but overall – everyone is OK."

When he graduated from high school, Santos said he started working at a bank in Puerto Plata but the airline industry was where his heart really was. A short time later he applied to and was hired by American Airlines. "I started with the company in cargo and freight," he said.

That was 28-years ago and he doesn't show any signs of slowing down. He now lives in Queens and works as a Customer Service Agent at La Guardia Airport. "La Guardia is a large family," Santos said. "Everybody knows each

other, everybody knows who you are."

Santos believes in treating customers with great care as if they are members of his own family. "I like to interact with people, that is one of the reasons why I have been with American for so long," he said.

He truly believes in going above and beyond on a daily basis for his fellow team members as well."Helping people on a daily basis, that is your reward in life," he said.

He recalls one day helping a customer who had a family emergency and had to travel to Columbia. She needed assistance getting all of the right documentation together and Santos stepped in to help at the ticket counter. He, along with another member of the team, managed to get the woman on her flight.

A year later the customer was back at La Guardia and had a special message for Santos; she made a point to tracking him down. And this is what he said she said to him: "I just came to thank you for your help with my emergency. Every year I come here (to New York) and I came here to say thank you."

Just one more reason why Santos keeps smiling and helping customers like he has every day for the past 28-years with American.