American Airlines Newsroom

NEWS RELEASE

Showing appreciation: It adds up

3/1/2019

Making culture a competitive advantage at American Airlines starts with recognizing the great work of the more than 130,000 team members who show up every day to take care of customers, each other and their communities. While Team Member Appreciation Day is set aside to do just that, acknowledging a job well done is part of American's DNA throughout the year and across the company's 24/7/365 global operation.

In the last five years, team members at American have received more than $25 million in recognition program rewards for their excellent work. Leaders and coworkers are able to recognize team members through a variety of programs like Above & Beyond — designed as a simple thank you to team members for providing good service to their customers and colleagues — and the Chairman's Award, the most prestigious recognition American bestows upon team members.
Scott Schlaiss, a Line Maintenance Supervisor at Charlotte, North Carolina (CLT), sent more recognition than any other team member at American in 2018, and he shows no signs of slowing down.

"I send recognition for a number of reasons: when I see an Aviation Maintenance Technician (AMT) help another without being asked, when I see the entire team come together to help on any particular aircraft or issue, when they go above and beyond 'their job,' when they make an extra effort to clear an item to improve the customer experience or help out a flight attendant … the list goes on," Scott said. "What might be considered just 'doing their job' is riddled with things that should be, and deserve to be, recognized."

In the five years since Scott joined American, he has sent thousands of Above & Beyond messages to his colleagues and successfully nominated five team members for the Chairman's Award — a combined $50,000 worth of praise. Team members in his care have used their winnings to do big things like paying college tuition or taking the trip of a lifetime. They've also done small and simple things like buying lunch for their team. "Often times those who are

recognized want to turn around and show their appreciation to the team," Scott said. "They feel like the only reason they won was because of the help of the team."

Charlotte AMT Brian Stewart (left) received the 2017 Annual Chairman's Award thanks in part to recognition from Scott Schlaiss (right).

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Scott knows his team is key to running a safe and reliable operation and wants them to know their everyday efforts don't go on unnoticed.

"Recognizing my team through American's programs doesn't cost me anything and it doesn't take much time on my part," he said. "Over the years, I've shown multiple AMTs how to send recognition to each other and encouraged them to thank their peers for helping them out with an aircraft or any other reason they feel is deserving. No one succeeds alone, and I believe in the power of expressing a simple thanks and passing it on. At the end of the day I hope my team knows I appreciate them for the hard work they do every day, and not just on team member appreciation day."