

American Airlines Expands Dedicated Support Team to Enhance Customer Experience for Travel Professionals

8/5/2019

At the Global Business Travel Association (GBTA) 2019 Convention today, American Airlines announced it will increase staffing levels for its dedicated Sales Support team by 50% to provide even more personalized service for travel agency and corporate customers.

- Sales Support staffing to be increased by 50%
- 24/7 dedicated support for American codeshare flights
- More native Spanish speakers supporting North America

CHICAGO — At the Global Business Travel Association (GBTA) 2019 Convention today, American Airlines announced it will increase staffing levels for its dedicated Sales Support team by 50% to provide even more personalized service for travel agency and corporate customers.

The expanded team will support American's 24/7 phone line for North American agencies and corporate customers. The team will be dedicated to top corporate accounts and will provide enhanced support during peak and off-peak hours, more native Spanish speakers and increased resources during operational disruption. The team also provides resources for American's AirPass and Business Extra programs.

"Expanding our dedicated Sales Support team will help us deliver a consistent customer experience to agencies and high-value customers who book through travel professionals," said Alyssa Heath, Director of Sales Support for American. "This is an important step in becoming the easiest airline to do business with, and we are pleased to expand our support to ensure we are ready anytime our customers need assistance."

American has already increased Sales Support resources and expects to offer the fully staffed team this year. The team currently provides assistance for travel booked on American marketed itineraries.

ATLANTIC JOINT BUSINESS SALES
SUPPORT COMING SOON

Additionally, to further enhance dedication to travel professionals and provide a consistent experience throughout the travel journey regardless of marketing carrier, American will add support for Atlantic Joint Business (AJB) partners British Airways, Finnair and Iberia. Beginning this fall, American's Sales Support teams will leverage joint system access to provide faster resolution to waiver requests for North American travel professionals. The joint waiver service will operate under one phone number, increasing alignment and flexibility across all carriers in the AJB.

About American Airlines Group

American Airlines offers customers 6,800 daily flights to more than 365 destinations in 61 countries from its hubs in Charlotte, Chicago, Dallas-Fort Worth, Los Angeles, Miami, New York, Philadelphia, Phoenix and Washington, D.C. With a shared purpose of caring for people on life's journey, American's 130,000 global team members serve more than 200 million customers annually. Since 2013, American has invested more than \$28 billion in its product and people and now flies the youngest fleet among U.S. network carriers, equipped with industry-leading high-speed Wi-Fi, lie-flat seats, and more inflight entertainment and access to power. American also has enhanced food and beverage options in the air and on the ground in its world-class Admirals Club and Flagship lounges. American was recently named a Five Star Global Airline by the Airline Passenger Experience Association and Airline of the Year by Air Transport World. American is a founding member of oneworld®, whose members serve 1,100 destinations in 180 countries and territories. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL and the company's stock is included in the S&P 500. Learn more about what's happening at American by visiting news.aa.com and connect with American on Twitter [@AmericanAir](https://twitter.com/AmericanAir) and at Facebook.com/AmericanAirlines.