American Airlines Newsroom

NEWS RELEASE

Team members honor a customer who cherishes the gift of travel

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Each year, millions of travelers take to the skies to reunite with family for the holidays. It's a chance to go home and reflect on fun memories from the past. For loyal American Airlines customer Irene Miller, however, some of her fondest memories start from the moment she arrives at the terminal.

"I've always liked airports," Irene said. "There are so many interesting people coming and going. So much excitement!"

At 83 years old, Irene's travels — both for business and pleasure — have taken her the distance around the world times over.

She began crisscrossing the country aboard an American Airlines Douglas DC-6 in 1963 as a flight attendant, a job that allowed her to fly internationally and experience different cultures alongside her friends.

"It was a very sought-after experience. I cherish those memories," Irene said.

Her love of travel and aviation — and how it makes life's most memorable moments — has remained with her ever since.

This holiday season, Irene traveled to San Francisco International Airport (SFO) to visit her son, David. Little did she know that David had been anticipating her visit for months, coordinating a way to make his mother's cross-country trip special as she battles early Alzheimer's disease.

After learning about Irene's adventurous spirit, American's team made sure she felt the gift of travel — a joy that

has inspired her to chase travel opportunities for decades. At SFO, General Manager Faith Ikeda, Facilities Supervisor Mark Lam and Customer Operations Manager William Funk planned a special sendoff.

When she arrived at the airport, Irene and her husband Hartley were escorted to the Admirals Club and the gate for a special send-off celebration to recognize her love for both aviation and American. Before takeoff, Irene had the opportunity to board early and speak with the crew, sharing her own memories from her time as an American flight attendant. After takeoff, Capt. John Gibson honored Irene with a special announcement recognizing her love of travel.

“The commitment to high standards she was taught at American’s Stewardess College in Fort Worth was obviously activated as she thought of reuniting with her ‘team,’” David said. “It brings so much joy to see these high standards are still a part of American Airlines.”

Irene Miller and her family met the crew of her holiday flight, sharing her own favorite travel experiences.

Irene attended American’s Stewardess College in Fort Worth, Texas.