American Airlines Newsroom

NEWS RELEASE

When Jose met Bette

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Celebrated American Airlines flight attendant offers 62 years of inflight inspiration to a fellow flight attendant from across the pond.



British Airways Customer Service Manager Jose Ribeiro is a true advocate for an elevated customer experience. “He delivers some of the top customer satisfaction scores, and his briefings play a big part in this,” said British Airways Fleet Manager Ann Pilgrim.

The key part of the preflight briefings he holds with his team before each flight? A video of American Airlines Flight Attendant Bette Nash, who has been flying for 62 years.

See how Bette inspires Jose and watch what happened when this duo met for the first time.