

Appreciating team members all day, every day

3/6/2020

Our work to make culture a competitive advantage and care for people on life's journey is an effort that transcends any single day. In fact, our team members were recognized by customers, their peers and leaders more than 2.5 million times — that's once every 12 seconds — throughout 2019 and awarded more than \$10.5 million. And 2020 shows no signs of slowing down.

American's robust recognition programs are designed to recognize team members for both their every day and ongoing efforts allows customers and team members the opportunity to show appreciation for a job well done all year long. Read more about a few of these programs and the stellar team members who have been recognized through them below. Know someone that should be recognized? Share your story [here](#).

CHAIRMAN'S AWARD

The Chairman's Award is the highest honor and gratitude that American Airlines bestows upon team members. Every quarter hundreds of team members are nominated by their peers and leaders for their constant care and dedication to American, our customers and their colleagues. The 365 quarterly winners that honored in 2019 received \$2,500 and are eligible to be named one of 100 Annual Chairman's recipients (and win \$10,000).

Quarterly Chairman's honoree PHL-based Flight Attendant Jose Mariani-Gonzalez was recently nominated by fellow PHL-based Flight Attendant Imelda Thode-Sheppard.

"Jose is a pleasure to work with — he takes time to greet each guest and makes them feel like they're the most important person on the plane," Imelda said. "I have seen Jose help customers through challenging personal experiences. I was once on a trip with Jose when a customer got sick all over themselves. They didn't have anything

they could change into, and Jose reached into his own suitcase giving the customer fresh clothing.”

No matter how large or small the task to be accomplished, Jose jumps in with enthusiasm and pride.

REAL AMERICAN HERO

American Airlines team members know how to take action. In 2019, 299 team members, like Christian Perez, a Maintenance support person in Miami (MIA), took action during a life-threatening situation.

Christian responded to a Cargo team member who fell to the ground and became unconscious for nearly 20 minutes. Christian immediately jumped into action and called 911. During this time, Christian turned the team member on their side, so they could breathe and kept in constant contact with 911, all while remaining attentive to his colleague’s changing needs.

Christian was recognized as a Real American Hero for his care, concern and heroic actions in a life-threatening situation. He was presented with a commemorative Real American Hero cape and \$1,000 by JC Liscano, Vice President of the MIA hub.

NONSTOP THANKS

Pittsburgh (PIT) Aviation Maintenance Technician (AMT) Tammie Cuthbert loves her job and is proud to be a part of the American Airlines family. Even after 33 years of service, she said she appreciates when she or one of her team members is recognized for producing good work.

“I think it’s wonderful,” she said. “Our Pittsburgh team members do an amazing job at American, and there isn’t enough thanks to go around.”

Nonstop Thanks allows customers and team members alike the opportunity to recognize the fantastic everyday work of others. Tammie recently received a Nonstop Thanks from a fellow PIT AMT Robert Black. He said Tammie goes “above and beyond” when she checks parts and ensures they are serviceable before being reinstalled on aircrafts.

Tammie’s commitment to teamwork makes the dream work in Pittsburgh.

As a Nonstop Thanks recipient, Tammie’s name was put into a quarterly recognition drawing where team members can win up to \$10,000. She was one of 200 team members that won \$1,000 in the third quarter 2019 drawing. A

small gesture can go a long way, literally in Tammie's case.

Tammie plans to use half of her winnings to pay off a bill, but the other half will be used for a getaway to sunny Florida so she and her husband, Greg, who also works for American, can take a well-deserved weekend trip.

Senior Flight Service Manager Sara Harrison-Bell presents PHL-based Flight Attendant Jose Mariani-Gonzalez with his quarterly Chairman's Award pin.

Late last year JC Liscano, VP of the MIA hub presented Real American Hero recipient Christian Perez with his commemorative cape.

Pittsburgh Aviation Maintenance Technician Tammie Cuthbert was recognized through Nonstop Thanks for her amazing work keeping our aircraft and customer safe.