

American Airlines Honors 100 Team Members as Annual Chairman's Award Winners

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FORT WORTH, Texas — American Airlines celebrated the best of the best at a gala held at the Winspear Opera House in Dallas on Nov. 2. Dedicated team members from across the airline were honored at a recognition dinner and reception for their longstanding commitment to customers, the airline and their colleagues.

Earning the airline's highest award, the Annual Chairman's Award winners were recognized for their servant leadership and continued care they show our customers and each other.

"Annual Chairman's Award winners are customer- and team member-minded, strategic thinkers, results-driven and true leaders among their peers," American's Chairman and CEO Doug Parker said. "The 2021 class is no exception, and we're honored to celebrate each and every one of our winners for their great work."

Team members and their guests shared in the special event, which included notes of congratulations from friends and family, a special award trophy and pin, and \$10,000. This year's honorees and the important work they do span every aspect of operating a successful airline.

"When my manager told me I was a winner I was surprised and excited but mostly honored that I was able to represent the work my team is doing," said Ellen Bultman, a Reservations Representative based in Winston-Salem, North Carolina.

"The moment my manager announced that I had won the Annual Chairman's Award was the most emotional and rewarding moment in my 16 years at American Airlines," MIA Customer Service Manager Jesus Cruz said. "I enjoyed meeting all the other winners that take part in helping one another achieve greatness for our customers, our

people and the success of this great airline.”

This year’s honorees came to Dallas from across the United States and around the world, including:

- Austin, Texas
- Charlotte, North Carolina
- Chicago
- Dallas-Fort Worth
- Honolulu
- Los Angeles
- Mexico City
- Miami
- Monterrey, Mexico
- Nashville

- Nassau, The Bahamas
- New York City
- Philadelphia
- Phoenix
- San Diego
- San Francisco
- Sydney, Australia
- Tampa, Florida
- Tulsa, Oklahoma
- Washington, D.C.

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