



NEWS RELEASE

Tell Me Why: 'Focusing on the entire customer journey' — Heather Garboden

2025-05-22

Season 8, episode 1 of the Tell Me Why podcast is now available on YouTube and all major podcasting platforms.

On the season 8 debut of Tell Me Why, Chief Customer Officer Heather Garboden joins Chief Communications Officer Ron DeFeo to talk about the renewed focus on the customer experience and how the Customer Experience organization is keeping customers at the center of decisions being made. From **new lounges** and a redesigned mobile app to complimentary Wi-Fi for AAdvantage® members, sponsored by AT&T, the sky's the limit when it comes to delivering a world-class experience for our customers.

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S8:E1 — 'Focusing on the entire customer ...

Episode 1 • 22nd May 2025 • Tell Me Why • American Airlines

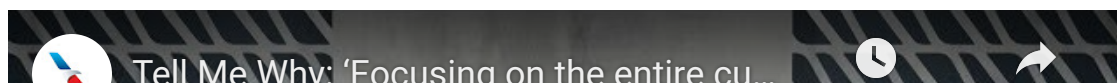


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