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American Airlines Offers ‘Token,’ Rather than Real Pay Increase

Eules, Texas — *Laura Glading, President of the Association of Professional Flight Attendants (APFA), issued the following statement regarding American Airlines’ Employee Customer Service bonuses:*

“If the company wants to see real improvements in customer service they should reward frontline employees with structural pay increases, not a token performance ‘bonus’. In 2007 and 2008, the last two years for which reports have been filed, American’s top 5 executives received bonuses of \$4.2 million each, equating to more than 4,500 times what Flight Attendants received.

“Flight Attendants are the face of this airline, ensuring the safety and comfort of passengers even as we’re dealing with oversized carry-on luggage, weather-delayed passengers, and fewer onboard amenities, while also helping to keep flights on time. Flight Attendants work hard each and every day to ensure customers have a great flight experience and, most importantly, safely arrive at their destination.

“It’s time for American to invest in its most important asset - its employees. After more than 20 months of contract negotiations, it’s time the company recognizes the sacrifices and excellent service that its Flight Attendants provide, and puts real proposals on the table that improve our wages, benefits and working conditions.”

APFA is the nation's largest independent Flight Attendant union representing nearly 18,000 American Airlines Flight Attendants. www.apfa.org