

## Keeping you informed on our response to COVID-19



### Update 21

**March 24, 2020**

*All Flight Service team members*

#### Latest from Jill Surdek

We've heard your feedback and understand that you need more opportunity to practice social distancing on the aircraft. We appreciate how our flight attendants have been key to keeping American Airlines flying during a very challenging time. With this in mind, we've temporarily redesigned our service to significantly reduce the number of touchpoints between you and the customer.

#### Updates

##### Changes to our food & beverage service

Beginning Friday, March 27, we're temporarily suspending all food and beverage service on the majority of our flights through April 30. Full service will resume once the COVID-19 situation has stabilized. On flights under 2200 miles, we will discontinue all food and beverage service, but we will continue provisioning beverages to serve upon customer request only, should a customer need arise. We are working on plans to provide individual water bottles and snacks to customers at boarding, but this will roll out at a later date. On flights over 2200 miles, we will continue to offer a streamlined food and beverage service to address customer needs on long flights.

We will board new service guidelines with catering papers outlining detailed changes on all flights starting Friday.

##### **For all flights under 2200 miles (typically less than 4½ hours):**

- Beverages served on request only
- No alcohol in Main Cabin and Main Cabin Extra
- No Main Cabin snacks or food for purchase (to eliminate need for credit card exchanges with customers)
- No snacks or meals in First Class

##### **For all flights over 2200 miles (typically more than 4½ hours) including AFS, Hawaii, NIPD and IPD**

- No alcohol in Main Cabin and Main Cabin Extra except on IPD
- No snacks or food for purchase. Main Cabin meals on IPD only

- Premium cabin meals served all at once, with appetizer, entrée, dessert, and roll on a single tray
  - Serve all tray elements covered or wrapped and allow the customer to unwrap

#### **Beverage Delivery (upon request and on flights over 2200 miles)**

- Hand customer unopened can, napkin and cup stacked as shown here
- Hand customer unopened liquor mini if applicable
- Pour juice, water, coffee, wine
- Provide ice upon request



**Pre-order/Special Meals:** We are suspending pre-order and special meals in all cabins except on IPD flights. Kosher (KSML) meals will still be available on all flights greater than 2200 miles.

**Crew Meals:** We will continue to provision meals where scheduled. Meals may deviate from normal offering.

We realize these temporary service reductions are a departure from our normal service levels, but we're working to do the right thing for the health and safety of our customers and flight attendants. We value all your feedback and appreciate everything you do to take care of our customers and each other during this challenging time.

### **Social distancing around the jumpseat**

Based on your feedback, we're incorporating ways to help you practice social distancing on board our aircraft.

- Seats around select jumpseats and exit rows have been blocked on the seatmap (Z-blocked) to provide more distance between flight attendants and customers.
- These blocks were put into place several days ago, and they apply to future bookings and seat assignments. You may still find some customers in those seats, but there should be fewer every day.
- These seat blocks will be in place on flights for the next 60 days and will be revised as needed.

### **Can crew members renew passports?**

We've been getting questions from some of you about passports. Even though passport agencies are closed due to COVID-19, the U.S. State Department will still process passport renewals for crew members. If you need to renew your passport, call (877) 487-2778. For more information, [click here](#).

### **Tell Congress to protect our industry**

As Doug and Robert mentioned in their recent [note to team members](#), we need your help regarding legislation under discussion in Congress to help workers and U.S. businesses dealing with the severe impacts of COVID-19. We've set up an [action center](#) where you can lend your voice to the cause.

## Continuing to care for customers – even in tough times

We have been bombarded with tough news and lot of uncertainty lately, but I want to share a heartwarming story from LAX flight attendant Tobias Baker.

He cared for a Spanish-speaking unaccompanied teenager from Guatemala on his LAX-MIA flight Saturday morning. The girl told him it was her first time on an airplane. She said a gang was trying to harm her, so she fled and **walked alone for two weeks** from Guatemala to Arizona with no phone or map. She crossed the desert alone with no food or water until U.S. Immigration picked her up. After spending two weeks in a detention center in Tucson, Arizona, she was granted refugee status to fly to Miami to meet up with her family.

Tobias wanted to make sure she was safe when she arrived in Miami, so he was with the UMNR representative at baggage claim to meet the family and confirm she wasn't being trafficked. It turns out – she was reunited with her long-lost brother and sister. The girl collapsed into their arms while crying hysterically. “Days and stories like this make my career so fulfilling and so thankful to be an AA FA,” Tobias wrote.

Stories like this underscore the important role we play connecting people – even in the face of difficult circumstances like the ones we face today. I appreciate all of you who are out there making a difference for our customers and team members during these challenging times.

Thanks for checking in today.



Jill Surdek  
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Flight Service Communications and Engagement