



GUEST EXPERIENCE STORIES

Late Night Catering **TURKEY BURGER SLIDERS**

The flight was scheduled for a 1:00AM departure out of Omaha, Nebraska and the crew was in rest for the red-eye flight. A call came in to the Flight Attendant from the Ops team just 2 1/2 hours before the flight: "The passengers have decided they would like some catering after all, and we have sent a list of meals to find at local restaurants....including an order for "Turkey Burger Sliders."

The FA jumped into action calling every restaurant in town to order the meals, but with no luck on the Turkey Burger Sliders. With the ultimate goal to please the passengers, she decided to make them herself. Amongst driving through the blizzarding snow picking everything thing up, she convinced the staff at a diner (who made sliders, but not the turkey burger kind) to sell her 2 dozen sliders "Hold the meat! Buns only!" Armed with an electric grill, she stood over a table in the hangar cooking up the sliders while the pilots readied the plane in the freezing night. The passengers arrived in the wee hours of the morning to a warm cozy plane, smiles from the crew and of course the delicious smell of Turkey Burger Sliders...made fresh, straight from the "Hangar 3 Grill".



Play time in the sky RED EYE CHILDCARE

It was a red-eye flight for a young famous celebrity and his crew, and they were all ready to fall asleep for the long flight home. Amongst the sleepy group was the celebrity's young sibling who was wide awake, rambunctious and ready to go. In an effort to give the passengers some quiet time so they could rest, the Flight Attendant brought the happy giggly little child up to the crew area and played with him for the next 5 hours, reading stories, coloring, and building Lego creations. He finally fell asleep on the Flight Attendant's lap where he slept peacefully the rest of the flight.



Luxury on the road ISLAND SHOPPING

While the passengers were enjoying their vacation on a small European island, they decided they would like their return trip to be a late-night flight instead of a morning departure. They asked if they could please have plenty of luxurious bedding, good food and entertainment, including a large screen TV to watch movies. With a few days before departure the crew set out to purchase what they could on this small island. Luckily there was a one-stop-shop store that carried everything from electronics to bedding. Although it was the opposite of high-end shopping, it was all there was.

The pillows, linens and bedding from the little store were far from luxurious so the crew sought out a resort on the island that they had to beg, plead and bargain with to purchase some of their fine pillows and bed linens for the flight.

They did manage to find some fun games, movies and a large screen TV at the one-stop shop but there was a problem. The TV they bought had European connections and the plane had American connections, and the store did not carry any converters. The crew worried, "This isn't going to work." A call was made to the Ops department, who researched the connections needed to convert their new entertainment system, ordered them, and had everything rush shipped. Miraculously, the parts made it to the remote island in 2 days and the crew was able to set up the modified entertainment system. It worked!!

The passengers enjoyed their large screen entertainment, while lounging in the luxury bedding, and nibbling on gourmet food during their night flight home. Success!

