



## Next Generation Business Class Quote Sheet

### American Airlines Employee Quotes

"With new overhead bins, an upgraded inflight entertainment system and one of the most flexible business class seats in the industry, we've really worked to put together a complete premium product for our business class customers. We've provided an environment where our customers can comfortably work, sleep or just relax and take in a movie."

*Codi Baker  
Senior Program Manager – Inflight Products*

"This was the most extensive modification accomplished on a 767 and consisted of five large modification projects completed at the same time. The complexity of integrating hundreds of tasks and the work space constraints presented the biggest hurdle. There was work on the floors, ceilings and sidewalls all at the same time. "

*Tom Rock  
Maintenance & Engineering B767 Fleet Manager*

"My role in helping with the design of the Next Generation Business Class was to represent our Flight Service crew members. I did my best to represent each flight attendant on the line. When given a choice of A or B I would try to put myself back on the line and think about how my answer would impact the crew and the customer."

*Pete Wentz  
Cabin Safety Administrator*

"Our passengers will be pleasantly surprised to discover that the new Personal Entertainment Device is very intuitive and easy to navigate with the new touch-screen menu. The wide variety of movies, news, audio CDs, and games will appeal to everyone and provide hours of continuous enjoyment for even the die-hard road warrior."

*Robert D'Avignon  
Program Manager –Inflight Entertainment*

"When passengers see the Next Generation Business Class, they may not realize the amount of collaboration between departments and suppliers - that is required to complete such a large project. Our group worked closely with the seat supplier and interiors/inflight entertainment suppliers. What impressed me most is the spirit of teamwork between all parties. Any major program has its challenges, and this program's challenges have been met and overcome through cooperation and hard work by many departments. While passengers may not be aware of the work that went into the 767 modifications, they will certainly enjoy the results."

*Matt Fegan  
Senior Commodity Manager – Aircraft Programs Purchasing*

"I really appreciate that management sought our input because we as Flight Attendants have the most contact with the customer. They took our suggestions and incorporated them into the seat and the entire cabin experience."

*Till Tatum  
Flight Attendant*

**American Airlines Customer Quotes**

“I really enjoyed the new seat and environment created and am hopeful that this will become standard in American Airlines Business Class Cabins.”

*Michael Kletchko  
Dallas, Texas*

“The entertainment systems were wonderful - A+, especially the touch-screen capability. The food was wonderful as were the wine selections. The service was excellent. Overall well worth the money spent.”

*Jennifer Albrecht  
El Paso, Texas*

“I think it is a vast improvement over the current Business Class seats and is fantastic for red-eye/overnight flights where one wishes to sleep. The new entertainment system was an added bonus.”

*Dr. William McCulloch  
Raleigh, North Carolina*

“The Next Generation seats reminded me more of First Class than Business Class. These seats and their associated features were really a nice surprise and were a step up from the normal Business Class seats.”

*Dave Small  
Carmel, Indiana*