

NWA-AFA MEC Hotel Committee

Inn Sights . . .

The Golden Rule - As safety and service professionals, Flight Attendants have a keen eye for what constitutes great service in other arenas. We recognize and appreciate excellent customer service ten miles out. We can be particularly compassionate with those in the hospitality industry, understanding hard days on one's feet. After a long day on our feet, however, sometimes our patience tank feels drained. It is human nature to become less tolerant of shortcomings when others are short staffed. As such, we've been asked to issue the following reminder on behalf of those who serve up our rooms and host our night's sleep.

Please be mindful of public image and professional behavior on layovers as much as in the aisle. Heavy summer flight schedules and record cancellations are taxing hotel workers, too. Front desk check-in lines have been unusually crowded, resulting in occasional delays in receiving room assignments. Staff at several of our preferred domestic hotels have asked for your continued courtesy and patience, as they work through scheduling anomalies and endeavor to provide the standard of preferred service we enjoy. It is suggested we consider the Golden Rule, by treating the Front Desk hotel staff in the same manner we would wish to be treated by our passengers. Let's keep every opportunity to remain at some of our preferred properties when hotel agreements are renegotiated.

If you experience lengthy delays for room assignments, long waits for van pick up, or are accommodated in a hotel that is either less-than-desirable or not the scheduled crew hotel, please submit an Online Hotel Reporting Form. We need documentation to better serve our members and to ensure accommodations are in safe, clean and contractually compliant hotels.