

SIMPLY HARMONSTROUS, BUT IS IT GETTING BETTER?

“The Year of the Customer, the Summer of a Thousand Apologies”

“I saw a big sign hanging at Inflight that said, “The Year of the Customer.” Is that for real?”

“Is it a new directive to no longer hook up ground air or run APU's to provide a safe and comfortable environment for our customers and employees?”

Is it getting any better out there? It's been a few weeks since we first invited you to pull up an ice bucket and dish. Little did we know, the ice bucket was empty, and the dish ran away with the spoon (and the napkins and gray buckets and the milk and the crew meals...) [You told us](#) in no uncertain terms [what a mess service had become](#) and even begged for reinforcements via our [ONLINE SERVICE FEEDBACK FORM](#). Keep that feedback coming—it's our gauge for what is going right and the fuel that feeds the fixes. Let us know when things improve, and how. Some of this week's feedback can be found [HERE](#).

In our continued advocacy for service harmonization that lives up to its ubiquitous name, this is the essence of what you've told us, so far:

We are experienced safety and service professionals. We take pride in our work. We are not being provided the proper tools, products, support or respect to do our jobs properly, despite expectations built to the contrary in the travelling public and our own internal company press. It simply isn't reasonable to expect a smile, small talk, and a surname to compensate for service that's legendary for all the wrong reasons. Plus, it's hot, our airplanes our broken, seats are full and patience is edging toward “E.”

“This was a round trip catered flight in the middle of summer to TEXAS. The food for the return flight really did not have proper refrigeration...it was not even cold when served.”

“No audio or reading lights in main cabin the entire flight with nothing to give passengers for apology.”

As disheartening as our summertime service has been, we are encouraged by the company's apparent willingness to address key product provisioning, galley packing and service design flaws quickly. When you're in the aisle wiping up coffee with Kleenex and searching for that missing clip, help can't get here fast enough. Last week, in the wake

of your overwhelming feedback regarding The Harmonization Project, Delta committed to correcting targeted areas of concern. DeltaNet now features a “Service Delivery Harmonization – Listening and Responding” section. It includes a lengthy chart matching specific member feedback with plans to rectify or otherwise respond to critical issues, along with implementation dates.

A handful of examples include Delta’s commitment to provision side hanging buckets on every aircraft once additional inventory is received, adjust liquor, ice, EATS and supply provisioning to match market need, and double-check catering specifications. Additionally, they have committed to review service and delivery procedures and revise, as necessary.

These are important first steps! Please keep us in the loop as things improve, and let us know what else needs to be done. Keep sharing your feedback [HERE](#).