

HAT'S OFF TO.....

The Pilots and Crew of Flight 322, SNA-DEN, and especially Flight Attendant John Bramley for the following complimentary letter from one of our Customers:

“At best it is difficult to adequately express gratitude, but I find it more difficult than usual to know how to properly thank you all for all that you did for me on the December 31st Flight 322. Allow me to explain.

Having had word that my father had had a heart attack and was not expected to live, I made hasty arrangements to get home as soon as possible (home being Trinidad, CO). I made reservations on Frontier from SNA to COS, with a connection in DEN. Unfortunately, the plane had mechanical difficulties and was delayed in taking off from SNA. After takeoff and half way into the flight, I became concerned about the connecting flight from DEN. It appeared at that time that Flight 322 would be too late to make the connection. I inquired about the time and connection to Flight Attendant John Bramley and he said he would know more as we got closer to DEN.

Because it was so important to me to see my father before he passed away and because I had someone scheduled to pick me up in COS, I became very anxious and wrote a note to the pilot to explain how important it was to me to make the connecting flight I gave the note to John to deliver to the pilot and he came back to me with the assurance that my situation was understood and they would do all they could to help. As it turned out, they did exactly that (they being all of the crew, pilot and Frontier employees). The flight from DEN to COS was held for me, transportation from Flight 322 to the gate for Flight 482 was provided, but most important was the kindness, concern and compassion that was given to this situation.

I fully understand how hard it is to please all customers and their various circumstances. In this case, many other customers were concerned about missing their connections, etc. and I appreciate more than you can know the decisions and actions that were taken to help me. I was able to see my father before he died and that, of course, is a beautiful memory. I thank you all for making that memory possible.

It's important to make a special mention of John, the Flight Attendant on Flight 322. He is a rare gem in today's busy world. He was so very patient and kind and his compassion was obvious. As a person, he should be commended; as an employee, he should be given a substantial raise and whatever bonus is necessary to keep him as an employee. He's definitely a credit to mankind, as well as a shining star in the world of air travel.

Thank you, John, for being who you are. Frontier Airlines, you're very fortunate to have him.

Again, to ALL OF YOU A HEARTFELT THANK YOU FROM A MOST GRATEFUL CUSTOMER. Needless to say, Frontier Airlines will always be my first choice of air travel and I will highly recommend it to everyone I have contact with.”

-FLIGHT PLAN, April 1986