

## Consumers' Notice To Airlines

### ***Attention:*** **Sloppy, Uncaring, Condescending Airline Customer Service Will Not Be Tolerated!**

While I understand that the airline industry faces many tough challenges, there's no excuse for poor customer service. As a customer, I have the right to expect all of the following when I do business with your airline.

1. A proper greeting that acknowledges that my business is valued by your airline.
2. Not to be abused verbally or in any other way. I will treat your employees with respect. I demand the same in return.
3. Not to be abused by stupid rules that even your employees may not fully understand.
4. When you fail to deliver what you promise, whatever the reason, you will resolve the situation as quickly and courteously as possible.
5. To interact with employees who are properly trained, knowledgeable, and courteous at all times.
6. To be handled by employees who respect my business by not drinking soda, eating snacks, or chewing gum during the transaction.
7. To have my name used, properly and with respect.
8. To receive correct and proper information at all times, delivered in a professional and courteous way.
9. I know that poor management on the part of the FAA's air traffic control system (as well as other factors) often makes it difficult for you to fully deliver on-time flights. However, when such schedule disruptions occur, your staff will deal with me expeditiously and with genuine concern, and will waive your fare and other rules as appropriate to get me to my destination.
10. To hear the words "thank you" when I interact one-on-one with your employees.

*I am spending a lot of money to use your airline's services. After safety, I am your #1 priority, and I will not accept being treated as an interruption of your day.*

**Since some airlines feel it necessary to warn rational, law-abiding passengers not to become "unruly," perhaps consumers should distribute their own leaflet to remind carriers of their obligations, too.**

***Note that there are airlines that do deliver all these expectations.***

**Unfortunately, some others have senior management who have clearly forgotten some or all of them.**

**Or, worse, they just don't care.**