Setting the Stage for Success

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Throughout February, American is celebrating Black History Month with numerous events and initiatives. We're also taking this opportunity to highlight the stories of our African-American team members and the important work they do to make us the world's greatest airline. This week, we share a story from Customer Service Agent Brenda Moseley, a team member who has been a pioneer in the industry.

Throughout the past 40 years, Brenda Moseley, Customer Service agent, Richmond, Virginia (RIC), has had a front-row seat to a number of changes in the aviation industry, having gone through five mergers and countless technological advances. Brenda herself was part of a transformation within the airline, having been hired as the first African-American team member to work inside Richmond International Airport for what was then Piedmont Airlines. "In 1978, the industry was finally opening up to African-Americans interested in aviation," she said.

Since her first day on the job, Brenda has taken great pride in caring for her customers and colleagues. During her first week of on-the-job training, her quick thinking even helped keep her coworkers and customers safe and secure when she alerted a team member about someone suspicious who had made his way on an aircraft that hadn't started boarding yet. After airport security and local police responded, the airport was shut down and flights were canceled.

"That was my introduction to the airline industry," Brenda said with a laugh. "I got to see how our customers reacted to having their flights canceled, delivering tough news, working with outside agencies, etc."

Since then, Brenda has consistently handled difficult situations with composure and professionalism and helps her team members do the same. She regularly coaches them through difficult conversations with customers and coworkers and has also stepped in to feed, clothe and even house team members during trying times. Brenda was
recently recognized for the many exemplary efforts throughout her career by winning American Airlines' highest recognition - a Chairman's Award.

Through it all, the transformation that Brenda has enjoyed seeing the most is the cultural change happening within American. "The door is open for African-Americans in the industry," she said. "It feels great to see so many different nationalities working at American. It feels like the people and cultures of America are well represented at American."

Brenda Moseley
Customer Service Coordinator, RIC