

# Customer Peace of Mind: Changes to American's Food and Beverage Procedures

3/13/2020

American Airlines will change food and beverage service procedures in our Admirals Club lounges, Flagship Lounges and aboard our aircraft to provide even more peace of mind for customers.

Effective Monday, March 16, American will replace buffet-style food service with individually portioned, covered food items and will shift most self-service beverages to individually portioned service, such as milk cartons or bartender/wait staff service.

- In Flagship Lounges, we'll replace buffet-style food with individually portioned, covered food items.
  - This includes both hot and cold breakfast as well as all-day options.
  - Milk carafes will be replaced with individual cartons in beverage fridges. Other beverage dispensers (water, tea, etc.) will move behind the bar.
- In Admirals Club lounges, breakfast and all-day options will be displayed on trays. Items will be either pre-packaged or individually wrapped.
  - This includes both hot and cold breakfast as well as all-day options.
  - Pre-packaged oatmeal with hot water will be available.
  - Soup will no longer be served.
  - Milk carafes will be replaced with chilled individual cartons. Other beverage dispensers (water, tea, juice, etc.) will move behind the bar.
- Other changes:
  - Bulk condiments will be replaced with portion-controlled packets.
  - Snack dispensers will be replaced with individually wrapped or pre-packaged snacks.

- Cutlery and napkins will be pre-packaged.
- Apples will be wrapped.
- Desserts will remain in the same display but individually wrapped.
- More frequent cleaning of touchscreens on beverage machines.
- Other important information:
  - Food for purchase will still be available.
  - Avocado Toast and Guacamole Action Stations will still be offered, as the portions are individually made by servers using gloves.
- Onboard:
  - Customers will receive a new plastic or paper cup with every beverage request.
  - As part of that change, over the weekend we will be removing all glassware from premium cabins and replacing it with plastic or paper cups.
  - Beginning March 10, we temporarily suspended hot towel service in all cabins.

The health and safety of our customers is our top priority, and we will continue to share updates on these procedures as we make them.

## About American Airlines Group

American Airlines offers customers 6,800 daily flights to more than 365 destinations in 61 countries from its hubs in Charlotte, Chicago, Dallas-Fort Worth, Los Angeles, Miami, New York, Philadelphia, Phoenix and Washington, D.C. With a shared purpose of caring for people on life's journey, American's 130,000 global team members serve more than 200 million customers annually. Since 2013, American has invested more than \$28 billion in its product and people and now flies the youngest fleet among U.S. network carriers, equipped with industry-leading high-speed Wi-Fi, lie-flat seats, and more inflight entertainment and access to power. American also has enhanced food and beverage options in the air and on the ground in its world-class Admirals Club and Flagship lounges. American was recently named a Five Star Global Airline by the Airline Passenger Experience Association and Airline of the Year by Air Transport World. American is a founding member of oneworld®, whose members serve 1,100 destinations in 180 countries and territories. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL and the company's stock is included in the S&P 500. Learn more about what's happening at American by visiting [news.aa.com](https://news.aa.com) and connect with American on Twitter [@AmericanAir](https://twitter.com/AmericanAir) and at [Facebook.com/AmericanAirlines](https://Facebook.com/AmericanAirlines).