



President's Award Winner Alicia Hendrix

Flight Operations



Nomination: Alicia Hendrix has been a model employee at Piedmont Airlines since February 2004. While she has spent the majority of her career heavily involved in union duties, it cannot be understated how much she has also done for our entire Inflight Department. As an Air Transportation Supervisor (ATS) Alicia helps train and mold new flight attendants into self-sufficient, capable, independent team members. This is a key skill to learn as a Piedmont Flight Attendant, since we work alone. All day. Every day. Alicia has helped write manuals, determine evacuation commands and procedures, and has worked closely with Piedmont's Safety Department to discover trends in safety-related issues. She's a stickler for the rules and is always in compliance both in image and behavior. Alicia is the standard to which all Piedmont Flight Attendants are measured. She is reliable, quick-thinking, calm under pressure and a passenger favorite.

Alicia is known for her ability to keep the operation going. She is never late and she does all in her power to close the door on time (as long as it is safe). She frequently picks up turns so that other FAs can commute home or attend family functions. This is a 2-way street that ensures the operation stays on track but also endears her to her

fellow FAs. All Piedmont FAs know who Alicia is and it's because she's simply the best: the best at the job; the best at caring for our passengers and co-workers; the best of all of us.

