



President's Award Winner Rafael Torres Morales

Piedmont Ground Handling



Nomination #1: Rafa has been an outstanding employee with a very long career. He was one of the first mentors I had when I first started. He is one that will always do what is right and has a great attitude. You talk to any team member, and they will always talk about how wonderful it is to work with Rafa. I worked with a new employee the other night and she bragged about how much Rafa has taught her.

When you see Rafa on the ramp, he always has a smile on his face. Our jet bridges have glass and everyone who gets on the plane gets to see everything going on. When Rafa is doing his job, he always is doing the right things and has a great attitude. The first week I was OJT, he trained me and a guy I started with. He wasn't getting extra pay by training new teammates. He would stop and explain how and why we do the things we do. I wished every employee could be a Rafa.

Nomination #2: Rafael has led by example to his fellow team members for years now, always taking initiative and ensuring a safe and effective operation. He recently had a hand in mentoring some new hires, and taking on extra responsibilities to be sure our station can strive for continued success.

Rafael comes to work with a can-do attitude every single day of his shift. He brings the best out in other agents he works with, always making sure his colleagues are able to perform as best as possible. He supports all levels of staff, from fellow ramp agents, our CSAs, all the way to our managers, by striving to provide timely service.

Nomination #3: Rafael or as we call him Rafa is the perfect example of the type of people we need here at Piedmont. He always goes above and beyond to help anyone around and does it with such grace and pleasure. No one ever feels discouraged to go ask him for help because he's so approachable and a great trainer. He does his job with a smile on his face and takes the time to show someone how to work safely and efficiently.

Rafa is a great team player. There have been times when our station has been extremely short staffed and he has volunteered on multiple occasions to stay and help to make sure there is enough people to try to get the flights out on time. He took the initiative to become a trainer when our station began to work with Airbus 319/320 to be able to show our new hires or anyone how to properly and safely work the aircraft. Rafa is always picking up overtime hours to help out the station in the time of need and even helps us out on the ticket counter tagging bags when we're short on the counter. Rafa is such a great addition to our team here. He deserves all the recognition he can get, and we are very lucky to have him here.

Nomination #4: Since the last 6 years that I have known Rafael, it has been pure pleasure, true guidance and a complete joy. A person who you will never see have a bad day and, if he was, you wouldn't know it because of his radiant energy. Raf has the spirit of a gentle giant. Always willing to do his job and even offer you help with yours. Raf is the kind of person that wants everyone in the company to prevail and be successful. He has been an inspiration and an amazing asset to the Piedmont team. Never complains about his job nor the workload. He consistently provides extra help when needed and stays over past his shift to help the team on multiple occasions. As he's nearing retirement, what better way to celebrate a person like this who has such a great passion for his job and the team he works with. Literally one of the best coworkers I've ever met and worked with. He deserves all the beautiful things that life has to offer. Such an amazing person and extraordinary coworker!

As a cross trained agent who mainly works at the counter, I sometimes assist on the ramp maybe once or twice every 3/4 months. No matter how long I'm away from the ramp, Rafi is always there to welcome me back and assist. He makes sure he reminds me of the basics, he reintroduces a few safety tips and starts the first flight with me to ensure I haven't forgotten much and that I am kept safe. I never ask him for this extra help, he finds it in his heart to make sure I am successful. His energy is rare and he makes the operation so much better. Once we're done with the flight, he usually gives a giant smile and a big high five to quickly celebrate you. You don't find this type of energy often. He has made several lasting impressions that I will hold near and dear forever. The values and standards that he lives and abides by are

exemplary. He is an extraordinary person who stands strong in Piedmont values. He is always in compliance and put safety at the top of his priorities. He is the definition of the President's Award. I haven't worked with anyone better.

Nomination #5: Rafael is always on every day, he gives his all to the team! He not only gives more than 100% to his ramp duties but he will help us all with all and any task. When he is not actively working as the assigned cargo loading crew for a flight, he will assist us also. He will come up to the gates and help us with wheelchair passengers and also be our Spanish interpreter.

In the past 10+ yrs, that I have been on the team, I have also been impressed with Rafael's dedication when working on the parking and cargo crew. The weather no matter the extreme temps or the rain, he is always giving 100% and never slowed down. There has been dozens of flights at our gates, I ask Rafael to help me when I had many wheelchair passengers to board the plane. There has been times when I needed his help to deplane wheelchairs due to maintenance. We have up to 10 wheelchairs to board or to deplane for maintenance. The help it provides a gate agent to have someone to translate during IROPS is unmeasurable! To have a coworker that will mindfully be aware of needs of the entire station team and be available to assist us even when it is his scheduled break after working exhaustingly on his assigned crew's flights. We have had gate changes and we needed help pushing our wheelchairs to another gate, he come to our rescue always. It's so much more than above and beyond when a coworker is mindfully aware of the situation for the entire station and comes to see how they can assist in IROPS or any normal work situations. I really would hate to think of our hardest days with IROPS and not to have a team member to help with these tasks. This is a very physically hard job even for CSA agents and Rafael has been a major reason that we are able to send a flight out on schedule or to deplane and reboard in very difficult IROPS situations. Please award Mr. Rafael with this award. In my 4 decades of customer service, I have never known an employee to be as loyal and compassionate to every aspect of a team!

Nomination #6: Ralpa goes above and beyond. He's always helping all of us with anything we need. I'm a CSA gate agent, and Rafael is always working and has his assigned duties done on time for my outgoing flights, and then when we have a IROP flight, he will check on us at the gate even when he should or could be on a rest break. He will translate Spanish to English for us. Rafael does so much for this station as a whole by always thinking about the station's needs in the moment. Rafael deserves this award more than any coworker that I have ever known in a customer service environment We rely on him for assisting us with so many wheelchairs to board or deplane. We so appreciate Rafael.

Nomination #7: Mr. Rafael is more than a great co-worker and team member of this station. He is loved and known by every in the station as always being dependable in any moment for any need. He deserves this award more than any employee!

We call him Rafa, and he is depended on by us all. He is more than above and beyond with his work ethics. When I work a flight at the gate, he is always on time with all his ramp duties and more. When he should be on his rest break, he will come check on other flights at the gates. He will help us when we are overwhelmed with boarding wheelchairs and then when deplaning for maintenance issues. He helps us with translating Spanish to English, when we have Spanish only speaking passengers that don't understand the delay situation. He makes a horrible situation for passengers and for us agents so much easier in many ways. He has even pushed our wheelchair passengers to the restrooms when we couldn't leave the gate ourselves. Please award Rafael with this award, it would make us all so proud. He is so deserving; I could continue to describe the whys.

Nomination #8: Rafael is always ready to help, he is encouraging, supportive and a hard worker! He is super knowledgeable and never hesitates to assist anyone in need. He is a great co-worker! Rafael is the first one on the flight line ready to work and lead by example. He is always calm and professional.

Nomination #9: Rafael is a full-time ramp agent who shows so much pride for what he does day in and day out for Piedmont Airlines. The knowledge he provides to the other agents about his job is unbelievable. His number one priority is to make sure every agent's safety is priority. He doesn't take short cuts. He is proactive in everything he does. Again, so much pride in his work. When Rafael is on the schedule he is at work on time and ready to work. If it's freezing cold or blazing hot, he is at work ready to go with no questions asked.

Rafael is one of our trainers. Since he has taken on that role of being a trainer, our agents, especially our new agents are showing the same work ethics as Rafael. The knowledge he is showing these agents and myself every single day makes love what I do even more. Rafael makes me a better supervisor.

Nomination #10: He does his job the best, he works hard, he is always prepared, he is generous of his time in helping people, very respectful, and loved by his colleagues. Just by showing a good example, showing agents how the job is done.

Nomination #11: Raffa's work ethic is commendable throughout his many years with Piedmont. Raffa's work group is fleet agent, but he is much more than that. Raffa independently assists customer service agents, even when he is scheduled for a break or lunch. He will assist counter agents by lifting awkward items and/or placing the bags on the belt when the work in the bag room is caught up. Since he is fluent in Spanish, he is our "go-to" person to assists with translating passengers' statements. Several times passengers have asked me his name so they can fill out an airport comment card recognizing his great customer service. In the three years I have worked for Piedmont, I have never heard a negative thing about Raffa, only positive remarks. Having Raffa on our team enables us to function like a "well-oiled machine".

Nomination #12: It goes without saying, Rafa goes above and beyond for the operation every single day and does it with a smile. He's possibly nearing retirement and deserves his flowers while he is still here. Rafa never fails to go above and beyond to help everyone out and get flights out on time, he always keeps a happy face on and in the 2 years I've known him, I've never heard a complaint from him. His clear communication and lasting efforts make our airport better.

Nomination #13: This agent is the most reliable, most dependable agent we have. Every day he goes above and beyond and is always willing to lend a helping hand.

Nomination #14: I am submitting this nomination for Rafael Torres Morales. Rafael is an exceptional asset to Piedmont Airline and an asset as a coworker. When I began my employment with Piedmont Airlines, Rafael was one of the few people that approached me and greeted me with a smile. A year later Rafael still greets me, and other coworkers, with a smile and warm hello. I knew the day would be a good day with Rafael at work to help boost work morale. Day in and day out Rafael always takes the time to make sure our station is not left overwhelmed or understaffed. Rafael works extra hours and extra days when there is a high volume of delays or flights so we as his coworkers don't feel the pressure. Rafael never complains. He takes the time to check on everyone to make sure everyone is okay and yet Rafael never shows signs of distress or being overwhelmed because he knows when everyone is happy and supported, we can get through hard days. Rafael has put in many years with Piedmont Airlines, and his dedication to Piedmont is unmatched. I would love to see Rafael receive the President's Award before he retires, he is very deserving of it.

Recently I (gate agent) was working a flight alone and all of a sudden the computer system and printer went down during the boarding process in which started to cause a possible delay. As I was trying to troubleshoot the IT issues, Rafael noticed a pause in the boarding process from the end of the jetbridge. Rafael went to the gate counter to investigate the problem and jumped into action in assisting me with the IT issue. Now, computer issues and printer issues have now been fixed, Rafael remained at the gate to help assist with tagging the remaining passengers bags and completing the boarding process with me to help get the passengers to their destinations in a safe and timely manner. The passengers that were at the gate that witness the IT issues were grateful that reinforcement (Rafael) came to assist with progressing with the boarding process, a lot of the passengers had tight connections. I was very grateful to Rafael for his help and being a team player, but I am ultimately grateful to his dedication to the Piedmont Airlines company.

Nomination #15: Rafa has shown continued dedication and commitment to the operation every day he is at work. He comes to work on time and with every flight he is assigned to, he does his best to get that flight out on time. He helps the CSA's at the gate when he is able. If the operation is shorthanded, Rafa will often stay to help. Rafa has the biggest heart on our team and will help our new team members in any way he can. He is always safe in his work and complies by the operation guidelines.

He is an excellent employee here at Piedmont. We are lucky to have such a person as he to be a part of this crew.

