



AFA Contract 2017: Update 22

Friday, January 19, 2018

Happy New Year Hawaiian Flight Attendants!

This week we had the opportunity to meet with Theo Panagiotoulis, Hawaiian's Senior Vice President Global Sales & Alliances. He discussed the newly created codeshare and potential joint venture agreement with Japan Airlines. As the company is moving forward with the new codeshare and joint venture discussions with JAL, we discussed ways to support a successful expansion into the Japan market. He noted the Flight Attendants played an important role in the company's business model.

Theo frequently flies between Honolulu and Japan and has had many opportunities to observe and interact with us. He praised the Flight Attendants' delivery of service as "consistent, warm, and welcoming." Our unique distinction makes us "the authentic Hawaiian carrier." However, he did emphasize to take us to the next level of success, effective communication in Japanese would be a critical component to our Japanese guest.

The week was spent in productive discussions on how to improve the many aspects that affect the Asian language flights. During the week we requested and obtained data related to market research and language fluency requirements.

The committee reviewed all of the issues raised and talked at length on the potential impact on our members. From these discussions we crafted a proposal that the company will be reviewing. We will continue on this topic when we reconvene the week of February 5th.

We also asked why numerous language positions were not filled over the past few months. The company explained many of the vacancies were caused by last minute (late the day before or day of) sick calls, which they were not able to fill.

December Incentives

The December Incentives were a success in that they were able to produce the number of reserves that the company felt they needed for the busy holiday season. In fact the company was able to pick up additional flying during the month, including flights to assist passengers who would have been stranded due to the unexpected shut down of Island Air. Enough Flight Attendants participated in the program that the company was able to offer flight release in December. The December Incentives will be paid on the January 22nd paycheck.

As a reminder, our email address is open and available for questions, comments, or suggestions. Our address is AFAcontract2017@halafa.org

Mahalo from the Negotiating Committee,

Sharon Soper, Diana Huihui, Ka'imi Lee, Martin Gusman, Jeff Fuke and Paula Mastrangelo, AFA Senior Staff Negotiator