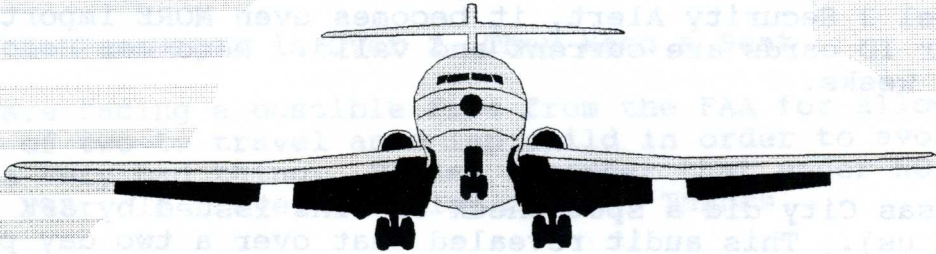


TWA

JFK



WEEKLY

October 16, 1995

Diane Sweeney Has Joined The Team

Diane brings 18 years of TWA knowledge and experience to her new assignment - Supervisor - Passenger Services Administration. She has served as a Ramp Supervisor and a Baggage Coordinator both at JFK; and she has worked in Operational Planning at Hangar 12. She also worked as a Passenger Service Supervisor at Kennedy in the mid-80's. Her job duties with us will include handling all types of leaves and overseeing the payroll function for CSA's, EIC's and Guards... among other things. She is ready, willing and able to help. Stop in and introduce yourself, if you don't already know her. Welcome aboard, Diane. It's great to have you here.

Don Fleming To Head Reengineering Task Force

A small, select unit of TWA employees is being formed to support and guide the focus of TWA's productivity Task Force, Change Team Program, Diversity Council and other reengineering initiatives. Based in St. Louis and reporting to Don Fleming, this is a deployed position requiring extensive travel and will last approximately one year. Successful candidates must be among the highest performers, have demonstrated leadership skills, be highly regarded by fellow employees, be team players and self-starters able to "move outside the box" to get things done. If you think you might be interested, further details are posted on the bulletin boards in both A and B. If you are interested, submit a 288 IMMEDIATELY. Do not delay for the selection process will begin shortly.

Travel Tips

Harry Mickie, who has written Travel Tips in *Skyliner*, is available to any and all of us who are planning vacations and looking for deals. As advertised in the *Skyliner*, he can be reached at 5428 Celcus Drive, Holiday, Fl. 34690. Tell him what, where and when, and please remember to include a STAMPED, SELF-ADDRESSED BUSINESS SIZE ENVELOPE for his reply.

TWE AND FIMS

Please keep in mind that when Trans State takes over TWE on November 6, our commuter partner at JFK will become an OAL. Please keep this in mind before you issue a FIM.

Did you know that...

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"TWA JFK WEEKLY"
ABOUT
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on October 2.

Advertising campaign has

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the "old" logo -- the red
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The Story of Shepherd I

Baltimore - Rome

October 8 - 9, 1995

TWA has some of the finest Flight Attendants, Flight Service Managers, Captains and First Officers in the airline industry; each of these employees as deserving of the honor of working the Papal Charter as the next. The decision of which few, out of a list of many, had to be very

Two of the people chosen are, I am proud to say, friends of mine; and they graciously consented to talk to me about what they called, "The greatest honor we've ever or will ever have."

Virginia Kelly has flown with TWA since 1963. She is a 1992 Annual Award of Excellence winner and speaks fluent Lithuanian. William Kelly has flown with TWA since 1972. He is a 1993 Annual Award of Excellence winner and speaks fluent French and Greek. Virginia and Bill are indeed husband and wife; however, they were selected for this honor based on their individual achievements and merits. This I know for a fact, for I have been a passenger on flights they have worked - they both serve us very well.

The crew was given an extensive briefing on the day of the flight which included a very thorough presentation on the flow of the service. They were also given a book which included everyone who was travelling on Shepherd I - the Papal Party and the press - so the crew would know the passengers.

There were 36 members of the Papal Party. Seated in First Class were Secretary of the State of the Vatican, His Eminence Angelo Cardinal Sodano, His Eminence Edmund Cardinal Szoka, His Eminence William Cardinal Baum, the Reverend Monsignor Stanislaw Dziwisz and the Pope.

There were a total of 9 Cardinals in the Papal Party. Approximately 13 TWA employees flew on Shepherd I. The members of the press who are assigned to cover the Pope also flew with us, they were approximately 60 in number.

The L1 door on the 767 was used exclusively for the Holy Father and the Papal Party. The press and honored guests boarded and deplaned through the L4 door.

Captain Fernando Arenas was asked to sign autographs as he walked to the plane by members of the public who had come to see the Pope off. "You will always be remembered as the pilot who flew the Pope," he was told. Captain Arenas had as many of the crew members as possible stand at the L1 door to greet the Pope. (Some members of the crew had to be stationed throughout the plane for safety purposes.) Also greeting His Holiness were TWA Representatives. The crew was asked not to make any announcements except for the two safety announcements: the "F/As, please secure your doors for departure and cross-check" announcement and the pre-landing announcement about seat belts being fastened and tray tables being stowed. Virginia, who was the Flight Service Manager, added, "I did take a tremendous liberty at that point. I thanked them for flying with us." The Pope made one announcement over the P.A. system, thanking the press for their diligence and efforts during the trip.

The In-Flight entertainment included "The Three Tenors", "Apollo 13" and "A River Runs Through It" and channel 3 was programmed with special religious music. There was a table where the Pope was expected to sit while eating, however, His Holiness elected to remain in his First Class seat. (Are our seats comfortable? I guess so!!) The Pope had the cold seafood plate (which included salmon and scallops), asparagus, oxtail soup, an apple and some strawberries. In the morning, he had a

(Continued on the next page.)

croissant, two cups of decaffeinated coffee (two sugars in each, no milk), some orange juice and a piece of fruit. He drank a lot of water, and even had 3/4 of a glass of champagne at the beginning of the flight.

Virginia and Bill spoke about so many details... the gifts presented to the Holy Father which included a model airplane made out of sheet metal made by a TWA employee, the fact that the crew spoke a total of 10 different languages, that the Dove of Peace was embroidered on the pillow cases on the papal bed, and that the papal seal was embroidered on the center of the duvet cover. His bed and table were the same ones that were used on the 1987 Papal Flight. They had been donated to the Strawberry Hill Museum and Cultural Center in Kansas City and the Museum graciously loaned these items back to TWA for this historic flight.

The Pope slept for 3 1/2 hours and got up 2 1/2 hours prior to landing. He read the Bible for most of that time, and then, about 1 hour prior to landing, he gave private audiences to each member of the crew and TWA representatives, spending two maybe three minutes with each person on board.

"Being in his presence was a sublime experience," Bill said. "As the person who worked the Papal Suite Aisle Position, I had on-going interaction with the Holy Father and his party throughout the flight. Most of my communication with the Holy Father was non-verbal. This helped make the experience all the more special and added to its spiritual aura."

"I felt overwhelmed and totally... If I had one goal in my career, this was it!" exclaimed Virginia. "He was very intuitive about people's needs and concerns. He has almost a telepathic ability to know how to reach each person individually, touching them on their own personal, emotional and/or spiritual level. The members of our crew came from different religious beliefs, yet every member of the crew commented on how incredible the experience was."

"The Cardinals were all saying how delighted they were with TWA. The Secretary of the State of the Vatican, His Eminence Angelo Cardinal Sodano told me that we had an incredible organization at TWA and that he was very pleased," Bill reported with almost as much pride as enthusiasm. "But we're forgetting the best part! When the Pope came on board, he held his hands up in blessing and said, 'TWA! TWA!'"

"Yes! That's right! He did. And right before he deplaned, do you know what he did?" added Virginia. "He took our hands and said, 'Good flight.'"

Amen. A very special thanks to Bill and Virginia not only for their time, but for the special way they perform their jobs on each and every flight.

* * * * *

The Weekly is researched, edited and written by Ann Weatherston with Managerial Support Services provided by Patty Chiumento.

The JFK Weekly is a product of the staff and management of J.F. Kennedy Airport, Jamaica, New York. We are solely responsible for its content.