

# Face 2 Face

What happens in The Americas



## Face to Face Special Retiree Edition

Welcome aboard a literary Lufthanseseat-adventure through the years and lives of some of the NYC EA employees who retired in 2009. Pictures were gathered, words shared, and memories revisited to present you with this special edition of the *Face to Face*.

Among last year's retirees, you will find over 600 years of combined service, accounted for by the 42 NYC EA Lufthanseseats from 12 airports, 6 GG/GP offices, 8 East Meadow Departments, and 16 cities. These individuals have been a part of our teams, a part of our daily successes, but most important, they have been a part of our lives. They filled our planes with their charming and aggressive sales tactics, given countless smiles to our passengers, and helped to shape the Lufthansa world as we know it. We cannot thank them enough for all of their tireless work and devotion to our passengers and to us, their coworkers. We wish them all the best for the future.

So now we invite you to sit back, relax, and read up on some of this year's retirees and their contributions to the company.

*Colin Stayton / NYC EA/E*

## Mohammad Asheer – EWR ST



Mohammad Asheer's Lufthansa career began in 1971 at KHI ST, where he worked until 1989. Mohammad moved to the USA with his family in 1989 and worked at LAX ST for 2 years before moving to the East Coast where he settled in New Jersey. He was part of the Team that opened EWR ST in March 1990. After 19 years at EWR ST, he left his position as Deputy Station Manager in April 2009 for a "life after Lufthansa" and is now enjoying more free time with his growing family.

*Gabrielle Ryan / EWR ST*

## Eberhard Becker – ORD ST



Eberhard Becker, lovingly called "Kik" at the station, began his career with Lufthansa at Chicago O'Hare Airport in 1980 after many years with Continental Airlines and Condor. He started as an Operations/Check-in/Catering agent and later became a Duty Manager, overseeing the operations of both Cargo and Passenger flights out of Chicago. In the mid 90s, when LH Cargo and Passage separated to become two different companies, he chose to remain at the station as the OPS supervisor and has been in that position ever since. Kik has seen O'Hare airport and Lufthansa evolve over the many years he has been here, from new terminals to the creation of Star Alliance. Now that he is retired, Kik is looking forward to travel and spending some time in Florida with his two daughters.

*Vanessa Hermida / ORD ST*

## Annelise Bennett – ATL ST



As the first woman in the Fire Brigade in Kleinzimmern, Germany, where her husband was the Fire Chief, Lisa did not have airline experience when she joined Lufthansa.

Annelise ("Lisa") Bennett finished up 10 years with Lufthansa in Atlanta at the end of last October. Our "Bag Lady" as she is affectionately known by her colleagues has primarily been in Baggage Service, though she always enthusiastically pitched in at check-in or with late flights. Having raised 5 children, she now will have time to play with 5 grandchildren, listen to her favorite classical music, and read.

We will all miss her as we knew we could always count on Lisa.

*Arzin Adair / ATL ST*

## Scott Bennett – SFO ST



After over 31 years of diligent service, Scott Bennett retired from Lufthansa in May of 2009. Scott started his Lufthansa career in 1978 at LAX in passenger service working through a slew of different positions. In 1988, he was chosen to work as Assistant Manager of Administration at Lufthansa's Pilot School in Phoenix Arizona. For the remainder of his career he worked in San Francisco as Station Duty Manager and finally as Deputy Station Manager. In 1995 he developed a program which brings Swiss Railway (SBB) staff to America to train as passenger service agents. Over 100 "young professionals" have worked with Lufthansa on a seasonal basis in San Francisco, Los Angeles and New York. He will be remembered with respect by passengers, flight crews, airport staff, and colleagues at the station and from around the world. His practical knowledge, skillful management style, great customer service, true compassion and keen sense of humor will be deeply missed.

Scott will now give more time to his interests which include: meeting new people from around the world, live music, and Tibetan Buddhist meditation.

*Tatjana Bennett / SFO ST retiree's wife*

## Roswitha Briffa – YYZ ST



Roswitha, known as "Rosi" among her colleagues, started her career at Frankfurt station in 1986 with check-in and Condor handling. When she came to Canada she also qualified for OPS and continued in both departments. Rosi has a passion for gardening, which amongst other hobbies, she is going to pursue now that she is retired.

*Bernd Rabich / BOS ST*

## John Ehrlich – WAS GP



Although he was born and brought up in New York City, he began his career with Lufthansa in Milwaukee in February of 1976. At that point, John already had about seven years of experience in the travel industry. He recalls being hired as a "Sales Representative," which was then the title for our current "Account Manager" position. He remembers a few details from his first year at Lufthansa: "We had only 6 USA gateways. For the transatlantic flights, LH had basically 2 types of aircraft, the 747-200 and the DC- 10. On some routes we still flew the 707, on occasion. There was no Business Class in those days only First Class and Economy Class. In the sales offices there were no reservation computers. One had to phone our reservation office for any flight or PNR information." John retired in June of last year as an Account Manager from the WAS GG office.

*John Ehrlich / WAS GP Retiree*

## Renate Gatermann – NYC GP



“Nati” joined Lufthansa in 1969. Her career at Lufthansa was no less than 40 years! She started her career as a Ticket Agent and became a Senior Ticket Agent in 1979. The move to sales occurred in 1986 when she took on the position as Junior Passenger Sales Consultant. The junior part of that particular title was removed 4 months later. Then appointments as Account Manager and Key Account Manager followed after her continuous good performances over the years. She handled all the big retail agents in NYC representing a huge amount of revenue for the NYC GP budget.

Nati's dedication to the job and her ability to find solutions no matter what was thrown at her was so very much appreciated by all her agents and accounts. Thank you, Nati, for an outstanding job in the difficult and very tough New York market. Your commitment and determination to sell will be missed.

Nati plans to do extensive travelling in her retirement. Australia and New Zealand are first on the list with many other interesting and exotic places to follow. Bon voyage, Nati!

*Hans DeHaan / NYC GP*

## Claudia Gerson – NYC EA/M



Claudia is one of those rare cases in the Lufthansa world because she spent her entire career of 40+ years in one department -- the advertising/marketing team in NYC. Accepting an Advertising Clerk position at Lufthansa on Park Avenue right after earning her Masters in Russian, was meant to be a temporary stay while looking for a job using her Russian-language skills. 40+ years later, she was still at Lufthansa with the extent of her physical moves being between the Park Avenue Office to East Meadow! She retired at the end of 2009 holding her final position as Manager Advertising & Relationship Marketing. With her vast knowledge of the market and historic LH marketing activities, she has been a huge asset to innumerable bosses in the whys and wherefores of LH advertising and marketing in the U.S. Known and respected both here and abroad, internally and externally, as a LH icon, synonymous with the LH brand, many have said her

shoes will be hard to fill. Claudia says she has had an interesting, varied, fulfilling and enjoyable run. This is due in no small part to her relationships with a host of media contacts, present and former agency colleagues and, most of all, her long-time LH colleagues, especially those in Marketing. After all she feels it is the people at LH who make the company what it is.

The thought of life without LH is still a strange concept for her, but life may come full circle if she follows through on her thoughts to brush up on her Russian amongst other possible retirement activities.

*Claudia Gerson / NYC EA/M*

## Carleen Goeckel – SFO GP



A stretch of 43 years lies between the first day Carleen opened the door to the small Lufthansa office in Albany and the moment she left her San Francisco Sales office, which she headed for the last four years. Her career spans from the days when she sold the first seats on the first Lufthansa Boeing 747 that served just a few destinations in the U.S., to last year's launch of Seattle as the youngest of now 17 destinations in Lufthansa's U.S. network.

Her positive, straightforward attitude helped her during the numerous positions she held at Lufthansa; most of them in Sales and Marketing, and brought her even to the other side of the world: After positions in Albany, East Meadow, San Francisco and a six-month Lufthansa management program at the EBS in Oestrich-Winkel, she was asked to manage the first Lufthansa call center in Melbourne. Thereafter, she went on to positions in Frankfurt, again East Meadow, and Washington: "When I arrived in D.C., I had three months to win the World Bank's business, Lufthansa's largest customer in the U.S. today." When asked what the best thing at Lufthansa is, the answer comes with not the slightest bit of uncertainty: "The people are the best asset Lufthansa has. Now and even then!"

*Martin Riecken / NYC CI*

## Louise Golden – ATL ST



Louise Golden joined the Lufthansa team in February of 1983, a day she describes as one of the most exciting in her life. She began in Passenger Service on a part time basis, which of course included everything from "flight prep" to the handling of occasional irregularities. In 1984 she moved over to Catering where she was responsible for ensuring food quality, taste, etc. as well as billing and inventory. In 1986 she returned to the world of Passenger Service (primarily Lost & Found) where she remained until retiring in April of this year after 25 years of loyal service. Now, in her retirement, she is enjoying horseback riding and spending more time with her family and friends. She feels that, "Lufthansa is the best airline in the industry," and is honored to have served a company who has served her so well.

*Louise Golden / ATL ST retiree*

## Ilse Gould – NYC GP



Ilse Gould started with Lufthansa in January of 1968 at Cargo. From there she went to the Tourdesk/Telephone sales in April 1970, then to the Senator Desk in 1978 followed by Prepaids/Rate desk in 1980. The sales service centre was next in 1985. In 1998 she was appointed Inside Sales Representative at NYC GP and held that position until her retirement effective March, 2009. Ilse's wonderful and friendly personality helped her to be very successful in Inside Sales. Many of her accounts increased their business with Lufthansa, some even doubled their numbers. In addition to getting new accounts, they produced revenue immediately. Her special touch of baking is well known to the NYC GP team and she was called "Martha Stewart" by some of her colleagues as a compliment. Even today, although she has retired, we do occasionally get to enjoy her famous baking.

Since she retired, Ilse has been very busy with a big decorating project at her place in Florida. Needless to say she loves JetBlue! Other decorating projects are on her agenda and will keep her busy for many months to come. Happy Jetting, Ilse!

*Hans DeHaan / NYC GP*

## Dagmar Greene – LAX ST



Dagmar started her career in the aviation field as a handling agent. She officially joined the Lufthansa family in 1985 when LAX ST took her on as a passenger service agent.

She has been a part of the team ever since and has worked in almost every department at the airport including lounge, flight preparation, departure gate, arrivals, etc. She will be missed very much by her colleagues and is wished all the best for her future.

*Kamelia Alexandrova / LAX ST*

## Diana Hatch – SFO ST



Diana Hatch joined the Station from our then handling-agent, Pacific Aviation, in 1986 and quickly established herself as someone with personal kindness, skill, patience, and commitment.

This kindness was exemplified in her customer-skills, and she soon became recognized as one who not only gave great service to Lufthansa's passengers at SFO. It didn't take long until she moved to Ticketing where her patience and skills were apparent: both in training existing and new staff as well as in learning new techniques and procedures. In this way and many others, she was a role-model for newcomers and existing colleagues. By this time, she was the Lead Agent in Ticketing and had established a strong contributory reputation with customers,

crew and colleagues alike.

In retirement, she enjoys spending more time with her family, especially her grandchildren. Despite our sadness in seeing "the backbone of Ticketing" go, we are happy to have had her as part of our team. Diana, we wish you health and happiness: please come back and see us soon!

*Steve Woodward / SFO ST*

## Brigitta Hoover – BOS ST



Brigitta Hoover retired from Lufthansa April 30, 2009 after celebrating her 25th Anniversary on April 1, 2009.

Gitta, as we call her, started with the company in 1984 as a passenger service agent performing Check-in, Lost and Found, and all the usual duties of customer service and she eventually became a Ticket Agent in March of 2004 and then in January of 2007 became the station's Administrative Assistant. Now that she's retired, she's spending more time with her grandchildren in Norway and in the summer you'll find her sailing.

*Bernd Rabich / BOS ST*

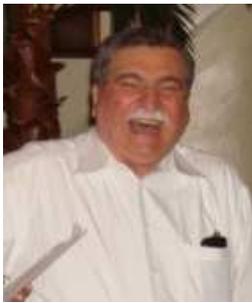
## Marcelino Jarvis – MIA ST



Marcelino Jarvis became a Lufthansat on February 01, 1998. Aside from being an amazing Agent for the last 11 years, Marcelino was always our event photographer and thanks to him we have a ton of photo memories! Now that he is retired, he will spend more time with his passions of photography and traveling. This picture of Marcelino is from his retirement party where he is happily holding up one of the gifts we presented him with.

*Patricia Kuligin / MIA ST*

## Marek Koch – DFW ST



Marek started at JFK in the bag room in 1968 and quickly worked his way up the line to operations.

In 1980 he moved his wife and his two daughters to Dallas to open the station and start a new life for himself and his family. He went from operations agent to Duty Manager and then Deputy Station Manager in just a few years. He reached the position of Station Manager and stayed there for several years until he chose to retire in May last year after 41 years of service. We all still miss his daily jokes!

Marek is now happily retired and enjoying his time at home.

*Jacqueline Bailey / DFW ST*

## Helen Knox – BOS GG



Helen was hired on April 12, 1971 as Group & Tour Coordinator in the Boston Sales Office known then as “BOS BX.” Throughout Helen’s 38 years with the company she would remain in Boston as the office changed from BOS BX to BOS GP and then finally BOS GG. From her first few years, she recalls typing up group lists on the teletype machine and sending them to the Group Desk in East Meadow and then manually writing the tickets.

She also remembers the introduction of the DC 10 on the BOS route and how some passengers, out of apprehensive, flew up to Montreal in order to fly with our B707. In 1976 she moved into the position of Administrative Assistant (“it was called Secretary in those days,” she recalls). At that time the contracts for the accounts had to be typed with carbon copies and one copy was kept at all times under lock & key in the Manager’s credenza.

In 1985 she became Account Service Manager. This job involved handling the SEN & FTL programs, coordinating customer functions and marketing strategies.

In 1995 she took on the role of Account Manager where she would stay for 13 years until retiring last year.

*Helen Knox / BOS GG retiree*

## Hanna Kravitz – NYC GP



Hanna joined LH in 1970 as a Customer Service Agent at the PHL ST, and shortly thereafter became a Ticket Agent. In 1978 she moved to PHL Cargo Accounting. Then in 1989, she became an Account Manager working out of the NYC Sales office. Her responsibilities included sales in NJ and the management of several Key Accounts.

Since she has retired, everyday is enjoyable. Some of her activities include spending time at the gym and traveling to visit old friends, family and looking for new adventures. While globetrotting, she is making it a point to keep in touch with her many colleagues and continued lifelong friends.

*Hans DeHaan / NYC GP*

## Petra Lischewski – NYC EA/K



The well known Interline Relations Manager, Petra Lischewski, retired at the end of May after almost 42 years of service! Petra started her LH career in the Manhattan office in 1967. She facilitated many last minute requests, solved problems on misplaced tickets and can tell a lot of legendary stories. She managed to go through many system changes, from writing tickets manually to issuing etix, and we are certain, that everybody at NYC EA appreciated her support.

We thank Petra for her continuous support and patience to help with all our travel plans and wish her all the best.

*Sylvia Luithardt / NYC EA/K-K*

## Rita Lobdell – DTW ST



Started her career with LH in 2000 and has been an influential employee ever since. She retired last year as the Station Manager of DTW ST.

When asked about Rita, her ST colleagues had many positives things to say: She is noted for her outstanding customer service and her unique personal care for our HONs and Private Jet Passengers. She took much pride in the appearance of the LH lobby area at DTW as well as the lounges and offices.

She also deserves to be recognized for her participation as President of the AOC in Detroit for three years and also her services on integrating LH as a partner of the Wayne County Airport.

All of her station colleagues wish her a happy retirement filled with relaxation and fun; she definitely deserves it!

*Wolfgang Wallmeroth / LOS ST*

## Maria Marlovics – ORD ST



Maria Marlovics was born in Zuberbach, Austria, a little town just outside of Vienna. She came to the US in 1970 and began her Lufthansa career in October 1996 as a Check-in Agent at Chicago O'Hare.

Outside of work she keeps herself fit with many hobbies, playing league tennis twice a week, skiing in Colorado every winter, and hiking the Alps in the summer. Her favorite memories with Lufthansa will be working with her colleagues and the fun she had at work.

Now that she is retired, she is spending her time being a grandmother, playing more tennis, and visiting her mother in Ft. Lauderdale.

When her husband retires this year, she is looking forward to spending winters in Florida.

*Vanessa Hermida / ORD ST*

## Claudia Masselli – ORD ST



Claudia started her career with Lufthansa in the Sales Department in 1972 and worked industriously in growing the Lufthansa business in the Midwest. In May 1999 she joined the Lost and Found team at the O'Hare station, where she was a tremendous asset.

After 37 years of dedication to the company, Claudia retired in May 2009 and has been spending time with her dog and family.

*Vanessa Hermida / ORD ST*

## Lucia Meadler – NYC GP



Lucia joined Lufthansa in 1998 as a Key Account Manager and a member of the UD/K National Sales Team. In those days, the Key Account Managers called on all locations belonging to the big national chains as well as their corporate accounts. No matter how small the corporate account, if it was handled by Amex in the New York/Westchester region, Lucia was their account manager.

After a few years, Lufthansa underwent another reorganization and Lucia moved to the NYC GP team. There she continued calling on many of the same accounts. During her 11+ years with Lufthansa, Lucia has been one of the mainstays within the NYC GP/GG team. Her Sicilian background and temperament could be counted on to liven up any meeting. Lucia truly knew her way around the world of corporate travel.

She began her long airline career with PanAm and tells wonderful stories from those days - when working for an international airline was truly glamorous. Oh, the good old days!

*Hans DeHaan / NYC GP*

## Earnest Michael – BOS ST



Mike Earnest was hired as a catering controller at ORD ST in 1973. In this capacity, he came to Boston in 1983 and started also working in operations. Eventually he was trained in Check-in and Ticketing also. Now he spends all his time fixing his house and playing golf. At his retirement party, he was presented with a framed LH OPS vest signed by all BOS ST colleagues.

*Bernd Rabich / BOS ST*

## Richard Molloy – HOU GG



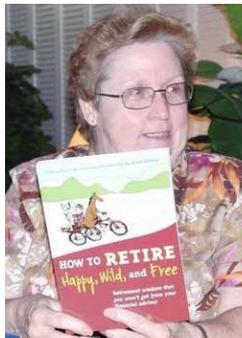
Richard Molloy began his career with Lufthansa in 1969 with Boston Cargo. In 1982 he switched gears completely and joined the Passenger Sales division as the resident Sales Representative in Rhode Island. Richard moved to Houston in 1989 and became an Account Manager, a position he continued to enjoy until his retirement in March of last year.

He will truly be missed by all of his colleagues, but especially by everyone in Dallas and Houston. Karl Lehman, CHIGP and Richard's manager for many years, summed up his experience with Richard as follows: "Richard was a true Lufthansaer. He represented the company in a professional manner and knew the product and the market inside and out. But most people will think of Richard's sense of humor as well as his Maverick strict rules/guidelines/reports and such.

Who could blame him! But he was always looking for a way to bring additional revenue to LH and he did it with great style and ALWAYS with a smile. The CHI GP and DFW GG teams miss him greatly!"

*Whitney Daggett / CHI GP*

## Jill Moscoso – MIA ST



Jill Moscoso began her career with Lufthansa on October 10, 1988 and stayed at Miami Station since that day serving our customers as a Passenger Service Agent. 21 years later she is retiring which will give her the opportunity to travel and spend more time at home in her garden. This picture is from Jill's retirement party, showing one of the gifts that we gave her: the book, "How to retire Happy, Wild, and Free."

*Patricia Kuligin / MIA ST*

## Margit Napier – CHI GP



Margit's career with LH began 38 years ago and in that time, she held many posts in many different cities throughout the US. From her first job as a Ticketing/Reservation Agent in Pittsburgh (1971) to her current position as District Sales Manager in Chicago, Margit was always on the move for the next challenge. She was even a part of small team that set-up the Corporate Global Account Department in Germany, where she developed and implemented global strategy. She also represented Lufthansa in many capacities in different organizations such as the NBTA and ACTE.

The CHIGP team will miss Margit, her smile and great sense of humor, and wishes her much success and happiness for the future. When asked about Margit, Karl Lehman CHIGP had this to say: "Margit had such a wealth of knowledge that I was so happy to draw on when I was transferred to Chicago. We worked hard bringing the new CHI GP together and we also had a lot of fun – from Cream Puffs to Napkin Awards to Keb' Mo'. She was tough, but fair. Well respected and ALWAYS fighting on behalf of Lufthansa and the team. We will certainly miss Margit and wish her all the best in the future."

*Whitney Daggett / CHI GP*

## Ingrid Twohey – SFO GP



Ingrid's career with Lufthansa dates back to 1971 where she began at JFK Station as a Junior Customer Service Agent. Before taking a hiatus from LH in 1978, she had the opportunity to work part time as a Senator Lounge Agent also at JFK.

In 1988 she was rehired as a Junior Ticket Agent but this time on the other side of the country at SFO GT. Four years later she became a Supervising Agent and two years after that she moved over to the sales side of the organization when she was promoted to Passenger Sales Consultant at SFO GP. Ingrid would stay on the sales side until her retirement this year as the Regional Marketing Coordinator.

Ingrid's sense of style and class, plus her vast knowledge of the West coast market was very valuable. She is a perfect blend of German efficiency and Hollywood glamour, combining a keen attention to detail and strong business sense with her unique style and warm, genuine personality. She always looked for ways to develop best practices which will be used by marketing colleagues for years to come. "The Marketing team in East Meadow has really enjoyed working with Ingrid over the years. She has always been professional, reliable and an excellent representative of the Lufthansa brand. We wish her a fun, adventurous retirement." remarked Nicola Lange, NYCEA/M.

*Susan Vaughan / NYC EA/M*