

Date: December 7, 2011

Subject: December 1, 2011 Winston Salem Reservations Monthly meeting with CWA

Attendees: Janice Cochrane, Gloria Gamble, Vonda Hardy, Velvet Hawthorne, Vickey Hoots, Beth Hutcherson, Debi Jones, Donna Kostelic, Tim Lindemann, Paul Lindner, Jerry Lindsay, John Lyerly, Lori Manuel, Jody Manuele, Darla Meyer, Melody Niese, Kathy Saunders

Opening Remarks

- Tim opened the meeting with comments about PVTO/VTO. We have seen many opportunities to grant PVTO/VTO over the last month. We will stop offering PVTO December 13 and beyond but will still grant operational VTO when call volume permits. We want to make sure we have proper staffing over the next few months and have not yet figured out how to predict the weather!
- Pre-OT was offered for the Sunday after Thanksgiving (November 27) and resulted in about 600 hours of OT which was greatly appreciated! Staffing for both Christmas Day and New Year's Day is currently under review. Both are on Sundays which may drive a different travel profile. We may see Pre-OT offered in the future and will post it up to seven (7) days prior. We want to be clear that we do not intend to use mandatory OT as a regular course of business. Per the Contract: Article 7 – L1 Mandatory overtime may occasionally become necessary as a result of irregular operations or unusual events. Such as when the whole North East was closed down during Irene.
- We had a great operation for our airline and reservations offices for the Thanksgiving travel period of Wednesday - Sunday.
- Net Desk update shows about 15% of calls to Net desk are transferred to Reservations for handling since they can no longer work in QIK. We expected it to come in around 30% so we have a very positive outcome on this one. About 94% are going to domestic and international with the other 6% going to DMSC. The most common reasons for calling net desk is web check-in and getting boarding passes.
- Analysis of the CSD and Rates Call logs is giving us a lot of information. We will be communicating more about this in coming months and will involve Procedures, Training and our reps from CSD and Rates to delve more into this information to identify training needs and system enhancement opportunities.

Old Business

- Communication on VTO/OT (Janice)
There are days in our operation where we may see both VTO and OT offered. Supervisors are reviewing this in Team Focus Meetings. The 800 number for calling in for VTO is updated a minimum of 3 times a day, and more if needed. Each time it is updated it has a time stamp on it.

- Group Desk issues (Beth)
 - Flight irregularities – The DRS reference when Group desk is closed advises reps to handle flight irregularity changes as usual. Reps are not able to make changes to a group pnr.
 - Action Item: Beth is working with Procedures for resolution.
 - Travel Agency Ticketing – There were concerns raised regarding travel agents under-collecting tickets. Revenue Accounting audits the tickets for full value and issues a debit memo if an agency under collects a ticket.
 - Corrupt TGM files – We are working with IT to understand the priority rating for fixing this when it occurs. In the meantime, group reps can still complete bookings in QIK.
 - Action Item: Beth working with IT to understand priority rating
 - TGM Upgrades – We are working with IT to complete estimates for the TGM Phase 2 CARE
- Baggage support for CP CSD (Kathy)
 - We previously discussed the call escalation process for baggage calls for Chairman CSD. We continue to monitor these situations. There was an incorrect phone number published for CBRO that has been corrected in Res Zone.
- Net Escalations (Gloria)
 - As Res calls were in-sourced the Net Desk access to QIK was changed to 'View only' so they no longer have the ability to work in QIK. At first there were a lot of calls transferred or escalated but as reps have become more familiar with the error codes, we have seen this volume reduce. We have reports of calls transferred back to Res because when the customer originally called Res about not being able to check in on-line reps are not looking at the reservation before transferring to Net desk.
 - Action item: Specific examples for additional research will be provided to determine if an updated is needed to current procedures.

New Business – Issues raised by CWA Executive Board

- Measuring Revenue - We hope to have revenue data validated and added in Compass by the end of January 2012.
- AHT – The Union expressed concern for the low handle time goals and has asked for additional time to service the customer. In response the Company reviewed a handout of the goals for 2011. The Company explained goals are updated quarterly and as needed for things like seasonality, new hire impact, system issues, and initiatives such as the CTI technology. Goal setting also takes into consideration historical actual handle time.
- Group Desk – It was reported that it seems like more Groups calls are going to general reservations in the last couple of weeks. Melody will look at transfers on Group calls to see if there are any issues. We discussed the Group CSD being able to send questions or incorrect/missing info in Res Zone directly to ResQA rather than going thru regular CSD. The

example of 757 aircraft missing info for handicap accessible seats was brought up and is being followed up on.

Action Items: Melody looking into transfers on Group calls. John Lylerly will follow up on the information on handicap accessible seating for 757 aircraft in QIK.

- Clearing additional vacation weeks – A question was asked about clearing additional vacation weeks in CSD for December 26. At this time, no additional weeks are being cleared for any of our departments in Res but we continue our usual process of looking at our call volume forecasts as we get closer to weeks and open slots if we can.
- CSD has been getting escalated calls for DMSC and Baggage. Gloria has been working with RNO on the baggage calls and with Dale Barr, DMSC manager. We now have some specific supervisors in these departments that we can go to with any issues.
- Peer-monitoring - We are getting a lot of positive feedback from the new hires and from the reps doing the coaching. New hires are very appreciative of the positive feedback they are getting from their peers.
- Is it possible to delay the call dropping in with CTI pop-up to give time to read pop-up info? This is a complicated technical situation that is still under investigation.
- We discussed giving Union a list of the vacation/holiday vacation awards. The list would only be current for one day because of all the changes/cancellations that are processed daily. As usual, all concerns regarding vacation awards will as be investigated by Admin.
- Some reps in CHP had trouble with CTI pop-up after the last update. Prior to the update the CTI pop-up the screen would pop on top of the display. Since the update it no longer pops up on the screen but you can toggle over to it. These reps are using a lower resolution than recommended for CTI which increases their font size.

Action Item: Kathy is investigating this.

Our next meeting is scheduled for January 18, 2012.