



Eight more new faces arrive at SFO



Silva

Several new guest service teammates have landed at SFO, including a transfer and graduates of two consecutive classes.

Joseph Silva of Queens, N.Y., who started with VX in November 2013 and worked at the LAS station, says, "Since my first day, it has been nothing but a blast." Prior to coming to Virgin, he worked for JetBlue operations, and "The difference is night and day." He says that he was working at JetBlue when he heard "the music, the liveliness, the fun" over at Virgin America. "I felt like a kid playing for the New York Mets and watching the Yankees win championship after championship."

Joseph (or "Joe") moved to Las Vegas after tiring of the northeast's constant blizzards, adding that he loves the west coast and San Francisco especially. Playing sports, hiking, being active are his hobbies.



Antkowiak

(continued on page 2)



At long last ... HAWAII!

Virgin America announced last month that we will be starting service to Hawaii this fall, with flights to Honolulu, Oahu, starting in November and flights to Kahului, Maui, starting in early December.

VX CEO David Cush said "This marks the next phase of growth for our airline, as we take delivery of new Airbus aircraft and expand our Elevate program with more world-class rewards destinations. With a loyal following of Bay Area-based business travelers who have long requested our expansion to the islands, we couldn't be more pleased to offer our 'work-hard/play-hard' frequent flyers the opportunity to fly in style to the ultimate getaway. We look forward to bringing a new kind of flight service to the market and to building lasting community ties with the state of Hawaii."



Plastic flower leis cover a supervisor's desk, upper left. At left, an inflight team celebrate the new destination at the airport by serving mai tais to Virgin guests. At right, Carolyn Giusti sports a lei on the day of the announcement.

New teammates arrive at SFO

(continued from page 1)

Joseph adds that, “To my new teammates out in the Bay, I am excited to share a new chapter in my life with you all.”

Alexandra Antokowiak is from Walnut Creek and came to VX because Virgin is “innovative, it's an airline that actually takes care of its customers, and I can see how well it takes care of its employees too.”

Before coming to Virgin, Alexandra worked for a nonprofit in Ecuador. “I took several years of Spanish in school and had visited Ecuador before and fell in love with the culture and beautiful nature after my first trip. The work I did felt very meaningful, especially since I had to use both Spanish and English equally. I also got to visit the Yasuni part of the Amazon before leaving.”

Alexandra is from a Polish family, and Polish is her first language. Her hobbies include yoga (and “downward-dogging when I can”) and salsa dancing. “I also have a beautiful golden retriever and my boyfriend and I take him on hikes, runs, or camping when we have free time. He also came with us to Ecuador because we couldn't live without him.”

Her favorite travel destination is Mexico, because it “has so much to offer as a country and many people only are afraid to travel there or only visit the touristic areas. If you dig a bit deeper you can explore the jungle with its Mayan descendants, turquoise waterfalls, and swimming holes in Chiapas or see some beautiful architecture in Guanajuato. Of course Cancun is an equally viable destination and I've loved exploring it as well.”

And to her future co-workers, Alexandra says she's excited to meet everyone, looking forward to the music we play, and “of course will try to have your back with shift trades.”



Magdalena Gregorska came to Virgin because she loves traveling, and Virgin America is her number one airline.

Magdalena (or Magda) was born in Poland but hails from New York, where she lived before moving to San Francisco in 2003. She was a social worker for ten years, working with low income and homeless families, mostly young single moms.

She says she likes to stay active, so her hobbies dancing, biking, getting lost in San Francisco and attending live concerts and festivals. For her favorite places to travel to, “As long as there is water, sand and sun....I am a happy camper.”

To her future co-workers, Magdalena would like to say, “I am super duper excited to start working at SFO and meeting everyone.”

Gregorska



Magdalena's active lifestyle includes trekking up mountains, evidently.



Cassie Blank wears a “onesie,” made by her niece, at Mammoth Lakes in California. Cassie loves visiting national parks and other wilderness areas, (although probably not always in a onesie).

Cassandra Blank, from a small mountain town in southern California called Pine Mountain Club, says she is “stoked!” to join the GST team at SFO. She goes by “Cassie” and came to Virgin America because she loves to travel, and VX has always been her favorite airline.

Before coming to Virgin, Cassie worked in Yosemite national park at the front desk of the Ahwahnee Hotel. She also worked with a mountaineering school as a mountaineering and Nordic skiing guide, so naturally her hobbies include mountaineering, hiking, camping, whitewater kayaking, and “going new places and meeting new faces.” As part of her love of the great outdoors, her favorite travel destinations are national parks, both in the USA and abroad, and wilderness areas, especially in Croatia, Slovenia and Southeast Asia.

To her new teammates, Cassie says “I am ecstatic to join you guys and look forward to growing and having fun with the GST family! “



Benabou

Candice Benabou of San Ramon came to Virgin America because of her love of travel and the finer things in life – “To me that is the epitome of Virgin America. Once I realized I would be able to combine the two in one fell swoop, I submitted my application and the rest is history.”

Prior to Virgin America, Candice was a stay-at-home mom (to her four children) for the past 15 years, and before that worked in human resources. She enjoys party planning, decorating, creative memories, traveling and watching just about all Bay Area sports, either live or on television.

Her favorite travel destinations include Israel, France, England, New York, Hawaii, Washington D.C., and Florida (especially Disney World). She looks forward to traveling to Greece, Egypt and Morocco.

To her new co-workers at SFO, she says, “Please be patient with me and teach me everything you know! I’m a quick study and am eager to pull my weight.”

Tarra Monges lives in Fremont and has been in the Bay Area for most of her life, except for college in Reno. She has been trying to get in the airline industry for two years, and when she interviewed with Virgin, she knew very little about the company. "When I finally was offered a position, I was elated. I knew this would be a company that I could grow with," she says.

Before coming to Virgin, Tarra worked at an upscale fitness club, doing membership changes and resolving disputes. "Unfortunately, the camaraderie between employees was nowhere close to the level of mutual respect as it is here," she says.

Tarra's hobbies include working in the yard and doing home improvement. When her house was flooded a few years ago, she took advantage of the need to renovate and did some "exciting" ideas with her place. And, of course, she loves to travel. When asked her favorite destination, however, she replied, "Travel destination, a favorite at that? Well, I am certain that I haven't been there yet. However, I do love Mexico and look forward to travelling as an adult to more than just the west coast. I can't wait to see the Northern Lights, maybe from Sweden now."

To her future co-workers, Tarra says, "I would love to hear about your travels, good and bad days. I feel I grow more insightful when someone else tells me a story, or their story. If you are all as wonderful as the instructors here at HQ, I will look forward to seeing you all every day!"

Josephine Bauzon was born in Philippines and came to California when she was three years old. She came to Virgin America when she was referred by Bob Mariel from HQ (Info Security). "I also loved seeing all the GSTs at the airport and witnessing how enthusiastic they are so early in the morning! I knew then that I wanted to work for Virgin America!"

Before coming to Virgin America, Josephine was a supervisor at a Starbucks for almost 3 years and also worked as a full-time Spam And Fraud Analyst for QVC, the TV and online shopping channel.

Her hobbies include driving and "drifting," and she has four cars. "I own three Mazda Rx7 (2 convertibles and 1 Turbo) and an 2005 Rx8." She is excited about traveling to the east coast ("first trip will be to New York!").

To her future co-workers, Josephine was like to say, "I'm very excited to meet everyone at the SFO station and work with the best team for the best company in the aviation industry. I'm ready to join the team and live by the Virgin America mission to create an airline people love by elevating people, creating wow, and being Virgin!"



Bauzon

Simone Sagapolu came to Virgin because "I was ready for an adventure! I have always loved flying with Virgin on my annual trips to Las Vegas with my friends, and I jumped at the opportunity to work for such a hip and innovative company."

Simone was born and raised in the Bay Area (specifically Hayward) for her whole life. Before Virgin she worked as a legal administrative assistant and for a wellness center. "I would say my most interesting job would be my title as Head JV Girls Volleyball Coach for Tennyson High School. With the help of my sister we built the program from the ground up and have now gone on to develop a boys volleyball program, who already is on their way to a winning record."

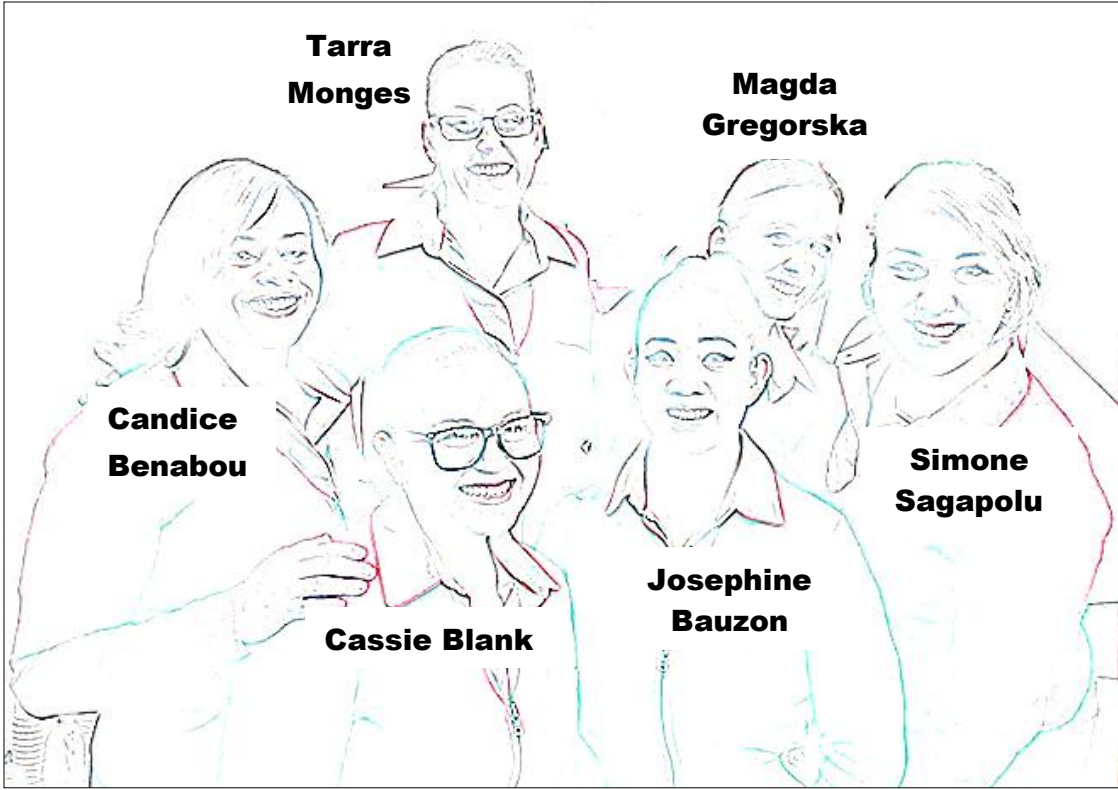
In her spare time Simone loves volleyball, hula dancing ("since I was 2") and doing various DIY projects. "If I'm not on Instagram, I guarantee I'm on Pinterest, pinning new recipes and home project ideas," she says. She also loves helping her friends and family plan events, and hopes to one day add event planner to her resume. She also loves traveling to Hawaii to see family, and she recently went to New Orleans for Mardi Gras "so that's probably my new favorite city! I hope to make Miami my next destination."



New transferee Joe Silva, at right, in green shirt, has fun in Seattle recently with his LAS teammates Matt and Danny. "Danny lost a game of rock, paper, scissors. Loser had to get his face painted," Joseph said.



A big Virgin America welcome to our newest class!



WARRIORS, COME OUT AND PLAY



GSTs celebrated the Golden State Warriors entering the playoffs by wearing T-shirts supporting our local basketball team.



At top, Luchelli Adorable, Gabby Aramburo, Haneen Alhabeeb, Marla Nelson and Cristina Ramos wear T-shirts, as do Sharda Clark and Ryan Barrick, below, Domenica Tonzillo, and Luchelli and Marla again.

photos by Luchelli Adorable and Maritza Parra



thaiLand

GST Mckenna
Van Koppen
recently flew to
Thailand with
her boyfriend
Brian and visited
Bangkok,
Phuket and
other Thai sites,
staying mostly in
AirBnB rooms
but also in a
jungle hut on a
beach only
reachable by
boat.





The high point of her trip? For an animal lover like Mckenna, it was meeting the animals at a sanctuary for abused elephants.

Mckenna also tried a lot of food (her favorite was the pineapple fried rice, served in a hollowed-out pineapple) and even a fried scorpion on a stick from a street vendor (which she described in one word -- “salty”). Although, she said, on reflection, it also could be described with a second word – “crunchy.”



The Grand Palace in Bangkok, previous page at top, and Mckenna meets elephants at the sanctuary. Above, a boat on Tongah Beach, and at right, Mckenna tries a scorpion snack.



The baseball season has started up again, and in addition to the usual wearing of apparel showing support for our San Francisco Giants, a few lucky teammates were invited to attend a luncheon with the Giants -- and pitcher Sergio Romo himself sat at their table. Other teammates attended a black tie event honoring Giants official Mario Alioto as Man of the Year.



At top, Sandy Brunicard and Marla Nelson meet with team mascot Lou Seal at the Giants luncheon. Top right, Marla, Sandy and supervisor Miguel Diaz are excited to be attending the luncheon event. Below, wearing their giants apparel, are Robert Garcia, Claudia Umili, and Yoni Godefa, Bernadine Lopez and Ryan Barrick.



Photos by Miguel Diaz, Steve Freitag and Ruby Kharbanda



Ruby Kharbanda and Teresa Pin, at left, attend the black tie event at the Boys' & Girls' Towns of Italy dinner honoring Mario Alioto as Man of the Year, at the St. Francis Hotel. At right, Ruby and Rahul.

VX #1 in quality again

For the third year in a row, Virgin America came in first in the Airline Quality Rating report, an annual study of U.S. domestic airline performance conducted by professors at Wichita State University and Embry-Riddle Aeronautical University. Based on data all carriers must submit to the U.S. Department of Transportation, the AQR ranks airlines based on-time performance, customer complaints, denied boarding and mishandled bags. Virgin was up against 13 other major carriers and has led the industry every year since it became eligible. (To be eligible, a carrier has to make up at least 1 percent of domestic scheduled-service revenue.)

“To be recognized for the third consecutive year as the leading carrier in the Airline Quality Report is an honor and a testament to our guest-focused Teammates, both on the front-line and behind-the-scenes,” said Virgin America’s Chief Operating Officer, Steve Forte. Writing to Virgin teammates, Forte said, “This latest result is a great achievement for our young airline and a terrific credit to your attention to detail across every inch of our operation.”

“Even with the operational challenges we faced in 2014 – including runway construction at our SFO homebase during the peak summer travel season – this team never lost sight of our operational goals.”



SAVE THESE DATES FOR SOME UPCOMING SUMMER FUN!

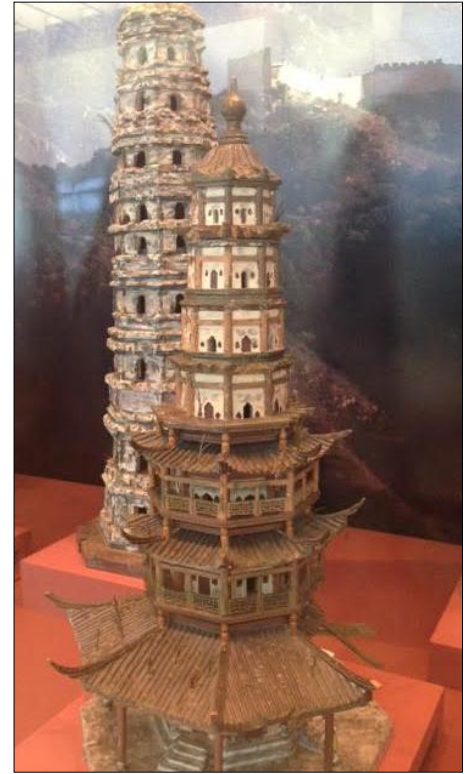
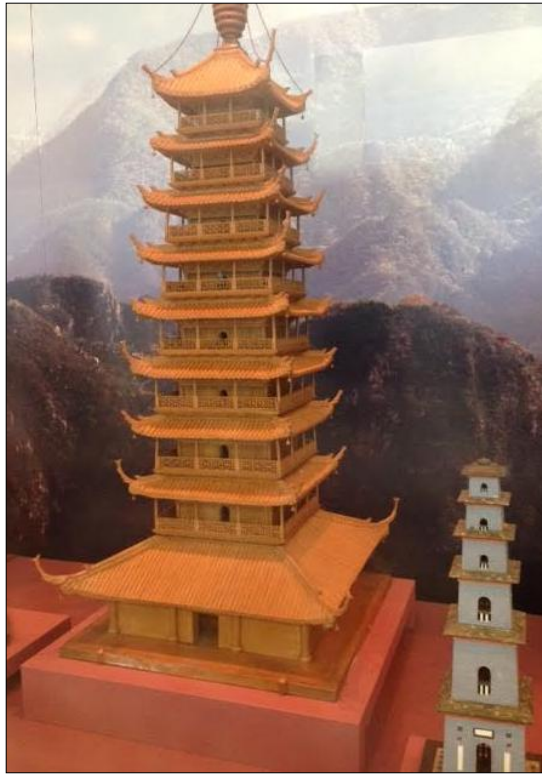
JUN 28	SF Pride Parade
JUL 30	VX Volunteer Day at Special Olympics
AUG 8/9	8th Anniversary Picnics (LA/SF)
AUG 15	VX Day at AT&T Park

These are just a few dates to mark on your calendar and to consider when placing your upcoming bids.

Stay tuned for more details about these and many other fun activities in the works!

A new exhibit in the International terminal spotlights the Tushanwan pagodas, a collection of models of Chinese architecture that craftsmen created for the Chinese pavilion at the 1915 Panama-Pacific International Exhibition. Rarely exhibited to the public, the models are carved out of teak and other woods, with some hand-painted as well to represent the actual pagoda the model represents.

KNOW YOUR AIRPORT



EARTH DAY 2015



Elmer Tosta, Linda Yan and Molly Lynn proudly show a heap of invasive ice plants, which were cleared from the ground at Ft. Cronkhite in the Marin Headlands as part of the Earthday partnership VX has with Nature Bridge.

photo courtesy of Elmer Tosta



EMD TRAINING –

Instructors Bernadine Lopez, Ryan Barrick and Peishou Liu lead a recent class on electronic miscellaneous documents, a new way to charge for ancillary revenue that provides more accountability and reliability than our previous method. Everyone at the station will be required to undergo training in the new procedures before the cutover, which is June 9.

Lynne Enderson is first SFO GST to retire

Lynne Enderson, a GST at SFO since January 2008, will be retiring this month after seven years with Virgin America. She originally came to VX hoping for “a fun retirement job” after a career with the phone company and other employers.

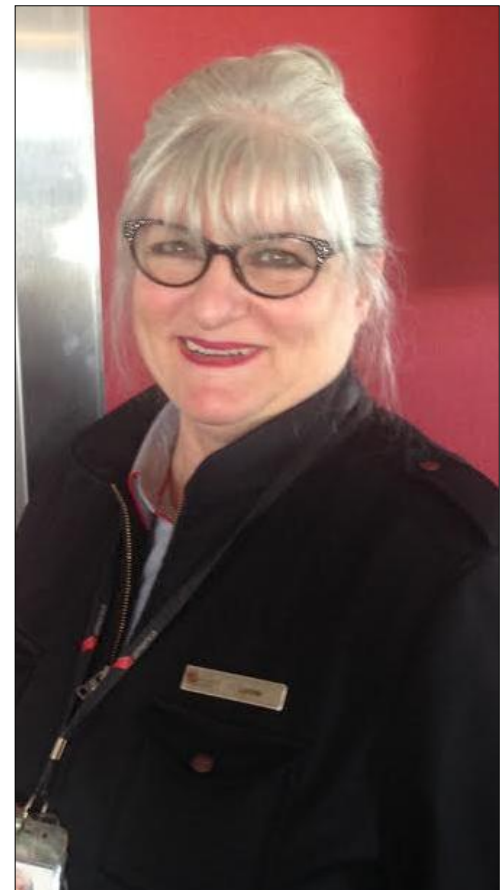
Lynne said that once she stops working, she hopes to finish some projects and start some new ones, in addition to the usual desire to spend more times with family and friends.

As an official Virgin retiree, Lynne will be eligible for unlimited travel on Virgin America with an SA3 status, along with a spouse or other eligible traveling companion.

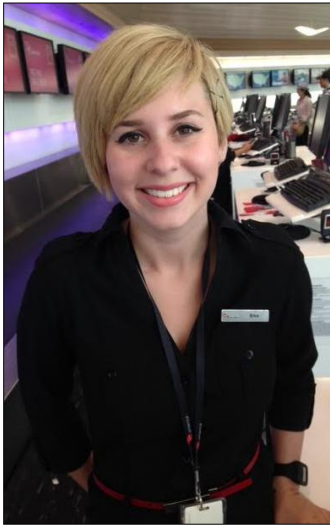
The Virgin America retirement program (for employees who are under age 55 as of April 1, 2012) allows employees to retire and participate in the program if their work service is at least 10 years, and their years of service and their age equals 65. For example, a new 35-year-old teammate would need to work 15 years before being eligible to retire (15 years plus age 50 equals 65). A new 45-year-old teammate would need to work 10 years (10 years plus age 55 equals 65.)

For employees over age 55 before April 1, 2012, the employee needed to work at least five years, and the years of service and age had to reach 70.

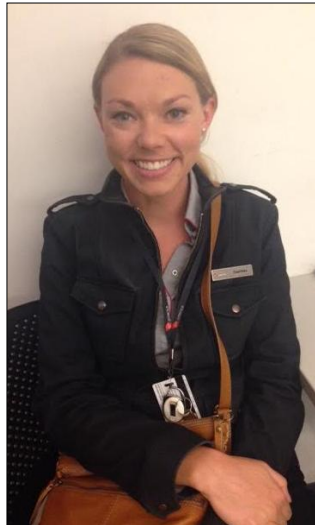
Retirees also have to pay \$120 per year to participate in the system, which also allows travel on other airlines with which Virgin America has a reciprocal agreement.



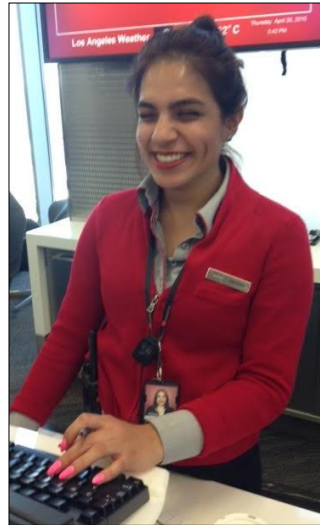
Enderson



Straub



Whitfield



Paz

More changes to keep up with: **Erica Straub** is leaving for a job with Alaska Airlines down in San Jose. The newly engaged **Courtney Whitfield** is leaving Virgin to pursue her nursing career. **Alejandra Paz** is transferring to LAX, and **Brooke Clark** is transferring to AUS. It's not going to be the same without you folks around here, but we wish you all the best. In other news, **Jerel Wedge** has stepped down as lead, the better to devote himself to his educational goals.

HONOR FLIGHT –
World War II veterans recently trekked to Washington, D.C., as part of an annual visit to national war memorials. Virgin America, the preferred airline for these trips, works with the USO to provide sendoffs and welcome returns for the vets.



This 24th edition of **THE VIRGIN VILLAGER** was edited by Steve Freitag, with assistance from Elmer Tosta, and Supervisor Maritza Parra as our head honcho. This is *YOUR* newsletter, so why not contribute to our next issue, out around June or July? Send your contributions (photos, stories, recipes, cash) to stephen.freitag@virginamerica.com and you too can get your name in print! And maybe even win a Disney CD, like **EVERYONE** who contributed to our Disney special last issue did!

And if you contribute to the *Virgin Villager*, you get entered into our big year-end raffle drawing!
(If you ever buy state lottery tickets, remember . . . your odds of winning are much better here!)
plus, we don't cost a dollar