

Inflight Experience Update Video Script - 12.19.23

Last Modified on 12/19/2023 1:42 pm MST

Dear Team Frontier,

I hope this message finds you well and in good spirits, as we approach the festive holiday season. I am thrilled to introduce myself as your new Vice President Inflight Experience. It is with immense excitement and a deep sense of honor that I join this exceptional team, and I eagerly anticipate the incredible journey that lies ahead with all of you.

Allow me to share a bit about my background, as we get to know each other, which underscores my profound passion for the role of a flight attendant and my unwavering commitment to delivering exceptional customer experiences. I was born in the French Caribbean on the island of Guadeloupe, where my love for travel and the aviation industry was first ignited.

Like you, I began my career as a flight attendant, working with various airlines across the Caribbean, Europe, and the Middle East. Some of these include Air Caraïbes, the AF-KLM Group, EasyJet, Qatar Airways, and Cobalt. These experiences allowed me to develop a profound understanding of the aviation industry, its challenges, and the immense role of our Flight Attendants providing memorable journeys for customers.

While my passion for aviation remained unwavering, my career path also led me to the world of Luxury Hospitality with The Leading Hotels of the World and Airport Lounges. Here, I continued to focus on creating extraordinary and unforgettable experiences for travelers. This unique blend of experiences has shaped me into someone who is deeply committed to making a genuine difference in each customer's journey, from the moment they step on board until they reach their destination.

As your new leader, I am eager to collaborate with each and every one of you, as well as our various stakeholders and partners, to ensure that our passengers not only receive top-notch service but also carry home cherished memories of their time with Frontier Airlines. Together, we will carry one our passion for being flight attendants and take pride in being the face of Frontier Airlines.

In the coming weeks, I will be fully engaged in my onboarding activities and getting to know the intricacies of our organization, and build our future relationship. My goal is to align us all under our brand's vision and mission, ensuring that we uphold the values that make Frontier Airlines exceptional.

In the coming year, I will be reaching out with more insights on our future direction. Your passion, dedication, insights and expertise will be invaluable as we shape the path forward for our Inflight team. As we all know, maintaining an efficient and dependable operation is the cornerstone of our airline's success. Together, we will ensure that our operations run smoothly and flawlessly, providing our passengers with the outstanding service they deserve.

As we approach the holiday season, I want to take a moment to express my sincere gratitude to each and every one of you for your amazing dedication, which is the heart and soul of this airline. Your commitment and hard work are truly appreciated, by our customers and the company. I also want to extend my warmest wishes to you and your loved ones during this festive time and eagerly anticipate celebrating this special time with you.

Finally, please know that my door is always open, and I am here to listen, collaborate, and work alongside you to make Frontier Airlines the best it can be.

Thank you for your warm welcome, and I eagerly anticipate the extraordinary journey ahead.

Warm regards,

Gilles A. Bussutil

Vice President, Inflight Experience
