

Face 2 Face
What happens in The Americas



Two water cannons were not enough: Arriving at Miami Airport the Lufthansa A380 is welcomed by four water cannons!

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Lufthansa's A380 takes Miami International Airport to New Heights



Board Member Jens Bischof speaking at the A380 welcome ceremony at Miami Airport

Thanks to the support from a variety of departments throughout NYC EA, the inaugural festivities on June 10 for Lufthansa's new daily A380 service from MIA were a great success. Hundreds of spectators gathered at MIA to see flyovers by historic DC-3 and DC-7 aircraft, streaming video of our incoming A380, and Lufthansa Board Member, Mr. Jens Bischof, receiving a Proclamation from Miami-Dade County recognizing Lufthansa's decades of contribution to the region. Prominently in attendance were German Consul General Countess

Kendeffee, Members of Congress and state and local officials. Anticipation was so high that highways surrounding the airport jammed with people waiting to see the first A380 in the State of Florida. On board the D-AIMD were approximately 515 guests, including journalists and guests of honor from Miami. A day prior, Miami sales partners and select media had gained an impression of the fittings and furnishings at our Frankfurt hub at Lufthansa's invitation and used the opportunity to extensively inspect an A380 in the maintenance hangar. "A fantastic opportunity to get to know Lufthansa more closely," enthused Crystal Green of Luxe Travel, Miami. That night, Star Chef flavors of the Mandarin Oriental Miami made a fitting end to a perfect day.

Ian D. Chyun/WASGP/M

is considering adding more due to demand. Lufthansa is more than happy to accommodate. Keep your eyes open for the next big tour destination - it might surprise you where it is.

Jon-Erik Hattingh / NYC EA/D-T

■ Customer Feedback

...Congratulations on the Lufthansa pilots flying at JFK. They must be the best pilots in the world. They avoided a horrible accident with their quick reflexes. Very professional. I hope they get some commendations for their actions. I will be flying Lufthansa now when I have the chance...

...I wanted to let you know about the extraordinary action taken by a ticketing agent who helped my 20-year old daughter (Taylor) make her plane to Paris, where she was headed for a summer internship. My daughter's luggage was over the weight limit and while she was moving items out of her luggage, she inadvertently packed her passport into her luggage, after the passport had been checked and returned to her.



We didn't realize the passport was missing until we approached the security gate. We thoroughly and repeatedly checked Taylor's carry-on, but no passport. By that time, we were already running late, as the plane was ready to board passengers and my daughter had not even gone through security. We quickly returned to the ticketing agent and told him about the missing passport. He immediately closed his station, obtained our permission to open and search the luggage, sprinted to the luggage loading area, got his supervisor's permission to search the luggage (with a witness present, of course), retrieved the passport, sprinted back to the ticket line where we were waiting, and escorted my daughter through security and all the way to the boarding area to make sure she made it onto the plane.

I waited outside of security for him to return and when he did, I tried to give him some money to thank him, but he refused and said he was only doing his job. This man saved the day for us, never lost his cool and was kind and gracious throughout the ordeal. We thought you should know, because this agent clearly went above and beyond the call of duty to help out a distraught 20-year-old college student. We are so very grateful to him and Lufthansa!...

■ As Time flies by...

Riding into Retirement!



Picture: Mr. Captain Juergen Raps riding his Harley Davidson

In light of his upcoming retirement, a once in a lifetime opportunity was granted to Captain Juergen Raps and the Pilot's Eye Film Crew, by the SFO Security Access Office, Customs and Border Patrol and SFO Airport Operations. On 25 May 2011, escorted by Kerstin Peitz (SFO ST/V), Claudia Haehnsen (SFO SV), and Juergen Staemmer (SFO SW), the PilotsEYE.tv film crew, directed by Thomas Aigner, recorded Captain Raps deplaning D-AIMG, mounting his Harley, and zooming across the Apron.

Captain Raps: SFO wishes you all the best for your retirement as you trade your pilot's hat in for a motorcycle helmet this August!

Nicole Perez-Haemmerle / SFOIAP