



Air Transport District 143

JULY 3, 2009

NW/DL ORGANIZING NEWS & INFO

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The hotline will be updated each Friday, and the message will be emailed and posted on the website at iam143.org.

Having Reservations About The Union ??

Today's hotline message addresses the need to have a Union at Delta – and especially in the Reservation Division.

IAM organizers in the field at various Delta Reservation Centers report that DAL Reservation Agents are being walked off the property and suspended indefinitely for failing to make daily stats. They are also being severely disciplined for minor infractions after being monitored by company supervisors or managers.

How would you like to live in that culture of fear? An environment where on any given day, no matter how hard you work, your failure to meet daily company standards causes you to lose your job? The scariest part is that those daily standards can be changed for the worst, at any time, at the whim of Delta management.

Compare that to the workplace at Northwest where Reservation Agents work under an IAM union contract.

- The minimum performance requirements for the Reservation Division are 95% "occupancy" and 25 seconds "after call work time (ACW)" for domestic sales and 95% occupancy and 35 seconds ACW for international sales.
- **Reviews of Employee Performance are performed in monthly review periods.**
- The Union can still file grievances contesting the standards, and the Company cannot modify occupancy and ACW so as to increase occupancy or reduce "after call work time" through December 31, 2010 or 2011, if applicable --- the contract expiration date.
- Monitoring reservation calls, by the way, will be done as a source of information for instruction and to provide quality assurance. Agents will promptly receive a written copy of the results of any monitoring session. When the monitoring session indicates a need for quality improvement, the agent will receive the results by the end of his/her shift.

If you're a Delta Reservation Agent, you can plug into a reasonable work environment with reasonable work rules – guaranteed in writing through a union contract. Start the process today by signing an A-card. Give it to a union organizer or mail it in yourself.

**And When The Election Comes
Vote Union ... Vote IAM!**

