

Why Airline Concierges Are Hidden Heroes for Frequent Fliers



Aug 2017



Air Canada's own Tina Flammia, Manager, VIP & Concierge Service, North America, was recently featured in Cynthia Drescher of Condé Nast Traveler's piece [Why Airline Concierges Are Hidden Heroes for Frequent Fliers](#) along with Montreal-based DJ and composer [Max Graham](#). We're thrilled with what Max had to say:

"The Air Canada Concierges are an absolutely amazing lifeline," Graham tells Traveler. "They've proactively and preemptively met me at the door of [delayed flights](#) and put me in a car across the tarmac to make sure I make my connections. And, on more than one occasion, I've been able to call them when I'm late and on the way to the airport, to have them meet me curbside with a boarding pass and whisk me through security."

Check out the whole piece, including what Tina had to say here: <https://www.cntraveler.com/story/why-airline-concierges-are-hidden-heroes-for-frequent-fliers>.





Jan 12, 2022

<https://mraircanada.mediaroom.com/Why-Airline-Concierges-Are-Hidden-Heroes-for-Frequent-Fliers>