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a newsletter for employees and friends

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 **Continental Air Transport**



tutors and mentors needed throughout Chicago

Dan Bassill
President of Cabrini Connection

There is probably no more critical an issue in America today than the education of our kids. The gap between rich and poor is growing because of the huge differences in educational opportunities available to kids in the inner cities and those in more affluent areas.

Cabrini Connections, through its Tutor/Mentor Connection (TMC) has dedicated itself to education for the past four years. The TMC seeks to create an army of tutors, mentors and school-to-work volunteers who become supplemental parents and sources of hope and opportunity in the lives of inner city kids -- not just in high visibility neighborhoods like Cabrini-Green or Henry Horner, but in all neighborhoods where children live in poverty and fare poorly in public schools.

Continental Air Transport has provided space in this newsletter so that I can let you know about tutoring and mentoring and show you how you can become agents of change in the lives of children.

While we operate one tutor/mentor program in one neighborhood, we have developed a survey process to locate other tutor/mentor programs throughout the city. These are compiled in a directory, which lists names, addresses and phone numbers for more than 250 program sites. These directories are available at every public library and every public school. Several copies are at Continental Air Transport (see Lynda Hawkins).

I encourage you to browse the TMC Directory. Look for programs near where you live or on travel routes between work and home. Pick a few programs to interview, call them and select one to support. You might not be able to be a tutor or mentor, but you can become a donor and advocate. You can help organize field trips or book drives and school supply collections. You can become an advocate and introduce your friends to these programs.

With your help, we can create new avenues of hope for thousands of children in Chicago. With your help, children can dream of futures beyond gangs, drugs and poverty. With your help, every child can have an equal chance at the American dream.

customer service

Lynda A. Hawkins
Director of Human Resources

CUSTOMER SERVICE BEGINS WITH YOU

Good customer service shows through in the professional way you interact with everyone you meet -- customers and coworkers included. A positive attitude toward your job goes a long way because in order to give good service to your passengers, you must first feel good about yourself and your job.

Recognize the important role you play in our organization. For example, our Agents are critical to our operation: we rely heavily on our Agents to provide cheerful, friendly service and increase ticket sales.

We all need to improve our customer service skills. Let's start doing a better job today by interacting with each other in a more positive and professional manner. That positive energy will shine through to the passenger. Remember, professionalism and good customer service begins with you, the employee.

