



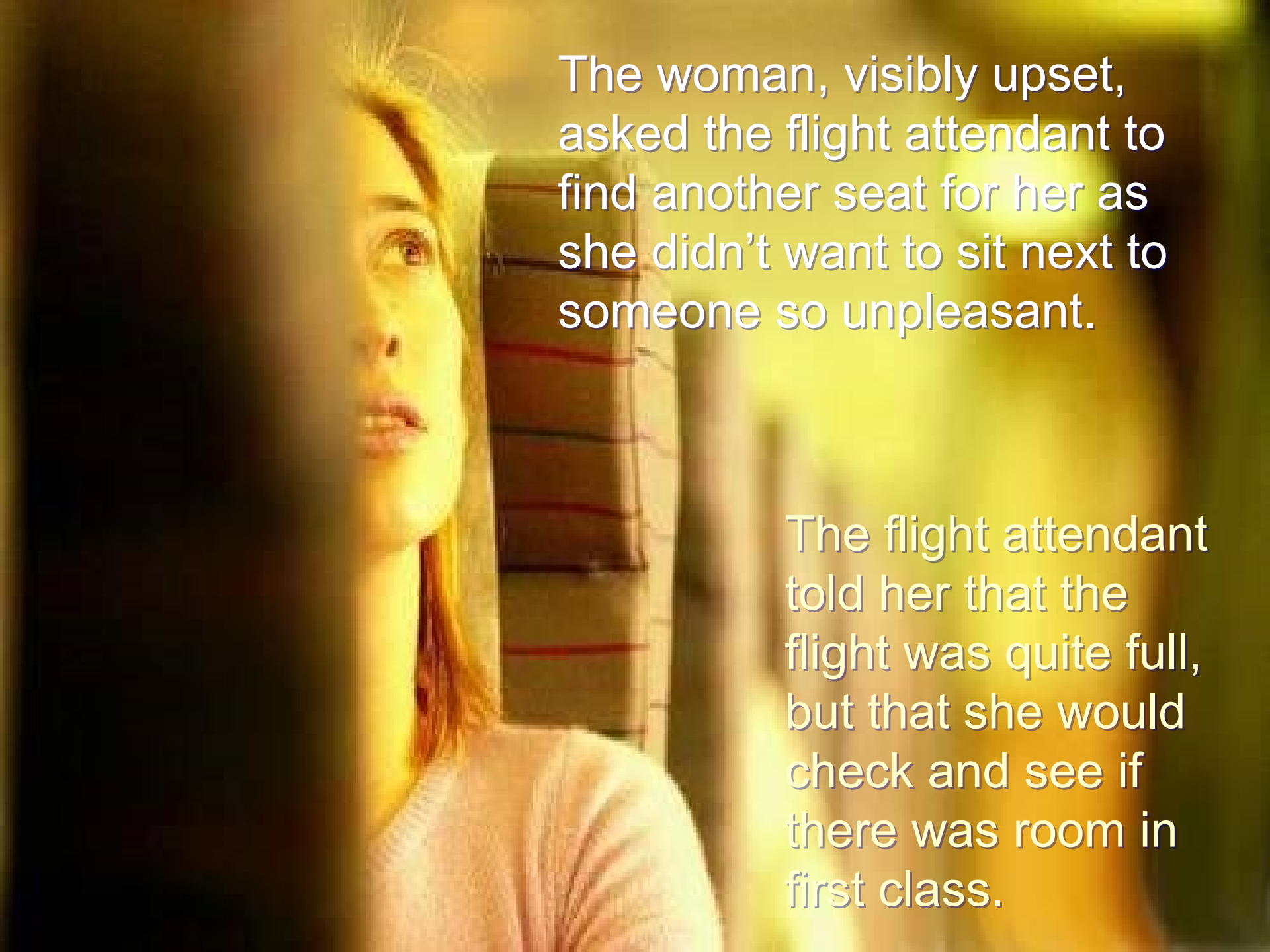
THE PEOPLE AROUND YOU

A TRUE STORY

The following event took place during a transatlantic flight on October 14, 1998.

A lady was seated next to a black gentleman.



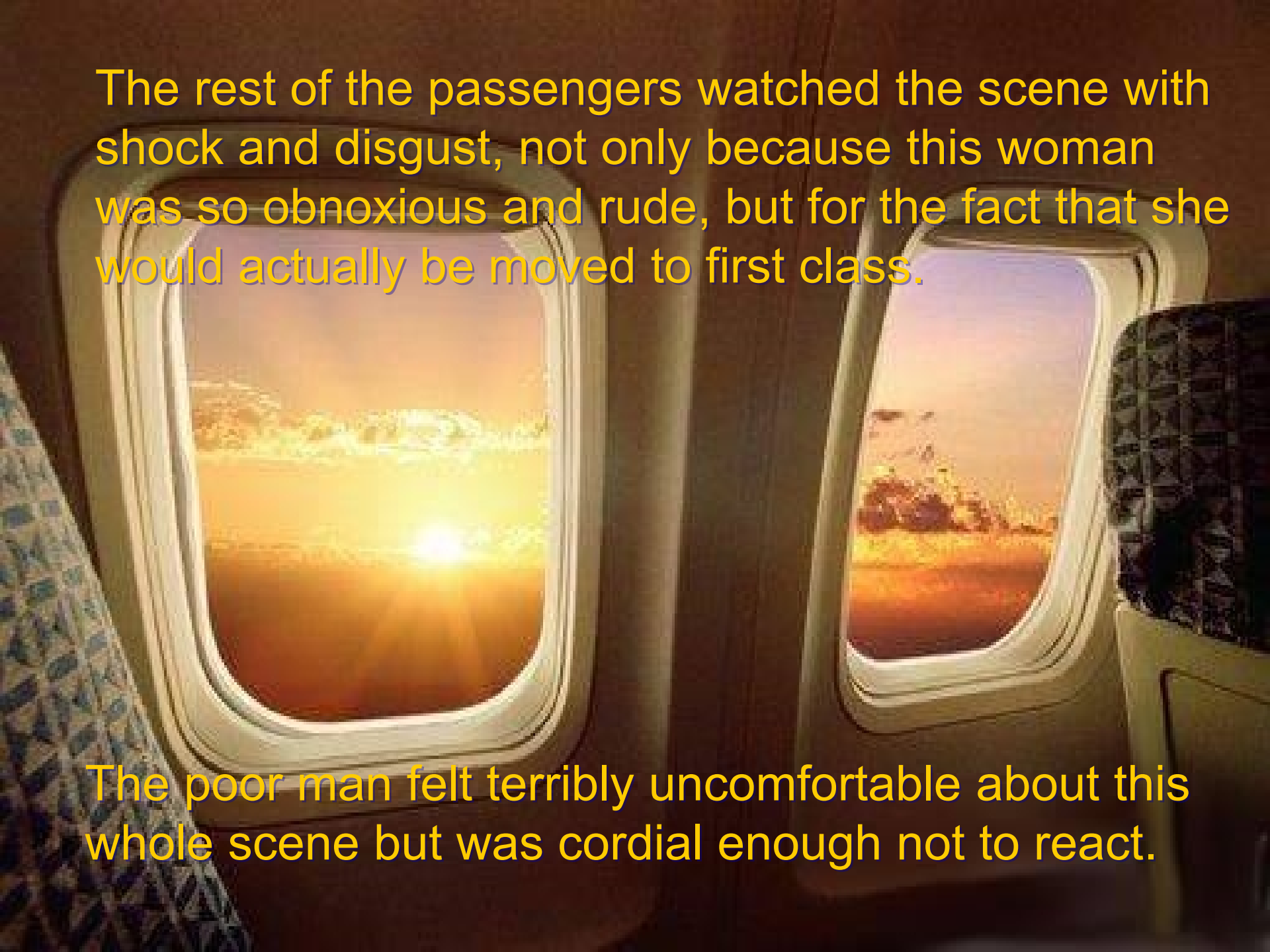
A woman with long blonde hair is shown from the chest up, looking out of an airplane window. She has a concerned or upset expression. The background is a bright, yellowish light coming from the window. The text is overlaid on the right side of the image.

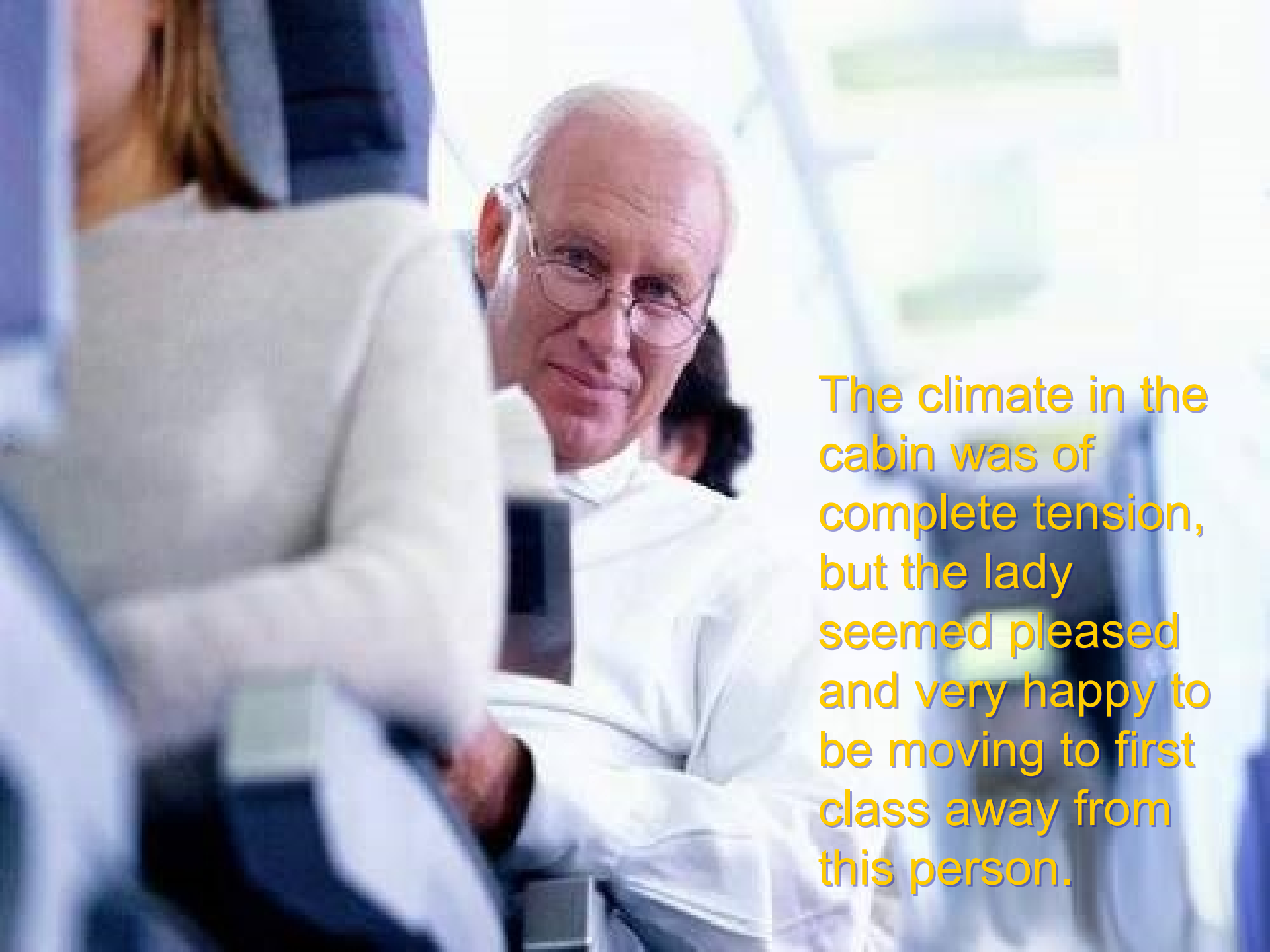
The woman, visibly upset, asked the flight attendant to find another seat for her as she didn't want to sit next to someone so unpleasant.

The flight attendant told her that the flight was quite full, but that she would check and see if there was room in first class.


The rest of the passengers watched the scene with shock and disgust, not only because this woman was so obnoxious and rude, but for the fact that she would actually be moved to first class.

The poor man felt terribly uncomfortable about this whole scene but was cordial enough not to react.





The climate in the cabin was of complete tension, but the lady seemed pleased and very happy to be moving to first class away from this person.

A woman with blonde hair, wearing a purple sweater, is shown in profile, looking out of an airplane window. The background is a blurred view of the sky and clouds. The text is overlaid on the right side of the image.

A few minutes later the flight attendant returned and informed the woman:

“Excuse me ma’am, the flight is indeed pretty full...”

...Fortunately I found a seat available in first class.

“It took me a while because in order to make that change I had to get permission from the captain.

He told me that we shouldn’t force anyone to have to sit next to someone so unpleasant, and authorized the change right away.”

The other passengers couldn’t believe what they were hearing... and the woman, with a triumphant expression on her face, proceeded to get up from her seat.

A flight attendant in a purple uniform is leaning over a table, smiling and talking to a man in a dark suit. The man is sitting in a blue airplane seat and looking at her. On the table in front of them is a meal tray with a glass of iced tea, a plate of food, and a small container. The background shows other passengers in blue seats on the airplane.

Then the flight attendant turned towards the black man and said:

- "Sir... would you be so kind as to follow me to your new seat in first class? On behalf of our airline, the captain offers you his apology for the fact that you had to put up with someone so unpleasant sitting next to you."

All the passengers applauded and gave a standing ovation to the crew for handling the situation so well.



That year, the captain and the flight attendant were awarded for their actions on that flight. Due to this, the company realized they had not placed sufficient priority on customer service training for their employees.

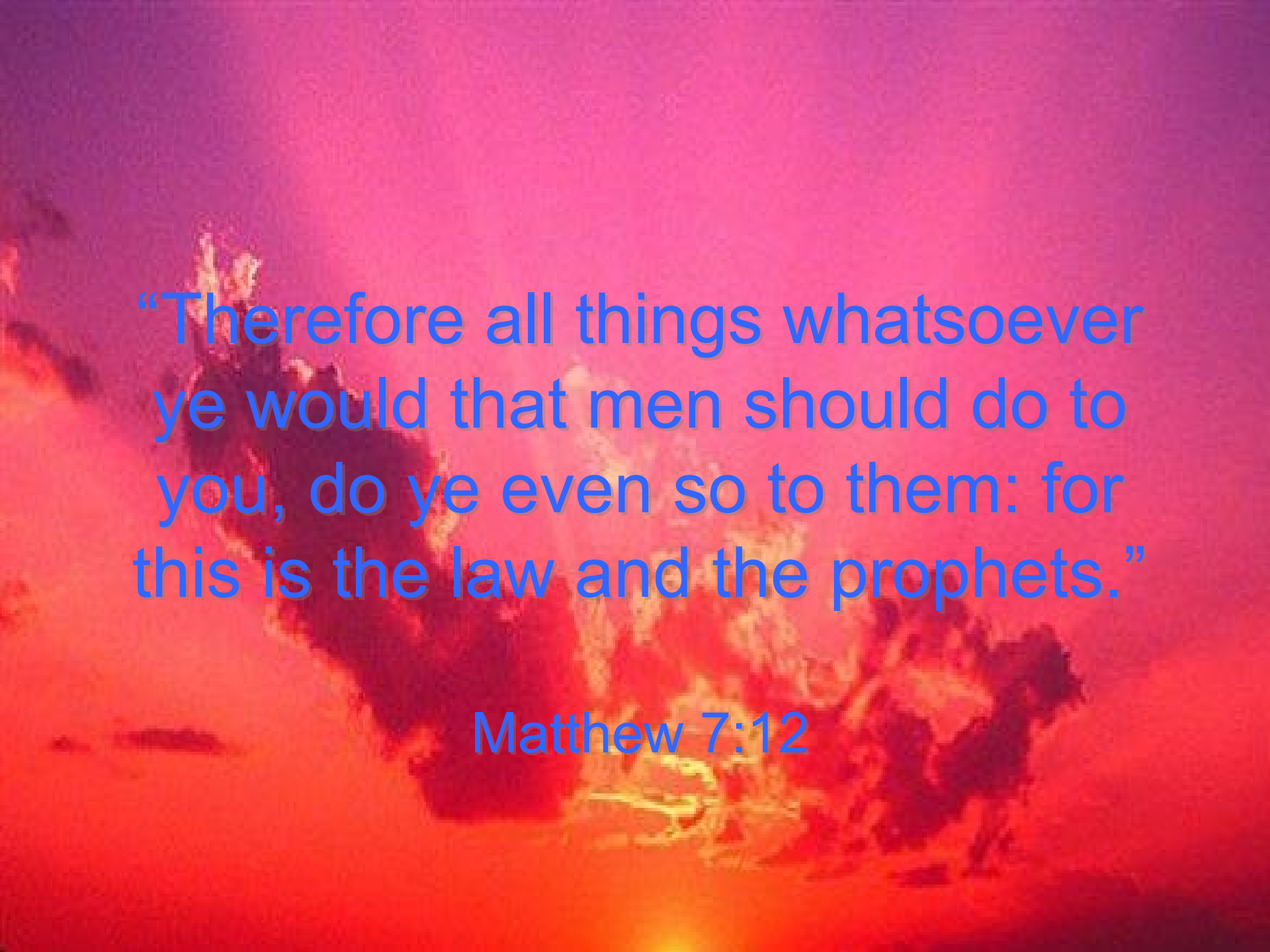
The Airline made immediate changes!



Since this event, in all of their offices and in clear sight of their personnel, the following message is posted:

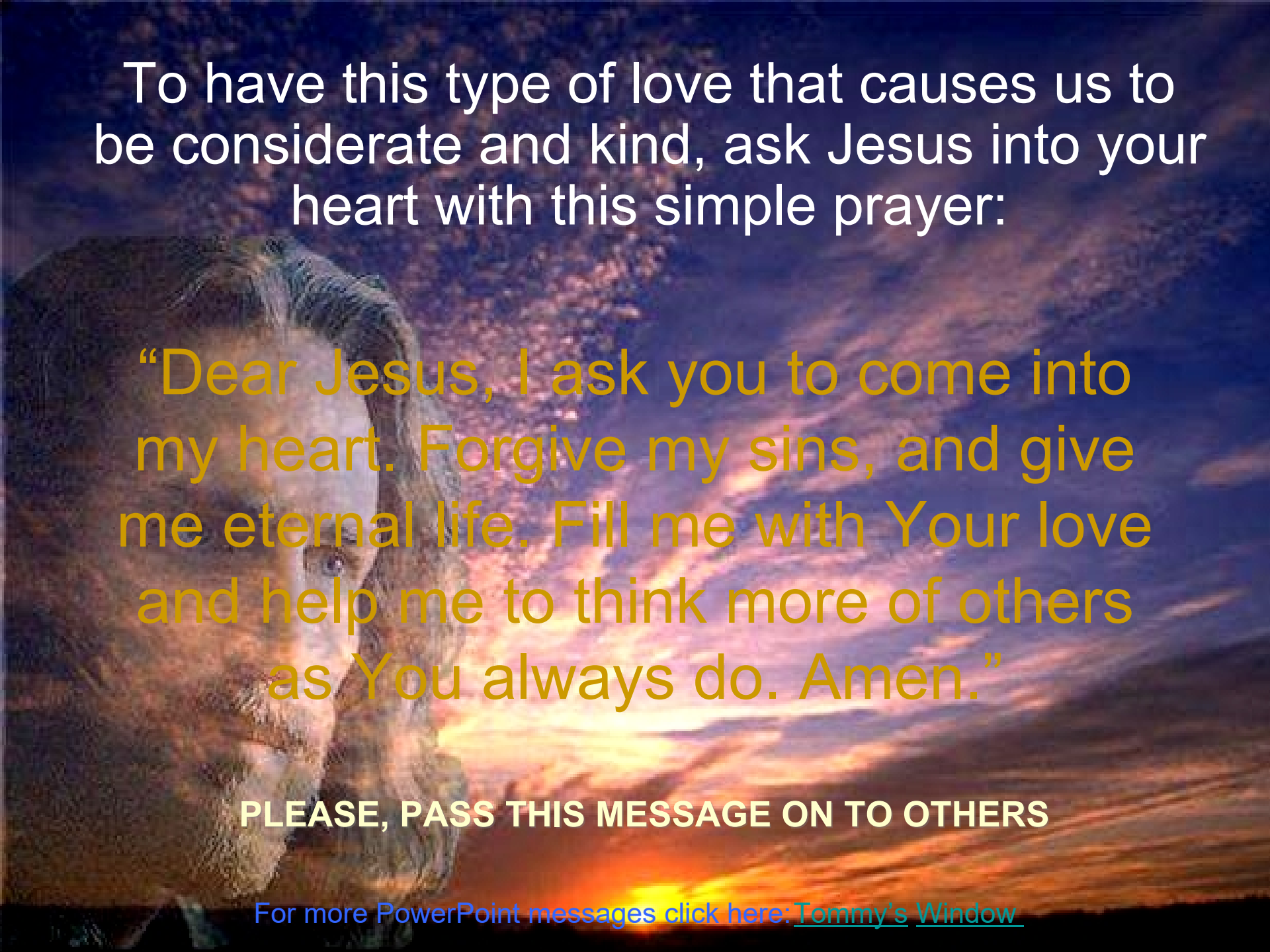
“People may forget what you said to them.
People may forget what you do to them.
But they will never forget the way you
made them feel.”





“Therefore all things whatsoever
ye would that men should do to
you, do ye even so to them: for
this is the law and the prophets.”

Matthew 7:12



To have this type of love that causes us to be considerate and kind, ask Jesus into your heart with this simple prayer:

“Dear Jesus, I ask you to come into my heart. Forgive my sins, and give me eternal life. Fill me with Your love and help me to think more of others as You always do. Amen.”

PLEASE, PASS THIS MESSAGE ON TO OTHERS

For more PowerPoint messages [click here: Tommy's Window](#)