

Three lengths for introductions, programs and articles. Shorten freely; please keep the facts as written.

SHORT · ABOUT 50 WORDS

Gailen David is a writer, satirist and advocate for everyone in the cabin, passengers and crew alike. A flight attendant and purser with American Airlines for twenty-four years, he founded Jetiquette®, whose program received Travel Weekly's Magellan Award in 2008, created the satirical Aluminum Lady, and works with the Association of Flight Attendants-CWA.

MEDIUM · ABOUT 150 WORDS

Gailen David is a writer, satirist and advocate for everyone in the cabin, passengers and crew alike. He flew with American Airlines from 1988 to 2012, most of those years as an International Purser out of Miami, and spent much of that time asking how travel could treat people better.

In 2006 he began writing and speaking about it as Jetiquette®. His book, *Jetiquette...The Customer Experience and You*, followed, and in 2008 the Jetiquette program received Travel Weekly's Magellan Award. In 2011 he created the Aluminum Lady, a fictional airline executive who says the quiet part, now produced by Parodactive Studios.

He also leads The First Flight Out, a vintage-airline brand rooted in Pan Am's history in Coconut Grove, and works with the Association of Flight Attendants-CWA, helping flight attendants organize and stand together. He lives in Coconut Grove.

Gailen David is a writer, satirist and advocate for everyone in the cabin, passengers and crew alike. He is guided by a lifelong enthusiasm for the airline industry, twenty-four years in the aisle, and care for the people who keep the planes flying.

At ten he ran a small travel agency for his neighbors, with encouragement from Eastern Airlines, and started collecting airline memorabilia. In 1988 he joined American Airlines as a flight attendant and went on to fly as an International Purser out of Miami, training fellow pursers along the way.

In 2006 he began writing and speaking about travel manners under the name Jetiquette®. USA Today profiled him the following year. His book, *Jetiquette...The Customer Experience and You*, was published in 2008, and that same year the Jetiquette program received Travel Weekly's Magellan Award. Today Jetiquette is a guide to how we treat each other in transit, covering every stage of a trip, with a reader column, Ask Jetiquette, and a Travel Kindly mark licensed to airports, cities and travel brands.

During American's 2011 bankruptcy he created the Aluminum Lady, a fictional airline executive who satirizes corporate spin. In 2012, while the airline was asking employees to take pay cuts, his blog revealed executives having paying first-class passengers moved to economy to make room for themselves, often with family. American fired him that March and sued. The suit was dropped when he agreed not to share further flight information about its executives, and his union grievance ended in a settlement. He kept the character, and Parodactive Studios relaunched her in 2022.

From 2014 to 2019 he brought airline life to television, first with Take Off! with the Savvy Stews, whose segment won a Telly Award, then with The Jet Set, a nationally syndicated travel talk show he co-created, produced and co-hosted. With Stephen Licata he founded The First Flight Out, a Pan Am exhibit and shop that ran seven years at CocoWalk. It continues today as a department inside Palm Produce, in the heart of Coconut Grove, while the full exhibit waits for a permanent home.

He also works with the Association of Flight Attendants-CWA, helping flight attendants organize and stand together through contract talks and beyond. Home is Coconut Grove, five minutes from the seaplane terminal where Pan American first connected Miami to the world. Most days start with writing.