



## Before the Committee: Actions Needed to Improve Airline Customer Service: Project Id: CC-2007-046

By -

Bibliogov, United States, 2013. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.On April 20, the Inspector General testified before the House Transportation and Infrastructure Aviation Subcommittee regarding actions needed to improve airline customer service. The Inspector General testified: (1) that airlines must refocus their efforts to improve customer service; (2) the Department should take a more active role in airline customer service issues; (3) airlines must overcome challenges in mitigating extraordinary flight disruptions; and (4) airlines should improve customer service for passengers who are stranded on board aircraft for extended periods of time.

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