

Alaska Air Group Names Vice Presidents to Air Cargo and Inflight Services Divisions

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Alaska Air Group today announced the election of Joe Sprague as vice president of Alaska Air Cargo and Ann Ardizzone as vice president of inflight services at Alaska Airlines. Alaska Air Group, based in Seattle, is the parent company of Alaska Airlines and Horizon Air.

As vice president of Alaska Air Cargo, Sprague will be responsible for expanding business opportunities and increasing revenue with the airline's fleet of six cargo aircraft. Alaska Air Cargo flies one 737-400 freighter and five 737-400 "Combis," which carry 72 passengers and cargo on the main deck. Alaska Airlines and Horizon Air currently transport more than 150 million pounds of cargo annually -- much of it seafood, mail and freight between the state of Alaska and the Lower 48.

"Joe is a proven leader at Alaska Airlines," said Glenn Johnson, the carrier's executive vice president of airport services and maintenance and engineering. "Among his key strengths as he steps into his new responsibility are his knowledge of and passion for our namesake state and the critical nature our service plays in the life of Alaska and its residents."

Sprague, formerly staff vice president of inflight services, joined Alaska Airlines in 2000 as regional sales director for the state of Alaska. He also served as managing director of government affairs in Washington, D.C., and staff vice president of the airline's Public Affairs Division. Sprague began his aviation career two decades ago as a customer service agent at a commuter airline in Juneau, Alaska, and flew as a commercial pilot in the state.

Ardizzone, previously managing director of customer experience, replaces Sprague as vice president of inflight services. She will oversee Alaska Airlines' more than 2,800 flight attendants and assume responsibility for training, safety and regulatory compliance as well as setting and maintaining customer service standards.

"Ann brings tremendous expertise to this position," said Gregg Saretsky, executive vice president of flight and marketing. "Her extensive involvement with customer service and our loyalty programs, along with her financial acumen, suit her perfectly for this new role."

A 27-year veteran of Alaska Airlines, Ardizzone has also served as managing director of marketing programs, where she oversaw Mileage Plan, the carrier's award-winning frequent flier program, its airport club rooms, Customer Care call center, and the alaskaair.com Web site. Ardizzone began her career with Alaska Airlines in the Finance Division and held a series of posts of increasing responsibility in that arena before moving to the marketing team in 1998.

Alaska Airlines and Horizon Air together serve 92 cities through an expansive network in Alaska, the Lower 48, Hawaii, Canada and Mexico.

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