



## Souvenir Sunday: Finnair flight attendants share their stories

Posted on October 7th, 2012 by Harriet Baskas



Has anything unusual or humorous happened to Finnair flight attendants?

Looks like we'll have to get a copy of [Airborne: Tales From A Thousand And One Flights](#), to find out.

The book is billed as "a collection of true stories written by customer service professionals of the sky" and appears to be filled with stories like this:

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A passenger was upset on a leisure flight as he had asked for a window seat, but had been given one on the aisle instead. The flight was full, and nobody in his immediate vicinity was willing to change seats. I wondered what I could do to cheer him up, and decided to make him a window. I took a trash frame and taped "curtains" from kitchen roll on it. I went up to the man and said, "I'm really sorry that our service chain has let you down today. However, to make up for your loss, I do have this portable window for you. Would you like me to hold it in place, while you eat your preordered vegetarian meal?" The passenger burst out laughing, and stayed in a good mood for the rest of the flight.

Tee-hee. There are more wild and wacky stories like that in the book, which is available in English or Finnish. Proceeds of the book will be donated to the Finnish Central Association for Mental Health, which works for the prevention of mental health issues among children and adolescents.



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