

[Mobile ebook] Exit Row: The Inside Story of Flight 965, Four Miraculous Survivors and What Airlines Do When Disaster Strikes

Exit Row: The Inside Story of Flight 965, Four Miraculous Survivors and What Airlines Do When Disaster Strikes

Tammy L. Kling

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Tammy L. Kling : Exit Row: The Inside Story of Flight 965, Four Miraculous Survivors and What Airlines Do When Disaster Strikes before purchasing it in order to gage whether or not it would be worth my time, and all praised Exit Row: The Inside Story of Flight 965, Four Miraculous Survivors and What Airlines Do When Disaster Strikes:

9 of 11 people found the following review helpful. The worst book of any genre I've ever read. By Fried Green Chillies
The first chapter is gripping -- relating how Flight 965 to Colombia hit the side of a mountain in 1995. The writing is tight and sensitive. But -- I don't exaggerate -- the rest of the book reads like the diary of a suburban high school girl on her first internship... right down to what color jacket she packed, what kinds of sandwiches she ate for lunch and the first names of all the people she met who sat around mostly drumming their fingers' on their desks. The author spent 99% of her assignment to assist crash victims' families doing paperwork (!!!!) The other 1% of the story is revealed on the inside flap. Once you've read that, you've essentially read the book. How any editor could have published this air sandwich of a book, I really can't understand. It is so empty in the middle, I wanted to pull my hair out. Still I persevered, thinking it would redeem itself. It didn't.
1 of 3 people found the following review helpful. Great Handbook on Poise: "a lost art" By Deep Magic
Though not necessarily the author's intent, I deeply appreciated this writer's insights regarding communication skills (both verbal nonverbal), self-presentation, discernment, and crises management. I recommend EXIT ROW for individuals pursuing corporate careers, (especially in areas of communications, marketing or sales) or emergency management professions.
0 of 1 people found the following review helpful. Exit Row
By Alba
Being a Volunteer of an Emergency Response Team, this book has been an eye opener as to what really happens in real life. Tammy, thank you for such a vivid and detailed information of your journey that we all Volunteers hope never have to go through.

Book by Kling, Tammy L.

From Publishers Weekly
Former American Airlines employee Kling (*Searching for a Piece of My Soul*) recounts her experiences leading an Emergency Response Team -composed of ordinary American Airlines employees from all departments-that reported to Colombia in 1995 after the crash of a passenger jet in the mountains near Cali. Their goal was to help families and the airline cope with the tragedy. Kling's dramatic account takes the reader through the confusing first days after the crash: the shock of the victims' families, the reporters swarming around the airport and posing as family members to get information about the flight, the tension and awkwardness of her conversations with grieving families and the unlikely stories of the four survivors. She eventually forms a friendship with one of the survivors, Mercedes Ramirez, who lost both parents in the crash, and describes Ramirez's slow coming to terms with the tragedy. Kling explains the comprehensive plans that airlines have for such situations, but also offers a critique of the ERT program, which relies on volunteers rather than trained psychologists for grief counseling. Nervous passengers may also appreciate Kling's final chapter of advice about "flying smart," though she admits that survival is ultimately a matter of luck.
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From Library Journal
On December 20, 1995, American Airlines Flight 965 from Miami to Cali, Colombia, was just minutes away from landing when it crashed in the jungle. Kling (*Searching for a Piece of My Soul*) was an Emergency Response Team leader for American Airlines, and here she gives detailed information about the procedures an airline puts in place in the case of a crash. The author also relates her personal story of befriending one of the four crash survivors and how the entire experience has affected her life. Kling includes an afterword entitled "Flying Smart: Increasing Your Chances for Survival." A well-written, moving story with a unique perspective. Recommended for all public libraries. Sarah Jent, Univ. of Louisville, KY
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