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THE MORE THINGS CHANGE, THE MORE THEY STAY THE SAME: A Behind the Scenes Look at United Airlines Maintenance Base (SFO) as Seen Through the Eyes of a Retired Employee.

Ruth Washington

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It has been a continuous struggle with myself as to whether I should write this journal. I was frustrated and needed to ascertain some way of keeping my sanity. It finally dawned on me that on the occasions when I was very frustrated, writing thoughts down might become a way to alleviate some of that stress. In writing this journal, I hoped to shed some light on the employees? and their perceptions and how they contributed to some of the problems at United Airlines. In the years I worked at United Airlines, I made some of the best friends I will ever have. I do not want you to think all the time I spent at United was negative. It was not. I have had some very good times and enjoyed working for them. Through all the challenges I faced, the good times far outweigh the bad. I always believed in doing things to enhance the work environment, and make it a fun experience for everyone so that it did not feel like being on a job. Therefore, I helped organize, plan, and create that atmosphere, through functions such as potlucks, and steak barbecues. In addition, I would bring in bagels, cakes, cookies etc. for the whole shop. We had a lot of fun. United had some of the best people you could ever imagine working for them, we were all like family! I had no intention of doing anything with these writings; it was simply a catharsis for me. When I retired there were so many things going on with United I decided at that point maybe I should publish my journal. A lot of the things that happened were events I was afraid would happen And did, such as the loss of so many jobs.

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