

Melanie Ann Collins

HOSPITALITY OPERATIONS EXECUTIVE · SERVICE DESIGN & TRANSFORMATION

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Amtrak Talent Acquisition

Re: Sr. Director of Operations, Station & Onboard Services, Northeast Corridor

The next standard of American rail hospitality won't come from a résumé, including this one. It will come from a point of view. Mine is simple: the Northeast Corridor already employs the people who can deliver the best passenger experience in American transportation. What they've been waiting for is a standard worthy of their craft.

I've spent my career in service environments where the margin for error was zero and the expectation was everything. At American Express Aviation I designed and built the corporate flight attendant training program from scratch, in a world where safety, discretion, and service had to coexist at altitude. I founded the LYNC Community Organization and led the restoration of the largest historic African American church in the Hudson Valley into a community campus that now spans an entire square block of the City of Newburgh and has created hundreds of jobs, work recognized by New York State for preserving the property. And for two decades I have designed private service for the world's most demanding principals. Along the way, I trained and led more than 100 crew and service staff and served hundreds of principals across global operations.

That work taught me four things I would bring to this role: safety as a culture rather than a compliance exercise, backed by nearly three decades of first responder emergency training; a hospitality standard that combines legacy craft with modern, unreasonable hospitality; a rebuilt operator profile that makes onboard and station roles professions people are proud to hold; and the financial discipline that ensures great service survives its own ambition.

A word of honesty in closing. Amtrak's conductors, attendants, and station teams have carried this railroad through every kind of day for generations. I didn't build that legacy. They did. I'm asking for the chance to help build its next chapter with them, not around them.

Please visit melanieanncollins.info to see what redesigning a system looks like in real time.

With respect and intent,

Melanie Ann Collins