

WINGS

AMS / LHR / HER / AMS

1st Time Experience

10:35 AM - Very, very excited!! Omigoodness. Just accepted an assignment to deliver a package to Heriklion. I didn't even know where that is other than in Greece. But of course I JUMPED at the chance. Good thing I know the exact location of my passport for trips like this.

11:18 AM - Checked-in online for BOTH flights today. So easy, however I did choose to print my boarding pass as back up and to save my phone battery. I did double check that I had my phone charger but since I don't have an adapter (note to self to purchase an adaptor kit.) I also brought the USB cord so that I can plug my phone into a computer somewhere. That should be an easy way to charge the phone - will report back on that one.

12:30 PM - Zipped thru passport control and security. No moving sidewalks for me, I can use this opportunity to get some exercise. Browsed thru a few shops (who could resist) but always keeping an eye on the time. Maybe a little overkill but I set up my phone alarm with an 1/2 hour warning before the boarding time.

Walking, walking, walking, it's OK as I skipped that yoga class last week.

13:20 PM - At the gate with 15 min. to spare before boarding. Have a chance to update facebook, check in with WINGS and relax - This is ME time!

14:00 - Seated on the plane with my carry-on under the seat in front of me. The plane is packed full. Flipping thru the magazines reading up on fluffy articles - EARPHONES - how could I forget them :(NO MUSIC - Ahhhhhh! I swear right now, I will NEVER forget them again. I could be listening to my favorite podcast right now instead of the lady beside me who is trying to make conversation. Does she NOT realize this is "ME" time? Still, I am polite - I am representing WINGS after all.

PLACE WINGS LOGO HERE

THE MISSION

BRIEFING:

An airplane is stranded in Heraklion Greece and needs a part now!

An on-board courier (a WINGS Angel) is needed immediately to fly to London to collect the part and deliver it to Heraklion.

The courier has to be at Schiphol Airport in 90 minutes

14:00 or 13:00 UK time - Went thru all the inflight magazines, did the suggested neck and arm exercises - I did mention I missed that yoga class. Checked ahead using the magazines to study the plans for the airport as I have to travel between terminals (this tip I stole from The Amazing Race Canada :) - shhh.) Noticed some great deals to be had on Highlife Shop, always a favorite to flip thru. NOW, I wish I download a book app, brought my Kobo or at least had an actually novel to read. Think it will be a purchase in Greece - we will see!



Just a peek at the shopping opportunities in Amsterdam.



Let the Journey Begin - the 1st seat selection of the experience.

LONDON a.k.a. LHR

September 5, 2013

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14:10 UK Time - LANDED! Have to wait for the plane to unload. Not a good choice to sit near the back of the plane. But hey, with a last minute booking and a FULL flight I can't really complain. Another tip; as I am waiting in line to disembark it gave me time to check in with WINGS and make contact with my "GUY" before I even get off the plane - great time saving tip.

Passport Control - NO PROBLEM, feeling like I am in control. A lovely lady in bright Pink asked me if I was OK and needed directions. Did I look flustered or still giddy with excitement? I took her offer, hey why not ask than search around with a "deer caught in the highlights" look. Perhaps I am still looking and acting a little Giddy and the Pink Lady thought I needed help. So I already know where and what to look for next - the "GUY" in Blue Shirt with big box - RIGHT!. So easy and friendly. I met Chris (the blue shirt guy), signed for and accepted the package. Chris turned over all the paperwork I needed and we said our goodbyes. BUT he did say that he would be available if I needed anything. It was great that we met up at my next check in point so I didn't have search for that counter myself. Check myself and the package in, called WINGS and had them pay for the additional weight cost as the package was 5 kilos over-weight.

SECURITY - When traveling thru London I forgot that all your liquids have to fit into this tiny clear plastic bag. An almost empty mascara was tossed out. No loss really - it was old and it was an excuse to get rid of it. Of course my bag was pulled to side to be "checked" for what I don't know. I

THE BOX



The part actually being loaded on the my flight. This is a rare sighting, but I was happy to capture it!

* Meet CHRIS - "Guy" in blue shirt and with a BIG Box!



already sacrificed a mascara in the name of security. I smiled and nodded and made nice talk. Phew, everything is OK, just a random check - no biggy. That Duty Free shop again - so many goodies but limited on time. I cheated (hope my yoga instructor doesn't read this) as I used the moving sidewalk. It is like when you do a round of golf for the first time and splurge on a golf cart. Who knew you could travel so fast. To appease my guilty conscience I did walk on the moving side walk - doesn't that count for anything?

17:00 UK Time - Seated on the next plane. SCORE! I was able to see "MY Package" being loaded on the plane. How awesome is that. Now, it is "ME" time again. I switched my phone off to save on batteries. Still cursing to myself that I forgot my earphones. I am relaxed, yes still in the "Holy Cow, I am actually flight to Greece for the first time" mode and surprisingly comfortable.

Remembered to move my watch forward from UK time - Keep the body on schedule.

19:00 - HERIKLION Time. Went thru the magazines, didn't have time to purchase a book. You should see me pick out a birthday card. I am one of those people that read each one and make sure I have captured the person.

Question - how can the flight crew be allowed use the credit card machine which needs a connection if we have to be off wifi during the flight. Maybe WINGS can answer that question?

Back on "ME" time (am I sounding a bit selfish?) Going to purchase a meal on the plane, need to make sure I have the energy to delivery the part. Having coffee as well, I know it's late but I want to be alert. YUMMY dinner (I know, shocking) Starbucks coffee and a chicken ceaser wrap. Just what I needed. OK, maybe garlic was not the best idea, but I thinking my contact in Heriklion will be more interested in the part than my breath.

21:30 - HERIKLION Time - REFLECTING: WOW. How cool is it that one moment I was in Amsterdam with no plans and NOW I just finished a meal on a flight going to GREECE!

CRETE, GREECE - Heriklion Airport (HER)

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Midnight at the Hotel- so really a new day; September 6, 2013

RECAP - HERIKLION seemed like a small, tiny airport especially late at night. Reminds me of my home town, Smithers, BC. If you know where that is, I'm impressed! We disembarked, walked down stairs and hopped onto a bus to take us the terminal. Seemed so OLD SCHOOL.

I was at the luggage carousel waiting for "MY Package" to come off. Checked in with WINGS and phoned my contact. Was still waiting for the part to be offloaded. I knew the part was ON the flight because I saw it being loaded. Finally, "My Package" arrived. It was not on the carousel but two friendly gentleman carried it out (it was oversized). They loaded on to my trolley I had waiting. PIECE of CAKE.

Called my contact again, and was advised to meet him outside at the TAXI stand, Perfect! Was met by Emmanuel who was dressed in his airport vest. He was one of the mechanics eagerly waiting for my arrival. I had Emmanuel sign for the part, just like I did in LHR. I took a photo of the POD and email it off to WINGS so they could forward it to the all mighty client. WOW Done - my assignment finished!!

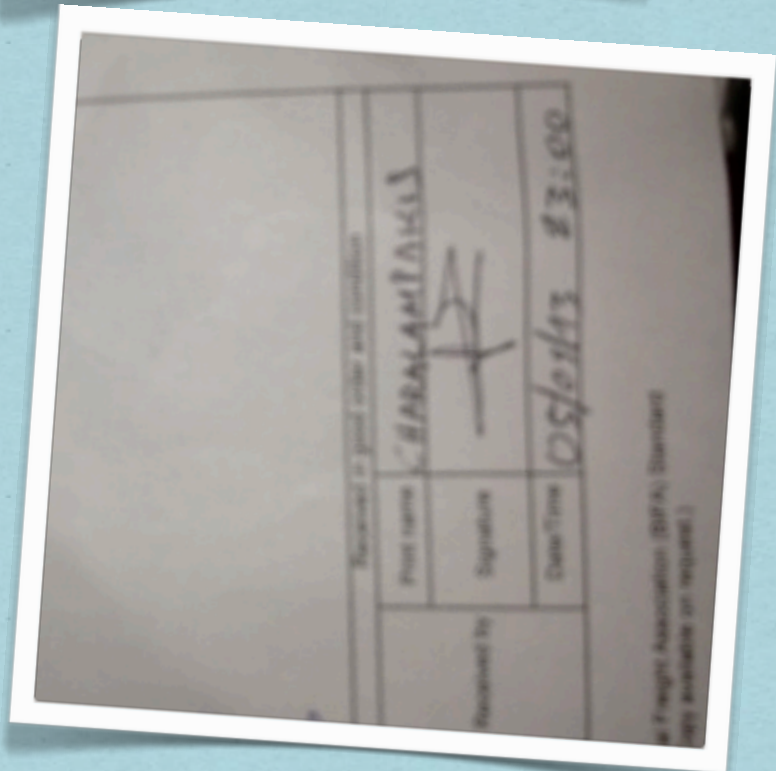
I chose to take a taxi to the Hotel and checked in. I also checked in with WINGS to let them know that I arrived safely at my destination. Great security idea!. HAPPY, HAPPY, HAPPY.

R-E-L-A-X-I-N-G. So much excitement, but I am tired. Read the Hotel Directory of Services - Points of

DELIVERY



"MY Package" a.k.a part needed to have aircraft on ground (AOG) saved!



The ALL import Proof of Delivery, a.k.a. POD, a.k.a, Delivery Note. Whatever you call it - it is **IMPORTANT!**

the City. What am I going to do to fill my time here in HER. Stay tuned.....

HERIKLION THE DAY

This is what I woke up to!

6:30 AM - Woke up with the feeling I can take on the WORLD. Heck, just yesterday I dashed off at a moments notice, singled handling SAVED an Airplane. I am like a Super Hero (insert crowd cheering loudly) - OK, there were more people involved then just me. BUT what the heck, I BELIEVE I was a key player. Without me there would be NO part!! I am oozing confidence. NOW the day is MINE. I ask for a late check out - always works when you flash a smile. Enjoy breakfast - coffee is a must for me to refuel for today's exploring.

Souvenirs - I have been thinking awhile about this. If this gig is going to continue (crossing my fingers), what am I going to collect to mark my AWESOMENESS. I don't want tourist junk that will just clutter up my space but something sentimental - now you know my secret. I am a sucker for stuff like that. I love working with pencils, so yup I took the hotel pencil. Collection of hotel key cards - it is small and could be placed in a vase. Yeah, like sort of global art work!! - I like it - Done.

8:45 AM - Just read my horoscope and to simplify, this is what it is telling me: "Learning about things that interest you most is something you may want to do today. You will have intellectual growth and find something new today." IT IS INDEED GOING TO BE A GREAT DAY.

11:15 - After a delicious breakfast; I confirmed late check out - YES - smiling does make the difference. Now I can relax, fully charge my phone and slather SPF 30 - the only thing I could find (I know it should be higher) and start thinking on task number 3.



Agenda in priority

- 1) Sit and enjoy a lazy breakfast
- 2) Update Facebook, not to gloat but to share the experience - yeah right :) I am gloating
- 3) Explore.

Side Note: Shared my table with a couple from Geneva :) Meeting people from around the world - I'll add it to list just so I can check it off :)

13:15 - Sadly I had to check out :(To my surprise the Hotel offered to hold my bag for the entire day - Bonus! I am a SUPER HERO of the logistics world and have an agenda to complete.

19:30 OK, I am exhausted. The adrenaline is wearing off. Don't get me wrong, I am still in awe that I spent a full day in Greece, but I sure made up for that yoga class I missed. I walked everywhere. Became one of those tourist paparazzi and snapped photo after photo. Purchased some of the local honey to taste - looking forward to that - and took in the sights and sounds of the city. The vegetables & fruit at the market looked sun kissed. So many vibrant colours.



Honey Greek Yogurt Frappuccino -
seriously, should be on every menu! I
walked so I indulged in the whip cream!



Starbucks - Yes, I am on of THOSE People! But to me (I feel I have to justify that statement) it is comfortable. It turned out, by luck, that Netherlands and Greece share the same plug. After draining most of my batteries from taking photo's I was able to relax at Starbucks, charge my phone . I now keep my phone charger with me at all times now!

Back at the hotel to collect my bag and preparing for my last flight from all of this whirl wind Adventure. I'll definitely miss this place!

WHAT I LEARNED NOT ONLY ABOUT MYSELF BUT FROM THIS EXPERIENCE

- 1) I LOVE to fly
- 2) I am up for adventure
- 3) When I hesitate, i ask questions. Airport information, Volunteers and Hotel staff are wonderful to deal with, even if you happen to have "the deer caught in the headlights look"
- 4) I am taking my "deer in the headlights look" as a sign of COURAGE
- 5) Airplane food has improved - who knew
- 6) I became a stronger person both mentally and physically - Hey, I ONLY used the moving side walks once.
- 7) I have heightened my "senses" After a trip of not being "plug in" (remember no earphones), I think I am learned more of my surroundings.

WINGS:

Tell me a bit more of what I accomplished other than giving me a lifetime of memories and a great story to share at the next party!

HISTORY LESSON - Morozini Fountain - Built in 1629 under the care of Francesco Morosini, General Proveditor of Crete, during the Venetian Period.

