

LGB Business Partner Spotlight: Bronwen Edwards, Southwest Airlines University

We're pleased to introduce Bronwen Edwards, the Southwest Airlines University (SWAU) Learning Instructor at Long Beach Airport. This month, Bronwen is celebrating 25 years with Southwest Airlines! SWAU is an integral part of SWA's business operations and it's great to have Bronwen based at LGB to oversee their training program.



Q: Can you share a little about your professional background?

A: I started at Los Angeles International Airport (LAX) as a Customer Service Agent and, two and a half years later, I was promoted to Customer Service Supervisor, where I worked all areas - gates, ticket counter and baggage claim. Then I became a Training Supervisor and conducted training in addition to my regular duties. In 2014, SWAU was created and I joined their team. I had been training primarily at LAX but, from time to time, helped with training at Long Beach Airport. As the operation grew, it was decided that LGB needed a full-time Learning Instructor - which I gladly accepted!

Q: Is there anything about your personal life that you would like to share?

A: I was born and raised in Westchester near LAX and moved to the Lakewood area three years ago. I love the Dodgers and Lakers. I have an 8-year-old adopted son. We love to travel, love the outdoors - especially the beach - and I like to surf even though I'm not very good. My son has become a true airline kid! He's been to Hawaii three times, Texas, Mexico, England and Scotland. And he's always asking where we are going next and says he wants to fly for free for his entire life!

Q: What is Southwest Airlines University and what do its operations at LGB look like?

A: SWAU takes care of all training for our team. We cover federal training and company policies for new hires. We also provide recurrent training for the entire station and all departments working on the ground. There's instructor-led training, as well as other topics that are accomplished via computer. We also train any new policies that arise, such as the Safe Travels program for our Hawaii flights. The operation at LGB is very unique. We already know that operations at any airport are unpredictable. When it comes to training, we must be ready for operational issues such as delays and cancellations, but also employee sick calls. That's when I need to be creative to ensure we complete our training, and possibly reschedule for another day. I'm lucky to have a great team at LGB that works with SWAU while keeping the operations running smoothly.

Q: How long have you been based at LGB and what do you enjoy most about working at our airport?

A: I've been helping out here for about three years, but I've officially been based at LGB since May 1, 2022. I enjoy the small airport feel, feeling like you're at an island airport. Coming from such a huge airport like LAX makes you appreciate the coziness here. I even met airport directors here in my first week (and still haven't met an airport director at LAX!)

Q: Anything else you'd like to add?

A: I think LGB is such a special place to work. I love that feeling that we all know each other, maybe not by name, but by face. I'm very happy to be here!