

Tatjana Gjertsen

**2019 Finalist:
Unsung Hero Award**



In 2019, Tatjana Gjertsen was recognised in the Unsung Hero category. Here's the nomination that impressed the judges:

Tatjana observed a passenger that didn't look fit to fly, questioned the local PRM staff advice that the passenger was ok and 'just resting'. After consultation with the captain of the aircraft and returning to the terminal, the passenger become visibly worse and medical assistance was called. CPR was given until the professional medical teams arrived.

The judging panel saw that Tatjana exemplified the core values of Ground Handling International and being shortlisted as a finalist is a fantastic achievement. She really demonstrated an understanding and application of our MORSE code and charter in the way she behaved and the care she showed the passenger.

[Put forward your suggestion for this year's Unsung Hero award here.](#)