



Veteran of 21 years flying with Southwest, Captain John Charles Ritchie, shared the occasion with a surprised passenger in her cabin seat. In addition to offering champagne, the pilot personally reimbursed her for the price of her ticket.

Then, with a sweet smile on his face, he grabbed the passenger, dragged her down the aisle and tossed her off the flight. Oooops, wait a minute. I'm wrong! That happened on several other airlines recently, but not on Southwest.