Football is my favorite team sport because it is the most fast paced and exciting to watch. I enjoy watching it on the television, but being at a stadium is one of my favorite activities with friends. Football requires hand and eye coordination as well as the ability to have speed and awareness of your surroundings. The number of coaches, support staff and players make this sport worth watching. The three main reasons that I enjoy this sport are the history of the teams, the entertainment available between plays and its connection to school pride, and the ways that the players give back to charity in the communities of which they reside.

From pee-wee football all the way to the NFL, football requires a team-mentality as well as an understanding of individual skill. The number of different teams that have history within their own communities has always fascinated me. Every year, the Football Hall of Fame inducts players and within this induction there are ceremonial events that celebrate the player, his coaches, and the variety of teams he has played for. As they are describing the player’s experience, the historical development of the team is described. These facts can range from team name to ownership to transference of location. As the teams move to new locations, sometimes their name changes as well. All of the history of the teams and the changing of their names reflect decades of American history, changes in social climate, and an understanding of social justice. As the NFL begins to change their names and attitudes of oppression, so do all of the other teams. History can be told through football.

During a live NFL or college level game, there are activities between plays. Cheerleaders throw shirts, dance teams perform exciting dances, and the band plays school songs and fight songs. As they continue to boost the crowd's energy level, the players also get more excited for the game. When there are big rivalries, the entertainment between plays is even more escalated. Sometimes, the team has games for fans to play on the field (like, wearing sumo costumes or long-throw competitions) and in the stands (like, trivia questions). One of my favorite components about this idea is that individuals outside of the football team can also participate in teams that compete. For example, other large organizations that have the ability to compete are the cheerleading teams and the band. In high schools and colleges especially, these teams compete against other schools. As they compete, they also develop camaraderie and gain the support from the football players, who they in turn support during the games. These ideas help build community and pride across different
organizations within the schools. This pride enters the football games during halftime shows and throughout the breaks in play.

The last reason that football is my favorite is because of the amount of community work that the NFL and other leagues contribute to charitable organizations. Reputable players like Peyton Manning have contributed to charity organizations as a way to give back to their communities. And those are just the individuals. The organization itself has donated over 400 million to youth football programs alone! The organization also works to promote physical activity for elementary schools kids with a program called NFL Play 60. This program promotes the idea of children participating in 60 minutes of physical activity. Within this program that promotes healthy activity, the organization goes into schools, teaches children how to stay active, and gives money to the schools and help them keep kids moving. These are just a few ways that the NFL organization donates, college level teams also donate in a variety of ways.

Overall, American football is my favorite sport. The history of each team is unique and engages the communities in which they take part. Their names change, ownership changes, and there are historical connections between rivalries that set this sport apart. When the entertainment occurs between the plays and at commercial breaks, the crowds and teams get excited and increase the energy in the stadium. School pride can be seen at the collegiate level, and at the professional level the individuals who continue to advance in professional cheerleading and bands remember that pride and continue to show it for their organization. Charity is also a component of the system that I appreciate. An organization that can give back to the community while still encouraging the crowds to come out and participate in a game is one of my favorite things about my favorite sport, American football.
July 21, 2020

Director of Customer Relations
American Airlines
4000 E. Sky Harbor Blvd
Phoenix, AZ 85034

For the Attention of Customer Relations

Dear Customer Relations,

As I began to research how to contact you and file this complaint, I recognized that the first address is not called “customer service,” but rather “customer relations.” I will start by stating that it is difficult to create a relationship with someone when a person does not feel that a service has been rendered.

Three months ago, I purchased a ticket to travel to see my family from Ohio. While this is not a booming metropolis by any means (as they reside in, and thus I fly into, the small city of Akron), I do trust that your “service” or “relations” should be the same no matter the size of the airport of which I utilize. Countless times I have needed to travel across the country for business trips. And, for each holiday, I have traveled to see my extended family. Each of these trips have been by you, for the last ten years.

And, normally I don’t complain over an overcrowded flight, a lost piece of baggage, or a rude remark from one of your flight attendants. However, I have been pushed over the edge on my last trip. While sitting in an aisle seat, despite my early booking for a window seat because of the nature of this story, I was injured not once- but twice- by the flight attendant. On her first trip down, she reached to give my neighbor coffee. This trip was without turbulence, but yet, I was wearing his coffee as she spilled it across my chest and lap while trying to read her text message on her watch. She literally poured it into my lap. As she realized that she had done this, she handed me all of her napkins and a cold cup of water. But, then she made matters worse. Not paying attention to her drink cart and my body trying to clean up her mess, she pulled the cart back through the aisle and hit my elbow. While this hurt, and I will count it as injury two that I described above, she also hit my elbow with such force that my own coffee that I
was holding (my tray table had to be put up so that I could clean the first cup off of my pants) was now also in my lap.

She giggled. That's right. As I was now yelling from two hot cups of coffee being poured on me in just a few short minutes, she laughed. I asked what she was going to do for me. Her answer was verbatim: “I will get you more napkins.”

I recognize that she does not represent all of your Airline. Nor will I demand a free trip across the globe. However, I do believe that some form of apology retribution is in order. Please understand that I have not posted this on social media, yet. I have not given your airline a negative review on Yelp, yet. However, if a “giggle” and “more napkins” are all I get for this devastating ride, I will do the aforementioned. Oh- and I didn’t even detail the meeting I attended where it looked like I had wet myself. Please consider that as you make your accommodations in taking care of my issue.

Sincerely,

Signed Name (make sure you use a different font here like your professor said.)

Typed Name

Customer