



UNITED AIRLINES BRINGS 165 OFFSHORE JOBS BACK TO US

Number three US carrier United Airlines will repatriate 165 call-center jobs to the US from India, to help improve customer service. The jobs will be in Chicago and Honolulu, and be filled by workers who now handle reservations, the Chicago-based airline said. Beginning in April, the workers will add customer-relations duties, which involve issues or complaints after travel. United said last month it was **cutting 1,000 more jobs**, pushing the total to 9,000 by year's end. Also starting this month, United will begin urging customers to use e-mail or letters instead of calling its customer-relations phone number for complaints or compliments. The line will be shut off at the end of April. Once that service ends, United reservations agents will handle complaints.

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