

May 18, 2002

Dear Inflight Supervisor,

I am a United flight attendant who was returning from RET and DS-1 training yesterday on UA 468, ORD-TPA on 5-17. I was fortunate enough to have Elizabeth Waller, based in DCA, as my cabin attendant. I'd like to share with you my experience, step by step.

When Beth began her announcements, she immediately got my attention. She spoke clearly at just the right pace, with life in her voice - very pleasant. She addressed all the first class cabin passengers by name, while always maintaining eye contact. She smiled, and I could tell she felt her smile. Over the years I have written more than a few complimentary letters for flight attendants, but I have to say Beth impressed me the most. She is capable, professional, competent, courteous and warm. I've owned my own businesses in the past, and in my opinion, Beth is any company's dream employee. (Did I mention how obviously sincere she is?) Trust me - if you had been a ghost rider on that flight you would have been so impressed. She did United (not to mention herself.)

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proud. Thank you, Beth, for a truly delightful flight. It would be my privilege to fly with you any day!

Most Sincerely,
Rob Montero
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