

*HB personal*

December 29, 1975

Mr. Dave Harder  
Food Services  
Northwest Airlines  
St. Paul/Minneapolis International Airport  
St. Paul, MN 55460

Dear Dave,

This is in reference to my earlier letter and your phone calls concerning my complaints about Northwest Airlines food. I have been on many flights in recent months with Northwest as well as over the years. I don't believe there is any particular reason now to single out an individual flight, though I know that might be more satisfactory for you as far as running down a problem.

I speak in general: your dollar-sized roast beef slices are often shimmering green and very dry. Your chicken is purely and simply tasteless while being greasy. The meatloaf sort of dish may be part textured protein, but, whatever, it is dry and dull and uninteresting in texture, taste and appearance.

Your salads are fairly standard but certainly unremarkable and of course a mixture of leaf lettuce or endive or some other "salad" with the head lettuce would make it more attractive to look at and consume.

Your onion-topped, cotton-candy, marshmallow-type dinner rolls are simply awful. Crisp rolls without special flavoring are clearly superior in my view. It's a small point, but you are interested in small points. The ice cream is usually too hard to cut with a knife.

With regard to breakfasts, what to say? Frankly, from the standpoint of appearance, palatability and "health", you would do better to follow the European airlines with a delightful Continental breakfast served with coffee in a pleasant container, with frozen juice instead of canned, and with one good croissant and one good hard roll, along with butter and a variety of jellies or marmalade. Eggs, sausage, canadian bacon and cold plastic pancakes served with colder syrup will simply never make it.

Of course much of my opinion has to do with personal tastes, but you should come aboard and observe the rolling eyes of your passengers, and for that matter of your crew members, upon the serving of these meals.

Your wines are fairly decent and are a real addition to otherwise largely colorless meals. With respect to the more favorable experience I have had with

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your competition, I would simply suggest that you survey these menus and then try the actual final product which is far more important than looking at the menus on paper in evaluating the superior production of Braniff and Western.

I'm sorry if my epistle expressed any temporary bad humor.

Cordially yours,

Henry Blackburn, M.D.

HB:jp