

February 2, 1973

James C. Robertson
Director, In-Flight Services
Northwest Orient
Minneapolis-St. Paul International
Airport
St. Paul, Minnesota 55111

Dear Mr. Robertson:

Thanks for your 31 January letter. Now that we have a dialog, I will try not to overdo it. But there is a small issue in which your chief competitor has superior service. They always have wine and beer available to purchase. Northwest usually is "out of beer" and reserves the availability of wine for first class. There is a sizable and increasing segment of society that enjoys wine and beer before and along with meals and doesn't like to get zonked with the hard stuff. If others can provide them, so can you. For those of us who travel regularly, this sort of thing can make a difference.

Cordially,

Henry Blackburn, M.D.
Professor and Director

cao



NORTHWEST ORIENT

Minneapolis-St. Paul International Airport St. Paul, Minnesota 55111

FEB - 1 1973

January 31, 1973

Henry Blackburn, M.D.
Professor and Director
Laboratory of Physiological Hygiene
School of Public Health
Stadium Gate 27
University of Minnesota
Minneapolis, Minnesota 55455

Dear Dr. Blackburn:

I deeply appreciate your nice letter of January 16. We are delighted to receive your comments about our service on Flight 70 from Minneapolis to Washington, D. C. on January 12, 1973.

I am sending a copy of your letter to Miss Wesley along with my commendations. I am sure she will appreciate your thoughtfulness in writing.

We are making every effort to provide our passengers with high quality service and it is gratifying to know that our efforts were achieved on your flight.

Thank you for using our service, and we hope that your future travel on Northwest Orient will continue to be entirely satisfactory.

Sincerely yours,

James C. Robertson
Director, In-Flight Services

Dear Mr. R.

Thank for your 31 Jan. letter. Now that we have a dialog, I will try not to overdo it. But there is a small issue in which your chief competitor has superior services. They always have wine + beer available to purchase. Northwest usually is "out of beer" and reserves the availability

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For those of us who travel regularly,
this ^{sort of thing} can make a difference.

Cordially,

IVB