



UNIVERSITY OF MINNESOTA
TWIN CITIES

Laboratory of Physiological Hygiene
School of Public Health
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Minneapolis, Minnesota 55455

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(WESTERN AIRLINES)

February 3, 1981

Mr. Robert Isaacson
Passenger Service
WESTERN AIRLINES
Minneapolis/St. Paul Airport
St. Paul, MN. 55111

Dear Mr. Isaacson:

My recent round trip to San Diego, as well as numerous trips to the West Coast in recent years, has really established Western Airlines over its competitors in efficient operation and pleasant service. The service, the snacks, the good wine, the gracious hostesses, and the pleasant dialogue from the cockpit, were in marked contrast to your competitors. Bravo and more power.

Sincerely,

Henry Blackburn, M.D.
Professor and Director

HB:jml