

October 9, 2006

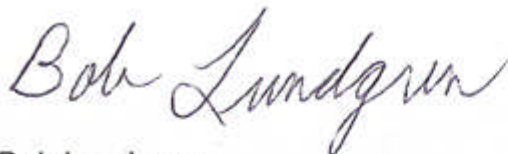
To whom it may concern,

I met Mr. Thomas in May 2005 when he joined the Crew Scheduling department after being promoted from a Customer Services Agent. It was very evident from that first meeting that Mr. Thomas would be a valuable asset to this department.

After experiencing Mr. Thomas' oratorical skills and keen analytical approach, I invited him to make a verbal presentation to one of my subsequent new hire classes. During his tenure with the crew scheduling department, Norbert served as part of a team that wrote and produced the crew scheduling module for our Flight Attendants. Because of its success, the Director of Crewmember Services later requested that he spearhead the production of a similar module for our Pilot group.

Norbert's level of professionalism on the job is equally matched by his dedication to his craft and attention to detail, but in no way diminished his spirit of camaraderie which was enjoyed by all his co-workers.

I am pleased to give this letter of recommendation for the fine qualities in Mr. Thomas that I have come to appreciate.



Bob Lundgren  
Training Coordinator  
Crew Scheduling Department  
859-767-2157

