



Sandy Gordon
Vice President
In-Flight Service
Operations and Training

November 7, 2007

Dr. Earl Suttle
President Three E Corporation
920 Renaissance Way
Roswell, Georgia 30076

Dear Dr. Suttle,

Thank you for the significant investment you made with Delta Air Lines last year by being such an important part of the Velvet Rope Tour. The Velvet Rope Tour was a major investment for Delta and was a key part of Delta's bankruptcy emergence strategy. The purpose of these meetings was to ensure our customer service team members were aware of the transformation plan and remained positive and engaged.

Your motivational talk on day two of these sessions was such an important part of the success we are seeing. Your message was clear, inspiring, applicable and entertaining. You captivated the group every time you spoke, and not only helped us in our professional lives, but also gave us wisdom for our personal outlook as well. Our customer service ratings are continuing to improve and I receive positive feedback from customers about our flight attendants now, more than ever before.

It was a pleasure to work with you – we value the impact you have had on our team. Thank you for putting so much heart and soul into your time with us. I hope you realize over 15,000 people are better for having met Dr. Earl.

Warmly,