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February 20, 2004

Ms. Milo Schneeman
MacNair Travel
1215 17th Street, N.W.
Washington, D.C. 20036

Dear Ms. Schneeman:

I rarely write emails or letters of this kind—letting you know how great your colleague, John Blackburn is—but I just felt I better in this case for a couple of reasons.

We at the American Council for Capital Formation have been a corporate client of your travel agency for many years. I am the President of this outfit and normally my colleagues take care of my travel arrangements and those of the executives in our office. Since I wanted to book a personal trip, I called you guys cold and found John. He could not have been more efficient, pleasant, knowledgeable, and customer-oriented.


Now, back to the reasons for writing you about John Blackburn

One, it is the right thing to do. Employees like John are often unsung heroes and it is just good upbringing on my part to thank him and you.

Second, it is important for the employer to get good feedback on his employees. I know I like to get this type of feedback.

Third, I have heard good things about your agency. I would like to stay with you. It is a very competitive world out there. It is important for you to know how lucky you are to have John Blackburn on board.

Regards,


Mark Bloomfield

MB/dk

cc: John Blackburn

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