

LETTERS

LETTER TO THE EDITOR

Dear Sir:

I recently had a meeting with the new management of Alaska Airlines to discuss with them their plans for improving service to Alaskan air travelers. As we all know, service has been extremely poor. Each of us who travels regularly has his own story of inconvenience.

I am encouraged by what appears to be a sincere desire and willingness by the Company to improve customer services, and I believe they should be given a fair chance to make good on their promises to upgrade their operations.

However, I intend to keep on top of them to make sure they translate their words into deeds. To this purpose, I would be grateful if your readers would inform me of any complaint they have with Alaska Airlines' service. I will bring each complaint to the attention of the firm's management and demand that they either rectify the situation or explain fully why that cannot be done.

I do not intend to let up on this issue until Alaskans receive the quality of air service to which they are entitled.

Sincerely,

Mike Gravel