



**ASSOCIATION OF FLIGHT ATTENDANTS-CWA, AFL-CIO**

*Northwest Master Executive Council*  
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April 28, 2009

Edward Bastian  
President, Chief Financial Officer  
Delta Air Lines  
PO Box 20706  
Atlanta, GA 30320-6001

Dear Ed,

Last year, in a vicious anti-union video distributed by Delta Air Lines, you insulted the Northwest flight attendants when you condemned our union, the Association of Flight Attendants. Here's what you said, in throwing down the gauntlet to flight attendants throughout the Delta network:

"If someone came in and was able to convince me that the AFA actually allowed us to serve our customers better, I'd say vote for a union, but I don't believe that to be the case."

You suggested that unionized flight attendants don't care about customers the way that Delta's flight attendants do; which not only was an insult to Northwest's dedicated flight attendant group, but also was a slur against flight attendants everywhere. There is nothing more important to us than serving our customers.

Now, the verdict is in; according to the annual Airline Quality Rating released this month, Northwest ranked 4<sup>th</sup> in overall quality. Delta ranked 12<sup>th</sup> and had the worst performance of any major carrier - just above the regional carriers.

For the record, four airlines where AFA represents flight attendants finished in the top five positions in the survey, demonstrating that representation is a benefit and not a hindrance to customer service in the airline industry.

We think you owe the flight attendants of the Northwest group a big apology. But, more than that, based on your earlier comment, we eagerly await your endorsement of the AFA to represent all the flight attendants at the new Delta. After all, our customers deserve it.

Sincerely,

Janette Rook  
NWA Master Executive Council President  
Association of Flight Attendants-CWA

Cc: Patricia Friend, AFA International President  
NWA AFA Master Executive Council

**INFLIGHT SAFETY PROFESSIONALS**