

Sherri Shamblin  
Vice President, Inflight Services  
US Airways  
4000 E. Sky Harbor Blvd.  
Phoenix, AZ 85034

VIA FACSIMILE/U.S. MAIL

Dear Sherri,

We are extremely concerned about the company's plan to have Flight Attendants sell additional items such as sodas, pillows and blankets, and other merchandise onboard US Airways flights.

This marketing driven scheme will not bridge the projected revenue gap the Company currently faces and will only serve to alienate and anger passengers while deepening the hole of Flight Attendant dissatisfaction with the current management regime of US Airways.

The Association and its members will vigorously oppose any plan that forces Flight Attendants into the role of onboard sales agents and Inflight revenue generators.

We urge you to listen to your customers, your flight attendants, and respected members of your Inflight staff who understand that this "Ryanair/Allegiant" model of selling everything and anything onboard will not "fly" at our airline.

US Airways should focus on setting themselves apart from the competition instead of joining them in a race to the bottom of customer service and satisfaction.

Sincerely,

Gary Richardson, President  
US Airways West Master Executive Council

Mike Flores, President  
US Airways East Master Executive Council