



AMERICAN AIRLINES

CABLE ADDRESS AMAIR

100 PARK AVENUE • NEW YORK 17, NEW YORK

November 8, 1951

OFFICE OF
SECRETARY

Mr. Amon G. Carter
Fort Worth Star-Telegram
Fort Worth, Texas

Dear Mr. Carter:

Mr. Mosier passed on to me your note of November 3rd concerning your difficulties with reservations and baggage problems, because I have been working on a project of this nature.

This matter has now been covered thoroughly with all concerned. We will have Fort Worth baggage tags, and our reservations training is being reviewed. I'll be disappointed if you find this problem arising again.

Many thanks for calling it to our attention.

Sincerely,

Walter H. Johnson, Jr.

WHJ/f

