



AMERICAN AIRLINES INC.

MERCANTILE BANK BUILDING
DALLAS 1, TEXAS

OFFICE OF
THE REGIONAL VICE PRESIDENT

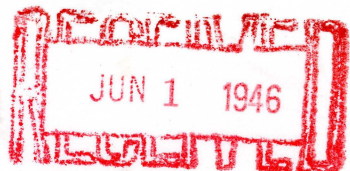
May 31, 1946

Dear Mr. Carter :-

Attached is a copy of the letter that went out today to Mr. Houston Warte.

Thank you again for your interest and help in this matter.

Sincerely
Doc Miller



Mr. Amos G. Carter

May 31, 1946

Mr. Houston Harte
San Angelo Standard Times
San Angelo, Texas

Dear Mr. Harte:

This will confirm our telephone conversation of May 30 to the effect that your son, Ed H. Harte, now holds two seats from New York to Fort Worth on our Flight 5 of June 21. This flight departs New York at 1:45 p.m. on June 21 and arrives at Fort Worth at 12:45 a.m., June 22.

Since talking to you I have checked our schedules to see if we have a flight that will connect Westland Airlines at either Fort Worth or Dallas. Westland advises that their flight for San Angelo leaves Fort Worth at 3:40 p.m. We have only one flight that leaves New York after midnight that will connect Westland; namely, Flight 105 leaving New York at 5:00 a.m. and arriving Fort Worth at 2:56 p.m. I will continue to try to get space on 105 and if I am able to do so will request Fort Worth to San Angelo space on Westland's trip and will advise you.

Two round trip fares between New York and Fort Worth will amount to \$304.30, figured as follows:

| | |
|--------------------|--------------|
| 2 Round Trip Fares | \$264.60 |
| Government tax | <u>39.70</u> |
| | \$304.30 |

If you will send me your check, as you suggested, I will arrange with our New York office to have your son's tickets ready for him at our ticket counter at the Airlines Terminal, 42nd Street and Park Avenue, when he calls for them.

Since our New York office has no definite phone number where your son may be contacted I'd like to suggest that you ask him to phone American Airlines' reservations department at New York, telephone number Haveneyer 6-5000, to advise them when he expects to arrive in New York and to give them a phone number where he can be contacted in the event there is any change in schedule or delay in departure.

I'm very much indebted to you for telling Mr. Carter about your experiences in trying to get these reservations. We've been having a lot of problems in our business, as you have in yours, and the most pressing one, aside from a shortage in equipment and seats, is to get a lot of new and young employees to absorb and understand our prewar ideals of service to our customers. We have a long way to go yet, but we are working on the problem, and I hope that your next occasion to use our service will find us ready to give you prompt, efficient, courteous and friendly service. Your comments on the poor service you recently received have given me a basis for an investigation and constructive action.

If you need any further information, please call me collect at Riverside 4101 during office hours or at my home number, Lakeside 5151, at night.

Sincerely yours,

Melvin D. Miller
Regional Vice President

MDM/md
cc: Amon Carter