

QANTAS

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0334/101/97/T1

Sally-Anne Mason
Senior Consultant
I.B.T. International
P O Box 6199
Shopping World
NORTH SYDNEY NSW 2060

Dear Sally-Anne,

Just a short note to thank you for your work in the Safety and Environment department.

There is no doubt that we have gained productivity and extra time following your instructions.

As pilots and engineers we had never received any actual tuition in how to organise our office work. What is a little aggravating is it is all so easy when you know how.

Again, thank you.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Ken S. Lewis', written in a cursive style.

KEN S. LEWIS
GENERAL MANAGER SAFETY & ENVIRONMENT