



Maureen Brady
Vice President
Customer Service
(404) 715-2459

February 28, 2001

Peter Belvin
Stress Recess, Inc.
4060 Peachtree Road
Suite D 523
Atlanta, GA 30319

Dear Peter:

On behalf of Delta Air Lines, I would like to commend you for the job "well done" by Stress Recess during our recent holiday operation. We gave you two days to pull together personnel and a logistical plan to cover thirteen locations across the United States for almost 10,000 massages ... and ... YOU DID IT!

Our Reservation Sales' personnel had been working overtime for several weeks and were on their third holiday weekend to work when your massage therapist came in and gave them some relief from the stress. We have gotten so many positive remarks from our representatives. Between management support, extra food and massages, the representatives felt like they were well supported and appreciated.

As you know, customer service lies in the hands of our frontline personnel. The Stress Recess personnel were outstanding and we could not have asked for better customer service.

Thanks again for all that you did to transform a very stressful situation into a "Great Place to Work."

Sincerely,

A handwritten signature in cursive script that reads "Maureen".

Maureen Brady