

The Elms  
Wenter Road  
New Mills  
High Peak  
Derbyshire

Air 2000 Ltd  
Oakdale Broadfield Park  
Crawley  
West Sussex  
RH11 9RT

4th March

Dear Air 2000

I recently had the pleasure of flying for the very first time. I've always been afraid to up until now, but I finally plucked up courage. I am certainly glad that I did, and for two reasons. One, it wasn't half so bad an experience as I had imagined it would be, and two, I had my first meal on an aeroplane. Why all the jokes about airline food? The fare we were served by Air 2000 on our flights down to Lanzarote and back was quite excellent, and I speak as a man who knows good food, eating as I do at least five ready-to-heat-up-in-the-microwave or boil-in-the-bag meals a week. Both the turkey and stuffing going down and the lasagne coming back were quite mouth-watering. Nor could I fault the starters and desserts, although it must be said that the couple seated next to me detected a 'soapy' taste in the trifle, although if you ask me it was their imagination, because it certainly tasted all right to me.

Is it possible to buy your meals? If so, could you please reply, with details of any other meals you do, your price list, and any discounts you allow for quantity.

Thanking you in anticipation.

Yours faithfully

T Ravenscroft (Mr)

# **AIR 2000**

*Air 2000 Limited Oakdale Broadfield Park Brighton Road Crawley West Sussex RH11 9RT Telephone : 0293 518966  
Telex: 878434 Answerback AIRTWO G Facsimile: 0293 522927*

*Ref; PM/LAB*

*15 March*

*Mr T Ravenscroft  
The Elms  
Wenter Road  
New Mills  
High Peak  
Derbyshire*

*Dear Mr Ravenscroft*

*I am in receipt of your letter dated 4 March, and would like to take this opportunity to thank you for your kind comments with regards to the catering provided on board your recent flights with us, and I am pleased to note that you enjoyed the meals.*

*However, I regret that these meals are not available for re-sale, so I am afraid you will have to continue to use your usual sources. Never-the-less, we would be very pleased to welcome you on board again in the near future, to sample the refreshments within our service once again.*

*Yours sincerely*

*Peter Malden  
Associate Director – Inflight Services*

Peter Malden  
Associate Director  
Air 2000 Ltd  
Oakdale Broadfield Park  
Crawley  
West Sussex  
RH11 9RT

The Elms  
Wenter Road  
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19th March

Dear Mr Malden

What absolutely marvellous news! It was quite obvious when I travelled with you that Air 2000 is generous – after all your stewardess gave me a Mint Imperial both ways – but I never thought for one moment that your generosity would extend to your offering me a free trip to sample your mouth-watering food again!

You didn't mention in your letter which airport your aeroplane would be flying from, or is the choice up to me? If so, Florida would seem to be a popular destination nowadays and would be most acceptable.

Can I make a request? Is it possible to have something other than the lasagne I had coming back when I flew with you to Lanzarote? Not of course that yours wasn't anything but exceptional – I swear I could still taste it two days later – but if I have it again I might be missing out on another of your culinary delights. For all I know your chefs may be quite ambitious, and if they can perform such breathtaking feats with a humble dish like lasagne I shudder to think what they could do to a *magret de canard aux baies de cassis*.

I would prefer to fly on the morning of the 14th of April from Manchester Airport, so if I don't hear from you before then I will

assume that this is fine with you, and will present myself at your check-in desk at 9 a.m. precisely.

Yours sincerely

T Ravenscroft (Mr)

P.S. I think you are missing a great opportunity in not making your meals available for re-sale. You have far less faith in them than I have, because I remain convinced that if you were to make them available to the general public you would make far more money than you will ever make flying aeroplanes.

# **AIR 2000**

*Air 2000 Limited Oakdale Broadfield Park Brighton Road Crawley West Sussex RH11 9RT Telephone : 0293 518966  
Telex: 878434 Answerback AIRTWO G Facsimile: 0293 522927*

*Ref; PM/BIM*

*8 April*

*Mr T Ravenscroft  
The Elms  
Wenter Road  
New Mills  
High Peak  
Derbyshire*

*Dear Mr Ravenscroft*

*I am in receipt of your letter dated 19 March, for which I thank you, but I think there has been some misunderstanding.*

*Firstly, I must re-iterate that our Inflight Meals are not available for re-sale, and unfortunately we can not make any exceptions to this policy.*

*With regard to our comment in the last paragraph of my letter, I believe that you may have misinterpreted my meaning when I stated that we would be pleased to welcome you on board again in the near future. This of course referred to you choosing to travel with us again and not an open invitation to a free flight to sample our meals.*

*I apologise for any misunderstanding that this may have caused.*

*Yours sincerely*

*Peter Malden  
Associate Director – Inflight Services*

The Elms  
Wenter Road  
New Mills  
High Peak  
Derbyshire

The Chairman  
Air 2000 Ltd  
Oakdale Broadfield Park  
Crawley  
West Sussex  
RH11 9RT

12th April

Dear Mr Chairman

On the 4th of March I wrote to Air 2000 saying that I had recently travelled with your airline and how much I had enjoyed the experience, particularly the lasagne coming back. On the 15th of March a Mr Peter Malden, Associate Director, Inflight Services, replied to my letter and invited me to have a free flight on one of your aeroplanes so I might sample your lasagne again. I thanked him for the letter, indicated to him when I would like to take up his kind offer, arranged to take some time off work, and told many of my friends about Air 2000's generous gesture. Then, in a letter sent to me which I received on April the 12th, a mere two days before I was due to fly, Mr Malden withdrew the invitation, saying that I had misinterpreted his letter and that he hadn't invited me at all! This quite frankly beggars belief! His exact words in his letter of the 15th March were '.....we would be very pleased to welcome you on board again in the near future to sample the refreshments within our service again.' Now if that isn't an invitation I don't know what is!

I am now in the embarrassing position of having a week off work with nothing to do, and your airline is the direct cause of my embarrassment. I would like to know what you intend to do about the situation you have placed me in, because if I

don't get some satisfaction on this you can rest assured that the many friends to whom I spoke about Air 2000's generosity will be informed about how you renege on your promises!

Yours sincerely

T Ravenscroft (Mr)

P.S. Can you please get the catering firm who supply your in-flight meals to send me the recipe for their lasagne? Thank you.

# **AIR 2000**

*Air 2000 Limited Oakdale Broadfield Park Brighton Road Crawley West Sussex RH11 9RT Telephone : 0293 518966  
Telex: 878434 Answerback AIRTWO G Facsimile: 0293 522927*

*26 April*

*Mr T Ravenscroft  
The Elms  
Wenter Road  
New Mills  
High Peak  
Derbyshire*

*Dear Mr Ravenscroft*

*Thank you for your letter dated 12th April and, after reading all the correspondence involved between you and Air 2000 Limited, I can see that there has been some misinterpretation of the words in Mr Malden's letter to you dated 15th March.*

*We are very sorry that you feel that you have been misled, however I find it extraordinary that you could think that any airline would offer a passenger a free flight simply to sample the on-board refreshments.*

*Once again, please accept our apologies for any misunderstanding and for any inconvenience caused.*

*Yours sincerely*

*Ken Smith  
Managing Director*



The Elms  
Wenter Road  
New Mills  
High Peak  
Derbyshire

Ken Smith  
Managing Director  
Air 2000 Ltd  
Oakfield Broadfield Park  
Brighton Road  
CRAWLEY  
West Sussex  
RH11 9RT

5th May

Dear Mr Smith

Reference your letter dated April 26th.

I find it extraordinary that you find it extraordinary that any airline would offer a passenger a free flight simply to sample their on-board refreshments. But then I am a generous man, and, as it has now transpired, Air 2000 is perhaps not such a generous airline. Despite giving me a Mint Imperial both ways.

But to your lasagne. I am afraid I have some rather bad news for you. There is a good chance that it might not be as popular with your passengers as I may have led you to believe. Since opening my correspondence with Air 2000 three friends of mine to whom I recommended your airline have flown with you. Quite astonishingly, none of them liked your lasagne! (Although one of them said it might not have been lasagne, it might have been shepherd's pie, he wasn't sure. Anyway whatever it was he didn't like it). In fact my osteopath Mr Davies was quite uncomplimentary about your lasagne and told me that the next time I felt like recommending anything to him not to bother thank you very much; and what's more I am convinced he made me suffer much more than he usually does when he was manipulating my spine back into position, but perhaps that's just my imagination.

So it is a case of one man's meat being another man's poison I suppose. Quite possibly the three people in question don't have the advantage of my educated palate, and maybe if, like me, they dined regularly at McDonald's and Kentucky Fried Chicken they would know what good food tasted like.

By the way you have still to send me the recipe for your lasagne. After disappointing me with regard to your generosity I think it is the very least you can do.

Yours sincerely

T Ravenscroft (Mr)

**NO REPLY**