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Committed to Building a Greener Tomorrow

December 10, 2009

Mr. James Crawford
FlyRight Inc.
7275 West Winds Blvd.
Concord, NC 28027

Dear Jim,

FlyRight far exceeded my expectations. It was the best training experience I've had to date and FlyRight has all our future business.

From the first phone conversation with Stacey to the last day of training with Gerry - I was impressed with the level of service and quality of instruction. You have every reason to be proud of your staff, your facility, and the outstanding quality of instruction you are providing to us in the aviation community.

And I can't say enough about Gerry - he is by far the best sim/classroom instructor I've ever had. With his incredible depth of experience, both as an operator and a maintainer, he taught me things about systems I'd never heard. His demeanor, both in the classroom and simulator, facilitates learning. His recommended techniques and procedures were well thought out, logical, and transferable. I left FlyRight a much better pilot than when I arrived.

I do intend to complete the survey. I would do it right now but I want to take another look at your checklist (the one area I think you could improve on).

Thanks again for lunch. That was completely unexpected and much appreciated.

Looking forward to seeing you next year.

Steve Nott
Chief Pilot
White Construction Company