

Ronald Silverman
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New Richmond, OH 45157
201-320-1263

September 4, 2015

To Whom It May Concern;

This letter of recommendation for Susan C. Friedenberg is easily written for me. I have known Susan professionally for over 25 years. She has worked for me as a Corporate Flight Attendant in the past and at times I have come to her with professional questions regarding training and the skill set of the professional business aviation flight attendant. She is considered an expert in this industry and is known all over the country. The NBAA only has to say "Susan" and everyone knows it is Susan C. Friedenberg.

Susan is a frequent participant on the NBAA Airmail threads responding professionally and intelligently in all areas of topics and regarded highly by Aviation Managers, Chief Pilots and S&D's. She is published in many business aviation magazines and interviewed on a variety of cabin topics from safety to catering and the role of the third crew member. Susan is continually trying to raise the standards of the Corporate Flight Attendant. She is highly dedicated to this industry and I have watched her grow as a professional and embrace any and every opportunity given her.

She would be a tremendous asset to any company that employs her for any reason, and I recommend her to you without reservation. If you have any questions, please do not hesitate to contact me.

Sincerely,



Ron

Business and Commercial
Aviation Professionals
William J. Quinn, Jr. President

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September 7, 2015

To Whom It May Concern;

Please accept this letter of recommendation for Ms. Susan Friedenbergl. I have known Susan both professionally and personally for more than 20 years. We have worked together closely on a variety of client related projects involving the selection, training, evaluation of flight attendants and also the outfitting of large-cabin, long-range business jet aircraft. Susan has also worked for my company, and several of our clients, as a corporate flight attendant on a number of occasions. Her professionalism and passion for promoting the importance of the role of the business aviation flight attendant is renowned throughout our industry.

I often consult with Susan on professional matters regarding flights attendant protocols, training and the skill sets required of a professional business aviation flight attendant. She is, by all accounts, considered a very knowledgeable individual and is well known throughout the business aviation community.

Susan is a frequent speaker on issues pertaining to cabin and food safety and is regarded by many principals, aviation managers, chief pilots, schedulers and dispatchers as an expert in her field. She has been published in many business aviation journals and has been interviewed on a variety of topics ranging from cabin safety to catering and the value of the third crew member. Susan continually endeavors to raise the bar for corporate flight attendant standards and is a highly dedicated aviation professional.

Ms. Friedenbergl would be a valued asset to any company that opts to engage her services and I would recommend her without hesitation or reservation. Should you have any question please do not hesitate to contact me directly.

Sincerely,



William J. Quinn, Jr.
President

WJQ/jf