

February 10, 2017

**RE: Susan Friedenber**

To Whom It May Concern:

It is my pleasure to share with you the work that Susan Friedenber has done for my company's flight operations.

For many years we operated turboprop aircraft and light jets. When we decided to purchase a large-cabin Challenger I felt somewhat out of my element. I was concerned with how best to equip the passenger cabin taking into consideration the aircraft's capabilities. Imagine my surprise when we accepted the aircraft at the completion center and the only items aboard were manuals and a roll of toilet paper. I quickly decided I needed assistance and remembered seeing some online posts recommending Susan's services.

I contacted Susan and we spoke extensively about my company's missions, aircraft configuration, etc. Within days Susan drove to our location so she could see the aircraft in person and take pictures and measurements of all the drawers and cabinets. When she was finished, Susan reviewed her notes and made recommendations on the items we needed and quoted a price. I approved for Susan to commence work and she began immediately.

All of the items that Susan purchased for our aircraft were functional, beautiful, and of high quality. Some might think that it's difficult to accomplish that without spending large sums of money. Susan did make purchases at Bloomingdale's and Crate and Barrel. However, she also made good use of the many outlet stores in our area as well as discount stores such as TJ Maxx and Ross. The entire project from initial phone call to completion took less than one week and was under-budget.

When my CEO came onboard the airplane after Susan had finished he was stunned by the work she had done on our behalf. He was thrilled with how each item was so well thought out and important to making the travel experience even more pleasant. For example, there were spare reading glasses (important for the person that always seems to misplace them), basic medicines, toiletries for both men and women – even high thread count sheets and the down pillows that the CEO prefers. The galley set-up is as comprehensive as the cabin. We have items that I would have never thought of until it was too late. Again, everything purchased was high quality but not overly expensive.

In closing, I feel that Susan's services were an invaluable resource to us while transitioning to our new aircraft. I challenge anyone to find an individual more dedicated and passionate about her profession. If you determine that your organization requires services such as those Susan provides then I am positive she will exceed your expectations.

Sincerely,



Chris Yoder  
President and Chief Pilot  
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February 5, 2017

To Whom It May Concern

I am writing on behalf of Susan C. Friedenberg for her exceptional skills and dedication to the business aviation community.

I have known Susan for over 20 years as a colleague and crewmember. We have flown many challenging international trips in the most professional manner. Susan's wisdom and skillsets allow her to understand the importance of cabin safety and well as passenger comfort. She has excellent professional and communication skills with both passengers as well as Crew Resource Management (CRM) with her flight crew.

Susan not only possesses these extraordinary professional skills but she also shares these skills by teaching and mentoring students who are starting their careers in aviation in the flight attendant position. I am fortunate to have flown with a few of her protégés only to see Susan's enthusiastic attitude as well as her elevated level of knowledge and service shine through.

Please feel free to contact me for a more detailed appreciation.

*Jim Kelly*

James D. Kelly

Captain / Safety Manager

267 476-9140

[G550G650@gmail.com](mailto:G550G650@gmail.com)

Ronald Silverman  
100 Diamond Hill Road  
New Richmond, OH 45157  
201-320-1263

September 4, 2015

To Whom It May Concern;

This letter of recommendation for Susan C. Friedenbergl 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. Friedenbergl.

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 flight 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

## Educational Speaking Engagement (Two Hours)

Recently, we had the pleasure of having Susan speak at the Aviation Safety Committee conference in Charleston, SC. Susan is an engaging presenter who genuinely cares and is very passionate about her topic.

When it comes to educating folks on the proper handling of food and catering in the Part 135 world, no one knows the subject matter better than Susan. She provides real world examples of what not to do along with the best practices for any operation that we all should be incorporating into our charter operations. Susan also provides in depth training for business aviation flight attendants as well that covers much more than catering and food safety. She is committed to having "corporate specific" egress training for anyone in the back of a private jet. It was a great opportunity for our group to learn from one of the best experts in the business.

Bob Schick  
Chairman, Aviation Safety Committee - National Safety Council  
Director of Safety & Risk Management  
TAC Air  
May, 2015