



Date: September 21, 2004

To: All Airport Customer Service Employees
From: Senior Vice President – Airport Customer Service
Subject: VICE PRESIDENT – ATLANTA WORLDPORT

It is a pleasure to announce the promotion of Rob Maruster to Vice President – Atlanta Worldport, replacing Lem Wimbish effective October 1. He will have responsibility for all aspects of Worldport operations including customer service and ramp, and will report directly to me. Rob's selection to this key position supports our goal of promoting leaders from within Delta who understand our employees and the role they play in improving our customers' travel experience. Over the next few weeks, Lem has graciously agreed to assist Rob in establishing relationships with key organizations, including the TSA, airport authority, city vendors and construction contractors to create a smooth transition.

Rob's strategic thinking skills, solid operational experience, and passion for customer service make him an ideal choice for leading Delta's largest hub operation. He led several strategic projects for our division including the planning and execution of Delta's airport transformation model in 81 domestic stations, as well as RFID. Rob and his team were directly responsible for driving change management resulting in an increase of kiosk usage from 300,000 in 2001 to more than 22 million in 2003. He's been instrumental in the planning and implementation of PowerTurn processes and the Atlanta hub restructure, which will take effect January 31, 2005.

Rob's career with Delta began in 1993 as a part-time customer service agent in San Diego. He later moved to Cleveland, Ohio, into an outside sales position and soon returned to ACS as a Project Manager with the gate and boarding team in 1998. Since that time, Rob has held positions of increasing responsibility including his most recent leadership as Director – ACS Strategy, Planning and Performance.

A graduate of Auburn University where he earned a BA in Political Science, Rob also holds an MBA from Emory University.

Please join me as we wish Rob the best in his new and exciting role.

A handwritten signature in black ink that reads "Rich". The letters are cursive and somewhat stylized.

Rich Cordell

cc: Executive Vice President and Chief Customer Service Officer