

Dear Customer Service Agent,

As you are probably aware, the takeover of VIP Airlines by a national carrier will result in restructuring of future operations. Although decisions are not final yet, we wanted to give our employees notice of the coming changes.

We are sorry to inform you that there will be layoffs. Although your service record with VIP has been excellent, more senior employees will have first choice at the positions remaining after the restructuring.

We suggest that you begin your job search now and we will be pleased to recommend you highly. Please be assured that we will inform you immediately of further developments in this process, and give you any assistance that we can.

Sincerely,

Joe Marriette
General Manager, VIP Airlines