



TIGER REVIEW

飞行虎公司




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NO. 4

HOSPITALIZATION PLAN ANNOUNCED

At a series of meetings attended by employees of all classifications, a new hospitalization program was announced.

The new plan underwritten by the Connecticut General Insurance Company, provides the following:

1. 31 days coverage at any hospital anywhere in the world at the rate of \$10.00 per day.
2. Other hospital fees up to \$200.00 which would include necessary services, supplies or ambulance service.
3. Surgical fees up to \$300.00 in accordance with the published schedule.
4. X-Ray and Laboratory Fees up to \$25.00. If it is necessary to have X-Rays or laboratory tests in connection with a diagnostic examination, the cost is reimbursable.
5. Accident expense benefit up to \$200.00. This means that you have coverage off the job and your dependents have twenty-four hour coverage for any accident. This is in excess of all other benefits previously stated.
6. Family maternity benefits up to \$50.00 for all charges.
7. Premium payments are made by payroll deduction and claims are filed through the Personnel Office.
8. Your dependents have twenty-four hour coverage and are eligible for all the benefits of the initial subscriber. The initial subscriber is covered when off the job as on the job coverage is provided by Workmen's Compensation.

Cost:	Employee Only	\$1.69 per month
	Dependents	6.87 per month

Out of State		
Employee Only	\$2.05 per month	
Dependents	7.23 per month	

Approximately ten plans were considered before a final decision was reached on the type of policy which would best meet our needs and yet be economical.

Your present hospitalization program can be rated as one of the best and most economical anywhere.

FTL ADVANCES

Robert W. Prescott, President, made the following announcement today:

"Your Flying Tiger Line carried 8,000,000 revenue ton-miles of traffic during the six months from November, 1949 to April, 1950, representing a 25% gain over the same period a year ago.

Integration of operations under the certificate has been a major task and we should see the full effect of our plans and expansions in the second half of the year. We are now operating 19 domestic stations, compared to six a year ago and we have more than doubled the size of our fleet. . . . The last half of 1950 should be the most successful in our history."

SAVE WITH SAFETY

SAVE A LIFE IT MAY BE YOURS



**HEAD AND TOOHEY
PRESENT EVIDENCE**

Just to show how it's done, Gene Head and George Toohey presented pictures as evidence of their recent catch.

Driving about 300 miles to the San Joaquin River near Stockton the boys really hit the striped bass. The weight of the fish ranged from 31½ lbs. 24½ lbs. to 5 1/2 lbs.

Every time the boys have gone on one of their fishing expeditions and return d with tall stories, they seemed to have a wistful tone in presenting their exploits. As a matter of fact, some of these stories became known as "Gene's Dreams".

Your editor goes on record to state that these photographs are not retouched and are a correct facsimile of the original.

toward enabling the carrier to provide more equipment and service all ultimately at lower rates in every direction and in every field"

Commodity rate reductions of as much as 40 per cent on West Coast products shipped to midwestern and eastern markets were announced by the Flying Tiger Line, pioneer transcontinental airfreight carrier.

The reductions will enable shippers of certain products to move their merchandise from Los Angeles to New York for as little as 11.6 cents per pound in 100 lb lots. Rates on these products previously ran as high as 19.6 cents per pound. In many instances, the cost of airfreight will now be less than premium surface transportation rates.

Similar reductions will apply on east-bound shipments from all West Coast terminals to all other midwestern and eastern terminals on the Tiger system. These are Chicago, Milwaukee, Detroit, Toledo, Cleveland, Akron, Canton, Buffalo, Boston, Philadelphia, New York - Newark and Hartford.

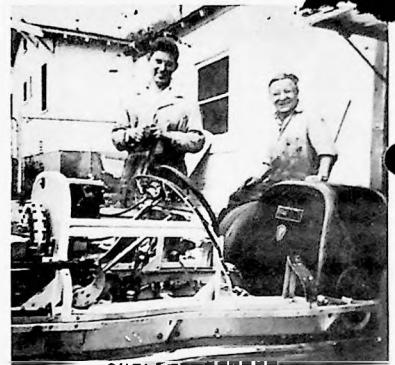
AUTHORIZED BY CAB

The reductions were authorized in a decision of the Civil Aeronautics board, acting on petitions by the Flying Tiger Line more than a year ago in an effort to build up eastbound airfreight traffic and overcome the unbalance of traffic resulting from a preponderance of westbound freight movement.

"The new rates should prove very helpful in the development of western industry," the airline said. "Likewise, we expect them to produce an important volume of new traffic which will go a long way (cont. column 1)

On Memorial Day the race was cancelled due to rain. Approximately 340 miles of the 500 had been completed and Johnny Parsons, who was in the lead, received the award as winner of the 34th Indianapolis Memorial Day Race.

I'm glad that Johnny Parsons won the race but sorry that the Novis didn't get the opportunity to show what it could do.



**SHELDON SPARKS
INDIANAPOLIS RACES**

John Sheldon had the happy experience of being a member of the pit crew of the famous Novis Race car at the recent Indianapolis Speed Races.

Stated John "It's an experience I'll never forget. The Novis was built by the world famous race car builder, Bud Winfield, and is powered by the noted Winfield V8 engine. We did all the work out here in the building of this car and finally we were set to start off for Indianapolis.

Upon arriving in Indianapolis we stored the car and daily hauled it to the track by an auto transport truck.

The track is 2½ miles around 200 laps had to be turned to complete 500 miles.

On the first day of qualifying Walt Faulkner with a Grant Piston - Ring Special, broke the track record for qualifying time with the speed of 136.10 MPH for a single lap. The previous record has been held since 1946 by Ralph Bobburn with a speed of 134 MPH in one of the first built Novis cars.

The two drivers, Chet Miller and Duke Nolan, had a series of misfortunes with the car. Duke Nolan's car came down with a broken super-charger shaft and Chet's car developed a bad valve. Before the trouble began, Chet Miller turned in an unofficial lap of 133.94 MPH.

(cont'd 2nd column)

LIFE INSURANCE RATES REDUCED

Mr. Fred Benninger, Treasurer & General Manager, announced today, that

"Due to our favorable experience rating, and the fact that the management is paying a percentage of the insurance premium, the Group Life Insurance underwritten by the State Mutual Life Insurance Company has reduced the premium in certain classes".

Following are listed the comparative rates:

	<u>Face Amount</u>	<u>Accidental</u>	<u>Old Rate Per Month</u>	<u>New Rate Per Month</u>
Ground Personnel	\$2,000.	\$2,000.	\$1.37	\$1.37
Pilots & Co-Pilots	5,000.	5,000.	4.43	3.43
Department Heads	5,000.	5,000	3.43	3.43
Other Flying Personnel	3,000.	3,000.	2.69	2.05

The following facts are pointed out:

1. No physical examination is required.
2. The policy gives you twenty-four hour coverage.
3. Payment for natural death is the face amount of the policy.
4. Payment for accidental death is double the face amount of the policy.
5. Premium payments are handled by payroll deductions.
6. Application cards can be obtained at the Personnel Office.

"In making a comparison of group rates, with other insurance companies, it is our belief that the rates quoted are the most economical of any first line insurance company and provides the employee with excellent coverage at a very reasonable sum."

WHAT DOES CUSTOMER SERVICE MEAN?

HOW DOES IT CONCERN YOU?

There is no company more concerned about what the public says, thinks and does than a transportation company such as FTL.

Our success depends upon what the public says about FTL, thinks about FTL and does about FTL.

Regardless of how much money we spend for advertising or promotion, regardless of how excellent one part of our operation may be, regardless of how hard our Advertising and Sales Departments may work to get favorable public reaction---all may be lost unless every effort is made by everyone to win public approval.

It is the little things that count. Carelessness and thoughtlessness are the greatest enemies of good customer service.

We not only want to get new business, but we want our old customers to stay with us.

We want new shippers and we want more business from our present shippers.

If our shippers will tell other people how good our service is, we will get many new customers. If our shippers tell other people that our service is bad, we will lose business.

While the individual employee may not have actual contact with the public, an employee can help or hinder good public relations by good handling or mishandling of work that does concern the public.

Customer Service is Everybody's Business.

Every step, every activity, every effort upon the part of every employee of an air cargo transportation company concerns the public---and that spells Customer Service.

Of course, specific responsibility rests upon those who actually come in contact with the public.

The tone of your voice, your willing, cooperative and helpful attitude to be of service is important.

The manner in which you do a routine job may mean new business or a lost customer.

The Shipper Must Be Pleased

Misinformation does not make friends or win new customers. If you do not know the answer to a shippers question, tell him you will get the information for him and then get it from an authoritative source.

Remember

FTL is your concern (in every sense of the word).

FTL exists to serve the shipper.

The Customer Service of FTL is therefore, the concern of you and yours.

There is but one source of the paycheck, and that is from volume shipments from satisfied customers.