

Team Spirit

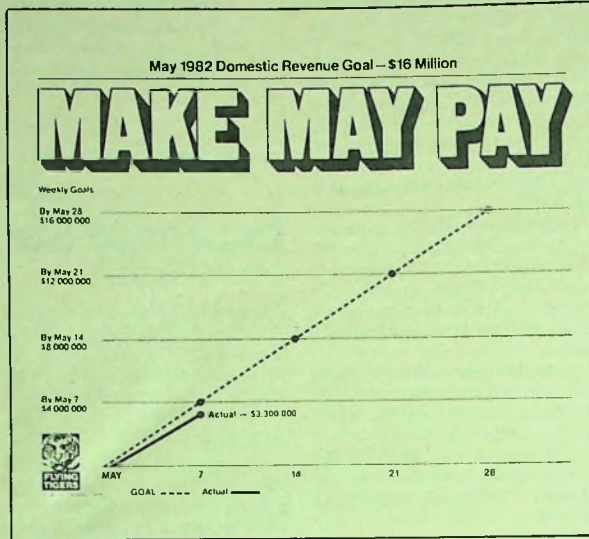
Pilots Ratify New Contract

The Air Line Pilots Association Master Executive Council representing Flying Tigers' pilot group, unanimously ratified a new pilot contract May 7, reflecting significant productivity improvements for Flying Tigers.

Agreement was reached between the company and the pilots May 5, after several weeks of negotiations. In essence, the 32-month contract, which commences June 1, will enable the airline to accomplish more monthly flying with the same number of pilots, said Lewis Jordan, senior vice president of operations.

Expressing his support, Flying Tigers President Tom Grojean commended both the company and the pilot representatives "who worked diligently together to expedite this important agreement. In particular," he noted, "the pilots, recognizing the urgency of the company's current economic difficulties, agreed to commence negotiations early and work to resolve them quickly, putting the new provisions into effect two months before their current contract would have expired. This unprecedented action represents the kind of Tiger Spirit that will allow us to go forward as a team to return our company to profitability."

The pilots' current contract was amendable August 1.



"Make May Pay" is the theme of this month's campaign aimed at boosting domestic revenues and getting the airline headed back in the direction of profitability. Domestic revenue goal for the month is \$16 million, or \$4 million each week. We fell short of this goal by \$700,000 during the first week, chalking up \$3.3 million in domestic revenues. We came within \$100,200 of our "Spring Into Action" goal for April of \$14 million; now let's all push a little harder and really make May pay.

West/Southwest, U.S./Europe Improved Services Offered

Flying Tigers has improved its service between the West Coast and the Southeastern United States, and between the U.S. and Europe.

Southeast

Outlining the changes in West Coast/Southeast service, Russ Emerson, senior vice president

of scheduled services, noted that several flights have been added to the all-cargo schedule.

"Our new stretched DC-8 flight #448 flies non-stop from Los Angeles to Atlanta, Georgia, then continues on to Charlotte, North Carolina, allowing us to expand both door-to-door and airport-to-airport capabilities in those regions," Emerson said.

Flight #448 departs Los Angeles at 12:10 a.m., arriving in Atlanta at 7:00 a.m. and Charlotte at 8:55 a.m., Tuesdays thru Fridays.

Another new stretched DC-8 flight to further expedite the shipment of cargo between the Southeast and West Coast, flight #147, departs Charlotte at 12:15 a.m., arriving in Atlanta at 1:15 a.m., and San Francisco at 4:05 a.m., Tuesdays through Fridays. On Saturdays, the flight stops in Dallas/Fort Worth and Los Angeles before landing in San Francisco at 7:50 a.m.

Emerson explained that earlier arrivals in Miami will expand Flying Tigers' door-to-door service capabilities in South Florida. "Tuesdays through Fridays, DC-8 flight #442 departs New York's John F. Kennedy International Airport at 5:50 a.m., arriving in Atlanta at 8 a.m. and Miami at 10:45 a.m.," he said.

Another domestic route change includes added service between

Continued on Page 2.

U.S./Canada Talks Adjourn

U.S./Canada bilaterals talks, significant to Flying Tigers in light of our pending application to provide U.S./Canada all-cargo service, have adjourned with no resolve.

Tennessee Schedule

Memphis Service Starts

Scheduled jetfreighter service started May 10 to and from Memphis, Tennessee, connecting Tennessee shippers with Flying Tigers' worldwide system through the Chicago "hub" by way of St. Louis, said Bill Kelsey, Flying Tigers District Sales Manager in Memphis.

Major commodities moving into the Memphis via Flying Tigers' new service will include medical supplies, clothing, machine and automotive parts, motion picture films and promotional materials. Outbound goods include printed materials, automotive and related parts, machines and machine parts, electronics and textiles.

Flight #920 departs Memphis

Mondays through Fridays at 9:35 p.m. for St. Louis and Chicago, where cargo is transferred to domestic or international flights. Inbound, Flying Tigers flight #921 arrives in Memphis at 9:55 a.m. Tuesdays through Saturdays.

Flying Tigers has worked closely with the Memphis area Chamber of Commerce and local airport authorities during its expansion into the city, and has hired six local people to serve in sales and customer service.

Telephone numbers for the new operations are: (901) 396-5166 or (800) 550-5166 (within Tennessee); or (800) 238-6615 (outside Tennessee).

THE AIR CARGO PIPELINE TO ASIA



ANNOUNCING NEW 747 FREIGHTER SERVICE FROM HOUSTON TO ASIA.

YEARS OF EXPERIENCE

Advertisement promoting new Houston-Asia service, above.

Far East Link

B747 Flight Houston-Asia

Flying Tigers began 747 jetfreighter service from Houston, Texas to Asia on Saturday, May 8, linking local shippers, especially oil and energy businesses, with worldwide markets.

Flying Tigers' new 747 flight 75 departs Houston at 10:30 p.m. on Saturdays for Chicago, Anchorage, Taipei and Singapore.

Direct Access

"Not only will this new flight give shippers direct access to key Asian cities, but it will connect at our Chicago hub with our other scheduled all-cargo flights to Europe and North America," said Russ Emerson, senior vice president-scheduled services.

Emerson noted that the B747 freighter can accommodate more than 200,000 pounds of cargo, and can transport almost any size of machinery or oil drilling equipment.

Large or Small

"Large pieces are no problem for us," he said. "We have operated many charter flights in and out of Houston for the oil and energy industries, and this demand has persuaded us to commence regularly scheduled service."

In addition to its 747 flights, Flying Tigers also operates five stretched DC-8 all-cargo flights from Houston each week.

Inform and Be Informed Via Flying Tigers Review

Flying Tigers Review is not only the best way to find out what's happening around your company — it's also the best way to tell your fellow employees the news they need to know.

Personnel appointments, promotions, reorganizations can all be found in *Flying Tigers Review*. This makes it unnecessary to issue memos or use twx's to spread the word. These not only cost money, but do not always reach the entire employee population.

Effective immediately, bulletins regarding personnel and communications changes will no longer be issued through the mailroom. This information will now be communicated through the *Review*. (Note first *Review* Communications Bulletin below.) If you have a system announcement please forward the information to the Public Relations Department, attn: Colleen Ferguson, HDQ-807; extension 63866.

Flying Tigers Review is issued every other Monday. Information must be received two weeks prior to publication date, i.e., May 31 for the June 14 issue. If your message needs more urgent handling contact Colleen Ferguson, address above.

Communications Bulletin — 5/17/82

Subject: Nashville, Tennessee (BNA) address change

Effective immediately, the BNA customer service and sales office has the following new address. Please correct your Communications Directory, page 16.

BNA — Nashville
1451 Elm Hill Pike
Suite 107
Nashville, Tennessee 37210

All telephone numbers remain the same.

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- AND...YOUR NEW "GET AWAY" GUIDE TO INTER-LINE TRAVEL BENEFITS. CLIP IT — SAVE IT..... 5

— John E. Flynn
Executive Vice President

Washington Anniversary

Seattle Celebrates Thirty Years

A little more than 30 years ago, as a small band of Flying Tigers was readying modest air cargo facilities at Boeing Field in Seattle for startup of service there, hundreds of Seattle residents lined up along a nearby runway. It wasn't Flying Tigers' twin-

engine C-46 "Commando" that drew their attention, however, rather the maiden flight of the country's first B-52 bomber.

Days later, on May 1, a Flying Tigers C-46 humbly took off without crowds or fanfare to begin transporting aircraft parts,

timber and shipyard materials on a scheduled round trip service to Portland, Denver, Chicago and New York.

Inglorious beginnings made for good results. Today, Flying Tigers Seattle terminal, now located at Seattle-Tacoma International Airport, nightly handles between 130,000 and 180,000 pounds of local commerce. It rates seventh largest among the airline's domestic terminals and serves as a key gateway city for Asian trade and other goods destined for U.S. and European cities in Flying Tigers' worldwide scheduled network.

Jetfreighters capable of carrying many times the weight of the first "workhorse" C-46 freighters now serve Puget Sound area shippers with airport-to-airport and guaranteed door-to-door service.

Aircraft components and parts are still primary inbound and outbound commodities, while seafood, fresh flowers, electronics, livestock and cherries are major items moving out of the Pacific Northwest via Flying Tigers.



We've come a long way in Seattle from humble beginnings at Boeing Field. Looking back, a C-46, above, is loaded with the help of forklift and muscle.

Is your cargo competing for attention with the Granny in seat 14b?

Flying Tigers certainly think a Granny has her place. We think it's on a passenger airline, being fussed over and fawned on and led.

A passenger airline is perfect for Granny. It arranges its schedules to suit her. Just as it arranges its destinations. And its load.

Granny wouldn't like Flying Tigers. We wouldn't give her the attention she deserves because we're too busy giving it to our customers.

Too busy being the largest all-cargo airline across

the Atlantic. And in the world.

Too busy making sure our schedules suit shippers not trippers.

Too busy offering competitive rate packages that take into account every destination we go to in the U.S.

Cargo has kept us busy for over three decades.

That single-mindedness hasn't done us much good where grannies are concerned.

But it has made us Number One.



Air cargo specialists — The advertisement above is currently appearing in air cargo industry publications in the United Kingdom underscoring Flying Tigers' expertise as an all-cargo airline, and the advantages of shipping with a carrier whose only concern is its customer's cargo.

Tiger Spirit

*Love of our work is a fine, healthy thing
It lends to the days a sweet, added zing.
When the Company's threatened, our security shaken
We examine the options, other roads to be taken.*

*Sitting at our desks or walking the ramp
Our faces all wear the same worried stamp.
Until, on our own, we made a decision to fight
For our Company, our livelihood, come what might.*

*The decision once made, we're smiling again
No longer unsure, we settle down to begin
The long, uphill battle to get into the black
Flying Tigers spring forward, and never look back!*

— Lola Nestor-DTW

Improved Service

Continued from Page 1.

Dallas/Fort Worth and Atlanta. Tuesdays through Fridays, DC-8 flight #900 departs DFW at 12:30 a.m., arriving in Atlanta at 3:30 a.m. Return flight #901 departs Atlanta at 4:30 a.m., arriving at DFW at 5:35 a.m.

Atlantic service

Flying Tigers has added four new transatlantic scheduled services: Paris to Boston; additional Boston to London and Frank-

furt; B747 service Scotland to New York; and increased service Boston to Ireland and Scotland.

New weekly B747 jetfreighter service from Paris to Boston connects Charles de Gaulle Airport in Paris to Logan International Airport in Boston. On Tuesdays, Flying Tigers flight #3 departs Paris at 2:25 p.m. and arrives in Boston at 4 p.m. the same day.

Additionally, direct B747F service from Boston to London and Frankfurt has increased from four to five days a week. Flight #10 departs Boston Tuesdays through Saturdays at 7:15 p.m., and arrives at London's Heathrow Airport at 6:30 a.m., the next day. On Wednesdays, Fridays and Sundays, the flight continues to Frankfurt, arriving there at 12:20 p.m.

Increased demand for capacity to and from Ireland and Scotland is reflected in two other new services.

Flying Tigers has added a B747 jetfreighter service from Scotland to New York. Flight #17 departs Prestwick Airport in Ayrshire, Scotland at 4:05 p.m. and arrives at 5:55 p.m. Mondays at John F. Kennedy International Airport, New York.

The airline's weekly stretched DC-8 jetfreighter service from Boston to Shannon, Ireland and Ayrshire, Scotland has also doubled.

Adding to its existing Saturday frequency, flight #8 departs Boston at 8:30 p.m. Wednesdays, arriving at Shannon the next day at 7:30 a.m. The flight leaves Shannon at 9 a.m., and lands in Scotland at 10 a.m.

Talks Resume With AFA, IAM

Negotiations resumed the week of May 10 between Flying Tigers and the Association of Flight Attendants, representing the airline's flight attendant group.

Negotiations will resume the week of May 17 with the International Association of Machinists, representing mechanics and ramp personnel.

CAB Gives Nod For Iceland

The Civil Aeronautics Board has given oral approval to Flying Tigers' request for emergency exemption authority to provide scheduled all-cargo service to Iceland.

Flying Tigers has been operating charter flights between Iceland and the U.S., carrying fresh fish.

FLYING TIGERS *review*

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Nissen Davis
Vice President

Public Relations & Advertising

Colleen Ferguson
Editor

Margi Falk
Editorial Assistant

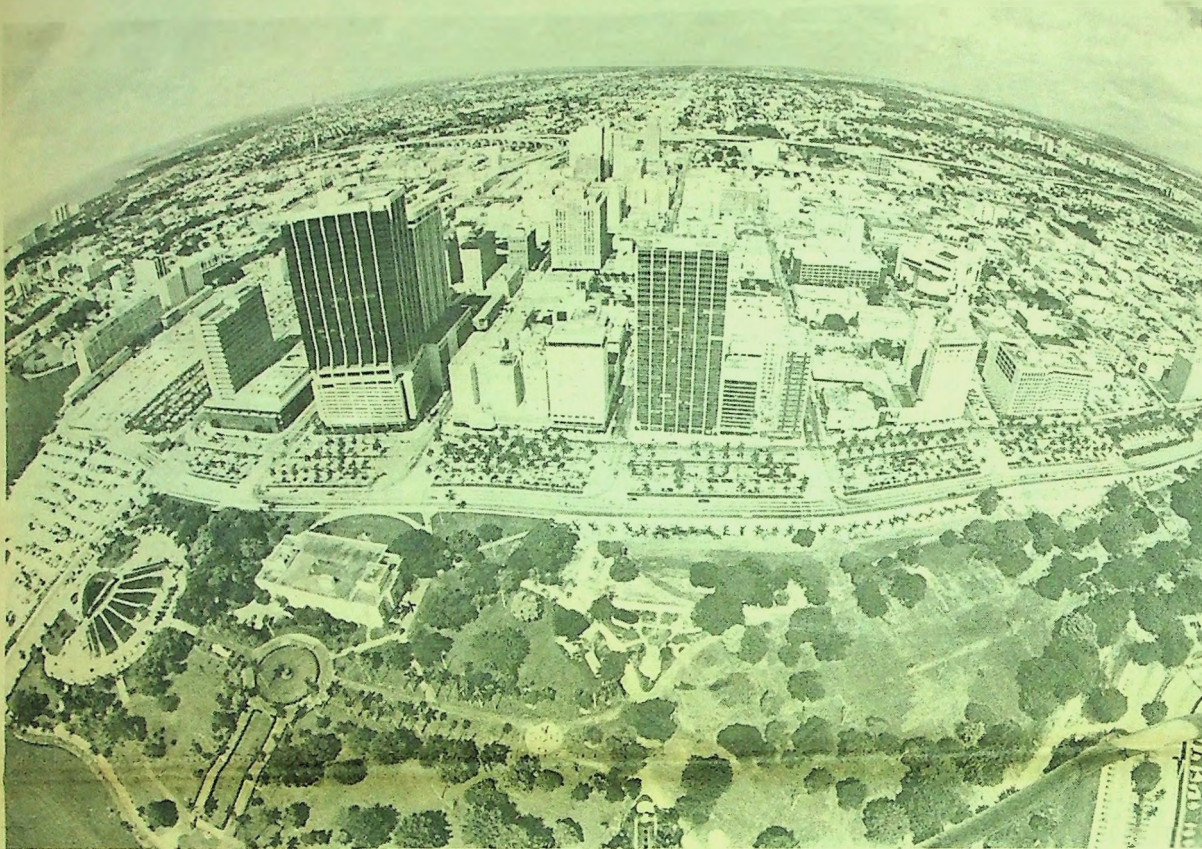
Contributors: Sandra Loden, Writer; Alan Kelly, Public Relations Representative.

Correspondents: Asia — Yasuko Yamaguchi, Yoshiko Izawa-TYO; Teruko Nishiguchi-OSA; Patricia Liu-TPE; Lily Nepomuceno-MNL; Eva Cheung-HKG; Florence Goh-SIN; Hyon-Sook Yoo-SEL; Penny Foo-KUL. Europe — Pat Roche, Freda Head-LHR; Dieter Weckesser, Helga Traeger-FRA; Anita Spiess-ZUR; Egidio De Amici-MIL; Jack Zijlstra-AMS; Gilbert De Vleeschouwer, Denise D'Hondt-BRU; Alain Dupont, Martine Charton-CDG. North America — Ed Reardon-BOS; Joanie Nelson-ORD; Jean Sarcletti-SEA; Lydette Pedreira-MIA; Ron Gilbert-JFK Bldg. 260. Latin America — Javier Rodriguez-MEX.

Flying Tigers is a Tiger International Company.

South American Gateway

Miami's Ready to Grow!



Miami: Growing Flying Tigers market. Downtown Miami, above, with Bayfront Park in the foreground.

Although the recently granted United States-Brazil/Argentina all-cargo exemption authority was good news to everyone at Flying Tigers, employees at our Miami terminal are especially enthusiastic.

Miami, known as the "Gateway to South America", is the major U.S. point for both inbound and outbound South American traffic.

"There is a tremendous amount of business flowing between Miami and South America — and we're really excited about the opportunities route authority to South America represents for Flying Tigers in Miami," said Vince Del Marco, district sales manager. "I think this move will have a significant impact on the terminal, as well as the entire system. We are ready, willing and able to help the system promote business to South America," Del Marco added.

New Opportunities

New South American business will contribute to an already booming MIA market which, like many other "Sunbelt" cities, has benefited from the influx of business into the area during the past few years.

Southern Florida has remained relatively unaffected by the recession. "Business growth is strong here," Del Marco said.

"This is not a highly industrial area — there are not any smoking factories here," he explained. "The State of Florida has been working diligently over the past few years to attract 'clean' industries — like electronics and aviation."

Resulting from the growth of these "clean" industries in Miami, major outbound commodities shipped on Flying Tigers include electronics and electronic components, electrical and aviation equipment, pharmaceuticals and consumer goods. "We also ship a limited amount of perishables, like flowers," Del Marco added.

Inbound shipments include electronic equipment, electrical parts, interline traffic and consumer goods.

Steady Growth

Flying Tigers' growth in Miami has paralleled the growth of business in the area. "Our business has grown steadily since we opened this terminal in March 1980. Last year, we moved approximately seven million pounds of domestic outbound cargo and 14 million pounds of domestic inbound cargo. We expect to ship about 12 million pounds of domestic outbound and 16 to 17 million pounds of domestic inbound cargo in 1982," Del Marco said.

He added that international business has also shown steady growth. In addition to prospects for South America, Del Marco explained that European business continues to improve. "There is a tremendous market to Europe from Miami. Although we are competing with several airlines that offer indirect, widebody flights to Europe at low rates, Flying Tigers is making inroads into that market. We are becoming

Continued on Page 4.



Eyes on ops — Among those making sure that Flying Tigers in Miami provide its customers with the best service possible are, above, l-r, George Irizarry, operations supervisor and Sue Hauer, traffic agent; and Lead Ramp Serviceman Jose Rivera, at right.



His spirit's showing — Ramp Serviceman Jim Gould, above, stands beside Flying Tigers aircraft tail design mural he painted at the airline's Miami facility.



Among those selling Miami are, above, l-r, Joe Breitenbucher, Ubaldo Peralta and Harry Bushway, account executives; Vince del Marco, district sales manager; and Bill Khoury, account executive.

Miami's Ready to Grow!

Continued from Page 3.

ing more competitive with other carriers, and Flying Tigers is the only airline offering all-cargo service to Europe from Miami. That's an important consideration, because much of the freight shipped in and out of Miami can only be handled by freighters.

Optimistic

"We're also very optimistic about our door-to-door program. Due to the very time-sensitive nature of many of our accounts, the three levels of service offered are compatible to the shipping needs of our customers," Del Marco said.

"We'll probably carry 65 to 70 door-to-door shipments for the month of April — that's a 30 percent increase over March. I expect the number of door-to-door shipments to increase steadily," he added.

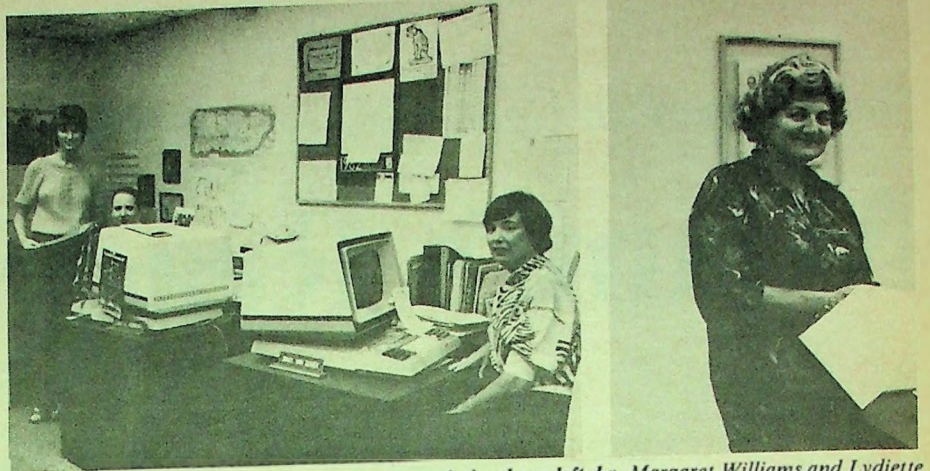
Del Marco went on to explain

that the advertising campaign has complemented the terminal's sales efforts by making the public more aware of Flying Tigers and its services. "We've received a lot of phone inquiries as a result of the ads," he said.

Del Marco added that the terminal also continues to emphasize its airport-to-airport service — especially Priority Air Service (PAS). "We have maintained a good working relationship with our forwarder customers, and continue to carry cargo for the major Miami forwarders," he said.

Bullish on Miami

"All in all, everything is going well here," Del Marco said. "Business is good. Because we enjoy good working and living conditions, employee morale is high. I guess you could say, we're 'bullish' on Miami."



Members of the Miami customer service team include, above left, l-r, Margaret Williams and Lydette Reyes, customer service representatives; and Mary Van Dover, supervisor. Above right, Adele Stein, secretary to District Sales Manager Vince del Marco.



On the ramp, RSM Henry Andrade, above left; and Steve Alfonso, above right, part-time RSM.



Customer-conscious — Luis Gonzales, above left, lead RSM, talks over shipment with customer John McCabe, who ships race horses on Flying Tigers.



Miami traffic agents include far left, Paul Sombati; near left, l-r, Don Novotny and Charlie McCarthy.



Coming Through!

Our company recently had a shipment on Flying Tigers from Seoul, Korea, for one of our very good clients. It arrived at Dulles International Airport in Washington, D.C., (via Philadelphia) but, as it turned out, needed clearing by Fish and Wildlife in New York. Flying Tigers took it from Dulles, and it was lost for over a week, in spite of frantic efforts on our part calling all known Flying Tigers East Coast numbers.

It was not until we contacted Thomas McAndrews (district sales manager-wholesale, Baltimore/Washington) that we were able to get any information regarding the shipment. It was derailed in Philadelphia on its way to New York, derailed again in Phila-

delphia on the way back here. Mr. McAndrews located the shipment within an hour of our telephone conversation and had it on its way to Dulles where it was cleared on the same day. Our client is somewhat mollified and we have not lost him, thanks to the efforts of Tom.

Since salespersons don't get many kudos, we wanted to give him a pat on the back for his efforts in saving us our client.

Josef M. Gardiner
President
Dulles International
Customhouse Brokerage Corp.
Washington, D.C.

Customer Compliments

I want to thank Linda Wallin (customer service representative-MSP) for the excellent service rendered on a recent air shipment from Japan.

Too many times we take for granted the excellent service and only bring attention to those occasions that seem to slip off the track of excellence.

Thank you, Linda, and all those involved who helped in expediting this recent air shipment. I appreciate your cooperation.

Walter McComas
Traffic Manager
The Toro Company
Minneapolis, Minn.

Enhancing Our Image

We would like to express our deep appreciation to Georgia

Southern (customer service-LAX) for the excellent services she rendered on our Annual Career Day recently. It is encouraging to meet dedicated people like her, who care about the destiny of our young people.

Because of the enthusiasm of our students, staff, and participants, our Career Day has greatly expanded. This year we were able to provide our students with representatives from over 100 different occupations and careers. We realize that this widerange program would not have been possible without the participation of people like Georgia.

Alma Johnson
Career Advisor
Los Angeles High School
Los Angeles, CA.

Contented Trade Reps

On behalf of the members of the Foreign Government Trade Representatives in Los Angeles, I would like to express our deepest appreciation for your kind hospitality during our recent visit to your headquarters and installations.

The tour of the facilities was very interesting, and we derived a better understanding of the air cargo industry.

Federico Chavez
Trade Commissioner of Mexico
Vice Chairman
Foreign Government
Trade Representatives

MAC Priase

I would like to call your attention to one of your flight attendants — Mr. Bruce Kirsten. While flying on flight #256 from Clark Air Base, Philippines, to Oakland, California, with my daughter, Mr. Kirsten helped make this very difficult time much better for the both of us. He was very attentive to our needs. He brought cookies for my child and coffee for me without being asked. He was very courteous and kind. All of my questions were answered promptly, and I was able to expedite my transfer to another carrier because of his advice.

Being a widower with a small child (age 2) is hard; but with people like Mr. Kirsten around, it gets much, much easier.

Sgt. Francis E. Reid
United States Air Force

I would like to take this opportunity to extend my deepest appreciation for the truly outstanding service I received on your airline. I have just completed a round-the-world trip flying on different American, foreign, and military airlines. In my 18 years of military service, I have flown millions of miles in the air, but I have never had such excellent service and met such friendly airline employees in my life as with you.

On flight 255/20 and flight 256/27, I flew from Anchorage

to Kadena in Okinawa, and from Clark AFB in the Philippines to Kadena. On my return trip I flew through Anchorage and on to Los Angeles. Yours were without a doubt the hardest working airline employees I have witnessed.

I attribute the success of your airline to your employees' dedication, their professional attitudes, and their desire to overcome seemingly impossible tasks and conditions.

I have enclosed the names of the employees below, and on behalf of myself and the United States Navy, please pass on to them a thanks for a job well done.

Gary G. Gallagher
Command Master Chief
U.S. Navy

Thanks...

Cheryl Lee, supervisor; **Carol Horton**; **Billy Senseman**; **Colette Tschumi**; **Wendy Giese**; **Caroline Midgley**; **Heidi Bransetter**; **Geri Reaser**; **Michele Rizza**; **Diana Brown**; **Jara Eaton**; **Aleta Kimball**; **Linda McMillan**; **Mary Luke**.

Stephanie Hodges, supervisor; **Nancy Struss**; **Chris Puccio**; **Rick Little**; **Lorraine McCaig**; **Dan Day**; **Jane Young**; **Judy Combs**; **Tom Tsukuda**; **Norma Dewey**; **Mike Metcalf**; **Molly Monahan**; **Isabella Bucknell**; **Holly Mayhew**.



Traveling On Company Aircraft

Who can fly on Flying Tigers aircraft?

DC-8-63s — Full-time Flying Tigers employees and members of their immediate families. Immediate family is defined as spouse and dependent children under the age of 21. Dependent children under the age of 23 may be granted trip passes if they are full-time students carrying 9 or more units per semester.

DC8-61s & B747Fs — Full-time employees only. Family members are not eligible.

How often can I travel?

Domestic and international pass privileges are unlimited after completion of the necessary service — 3 months of full-time service for domestic travel and one year of full-time service for international travel.

Where can I fly?

Anywhere between our domestic and international terminals.

How do I get a pass?

Complete FTL form 1220 — Request for Transportation on Company Aircraft and apply through Employee Benefits Pass Bureau. Employees with one year or more of full-time service are eligible to receive a *Personal Travel Annual Pass*. The pass is valid for space available travel throughout Flying Tigers' system. Employees with less than one year of service are eligible to receive a domestic trip pass valid for space available travel for 90 days. Please be aware that there

as follows:

Positive space — Limited to company business travel. (Pass valid 30 days; Business annual valid pass for one year.)

Space Available A — Emergency (death or serious illness) in the employee's immediate family. (Pass valid 15 days)

Space Available B — Vacation status is for employees using vacation time. A copy of your vacation P-2 must be attached to your application. (Pass valid 30 days)

Emergency or vacation priority will be granted upon application to the Pass Bureau.

Schedule information can be obtained from your local operations, customer service or sales office. You may list yourself for a space available flight 24 hours before flight time. Call the local traffic agent at the point of departure. **Please note that meal service will not be provided for space available travelers on our domestic routes (this includes Anchorage and San Juan).**

Who can travel on Metro International?

Flying Tigers full-time employees, spouses, dependent children under 21 (or full-time students up to age 23), parents and retirees are eligible for space available travel on Metro's scheduled flights between New York and Brussels.

The following non-refundable service charges apply, per person: Economy Class — \$15 One Way, \$30 Round Trip; Metropolitan Class — \$25 One Way, \$50 Round Trip; Captain's Deck — \$50 One Way, \$100 Round Trip.

Send form 1201 — Application

Trip Tips for Getting Away to it All!

It's Up to You

• It's your trip... and it's your responsibility to make all travel plans and arrangements for yourself and your eligible family members. The Pass Bureau staff will process your requests for authorizations or tickets on other airlines, supply letters of introduction, give fare quotes as indicated on the "Plan a Trip" list and guide you to helpful resources. **However, they cannot plan your trip for you.**

There are a number of information sources you can consult including: airline schedules, the Official Airline Guide (OAG), fliers posted, interline travel magazines to which you can subscribe and the *Flying Tigers Review* "Get Away" section.

Do Some Homework

• Especially since deregulation, fare competition between carriers has been tremendous. Most airlines now offer super-saver and excursion rates to full-paying travelers. Our

interline agreements generally allow us to discount only regular Coach (Y) and First Class (F) fares. There may be instances where a super-saver fare may be as low as a 50/75% discounted Y or F class fare. Do some research... you may save yourself money.

Even You Can Be "Bumped" — Be Prepared

• Keep in mind that during periods of heavy revenue traffic, reduced rate travelers may be denied boarding a particular flight, or may be "bumped" enroute. *Always* travel with back-up authorizations and/or tickets. In anticipation of "bumping" within the Flying Tigers system, you should have back-ups and all necessary entrance documents for each country enroute to your destination. Our Asian and European terminal staff cannot be responsible for employees stranded on personal travel trips.

Dress for the occasion

• Good grooming and proper attire reflect on both you and Flying Tigers. The following general dress code has been established as a guideline: **First Class:** Men — suit or sport coat, dress slacks and shirt and tie; ladies — dresses, suits, dress skirts or slacks, or well coordinated denim-type suits. **Coach:** First-class attire, or for men — turtleneck sweater or open collar dress/leisure shirt; ladies — pants/gaucho leisure, or coordinated denim-type suits. Children/teenagers should be well groomed and dressed in clothing suitable for travel.

The Pass Bureau office is located on the ground floor of the Lo-Tiger Building at World Headquarters in Los Angeles; mail code K16; telephone (213) 646-7363. In addition, benefits coordinators who can supply resource material and are authorized to issue Flying Tigers passes have been designated at some terminals.

for Travel — to the Pass Bureau with a personal check made out to Flying Tigers. Allow 5 days for processing.

Details and phone numbers for listing space available will be included with your ticket.

Please observe passenger airline dress code when boarding a Metro flight. Tank tops, T-shirts, sweatshirts, bare midriff, shorts, bare feet or cut-off jeans are unacceptable attire for any class of travel.

Ticketing — WAL/UAL

Employee Benefits provides actual tickets only for Western Airlines. Actual tickets or authorizations are available for United Airlines. When requesting tickets for either WAL or UAL, please call Employee Benefits for a fare quote, make check payable to Flying Tigers, and attach to the application. (Employee's personal check is O.K.)

No Personal Checks

When you are required to send payment along with your request for any airline other than United

or Western, please use a cashier's check, credit union check or money order — no personal checks, please.

I.D. Letters

Hotel/Rent-A-Car: When checking into a hotel or renting an automobile at discount rates, your identification card is generally sufficient as proof of your airline affiliation. If you want to reserve rooms or cars in advance, the Pass Bureau can provide you with a hotel or rent-a-car letter. Request these letters in writing — making certain to include your full name, employee number and job title.

Letter of Introduction: If you have won a trip pass on another airline or are booking an interline tour directly with the tour organizers and are obtaining your tickets by mail, you may need a letter of introduction from the Pass Bureau to verify your airline affiliation. Request the letter in writing and include your full name, employee number, job title, hire date and photocopy of your trip pass verification or tour itinerary and completed tour application.

NOTE: Five days required to process all identification letters.

Days to Process

"Required Working Days to Process" on the Plan a Trip chart next page means the number of days — not counting weekends — you should allow for the Pass Bureau or your Benefits Coordinator to process your requests for travel authorizations and/or tickets. In most cases, after obtaining an authorization, you must also secure your tickets in advance of your travel. Be sure to check all aspects of ticketing for your planned travel and allow enough time.

Shipping Privileges

As a Flying Tigers employee you are eligible to ship your personal belongings on company aircraft on a non-revenue or reduced rate basis.

For more information about shipping on Flying Tigers, contact the Employee Benefits Pass Bureau, HDQ K16; or call (213) 646-7363.

Special Fares

In addition to the discounts shown on our "Plan a Trip" list, Flying Tigers' employees are able to participate in special fare programs offered by many airlines. The following is a summary of these special fares. Please note that the fares are offered year round except where noted differently in the comments column; however, seasonal embargoes may be in effect. Always check for embargoes before making your plans. For more details consult interline travel magazines or obtain copies of individual brochures from Employee Benefits Pass Bureau.

AIRLINE	NAME OF FARE	ORIGIN	DESTINATION	(P)*	(R)*	(C)*	COMMENTS
Alitalia	Regional	JFK	Italy	X		X (22)	Employee must be employed one year.
Avianca	Red Ruana	LAX, JFK	South America	X		X (18)	Price varies according to destination. Three stopovers permitted free.
British Airways	Speedbird	North American Gateways	London	X		X (24)	
EI AI	Shalom Fare	JFK	Israel	X	X	X (21)	Stopovers okay if scheduled.
Iberian	Fanfare	JFK, MIA	Spain		X	X (22)	
Japan Airlines	Tomadachi	HNL, LAX, ANC, JFK	Japan, Taiwan			X (21)	Usually offered in December. Check with Pass Bureau.
KLM Royal Dutch Airlines	Amsterdam Fare	JFK, IAH, ORD, LAX, ANC	Holland	X		X (26)	
Lufthansa German Airlines	Fly/Drive	LAX, JFK	Germany				Car rental included. Offered October thru April.
Mexicana	Fiesta Fare	Any U.S. Mexicana Gateway	Mexico			X (21)	Children under 12 half price. \$15 extra for stopover. Price more outside of Mexicana's domestic system.
TAP Portuguese Airways	Navigator	JFK, Montreal	Portugal	X	X	X (21)	
TWA	Eurofare	TWA Gateway	Europe	X	X	X (21)	Offered November thru March.
UTA French Airlines	Tahiti Tour	LAX	Tahiti	X		X (21)	Hotel cost included. Brothers & sisters eligible.
Varig	Amigo Fare	LAX, MIA, JFK	So. America, Japan			X (21)	

Certified check or money order made payable to the airline must accompany request on all special fares. Special fares require 21 days to process.

*P = Parents. R = Retirees C = Children to age ().

PLAN A TRIP

... with this roundup of airline travel benefits available to Flying Tigers and their families.

AIRLINE	REQUIRED* WORKING DAYS TO PROCESS	DISCOUNT: POSITIVE SPACE/ SPACE AVAILABLE	ALSO** ELIGIBLE			COMMENTS
			(P)	(R)	(C)	
Aer Lingus Irish (EL)	21(A)	50%/—			(18)	Within Europe (Domestic).
Aer Lingus Irish (EL)	21(A)	50%/75%			(18)	Transatlantic only. Dependent parents of unmarried employees eligible when IRS statement or other valid proof of dependence is attached.
Aerolinas Argentinas (AR)	21(A)	50%/75%			(21)	
Air Afrique (RK)	21(A)	50%/75%			(21)	
Air California (OC)	21(A)	50%/—		X		Employees & retirees limited to three 50% tickets per calendar year. Dependent children <i>not</i> eligible.
Air Canada (AC)	5(A)	50%/75%		X	(21)	
Air Florida (OH)	21(A)	50%/75%	X		(21)	Parents one 50% and one 75% per year.
Air India (AI)	21(T)	50%/75%			(21)	Call airline for fare quote.
Air New Zealand (TE)	21(A)	50%/75%			(21)	
Alaska Airlines (AS)	21(A)	50%/75%	X	X	(21)	Parents eligible for one 50% and one 75% per year.
Alitalia (AZ)	21(T)	50%/75%			(21)	Must be employed one year. Pass Bureau to call for fare quote.
Aloha (TS)	5(A)	50%/75%	X	X	(21)	Parents one 50% and one 75% per year (no 90%). 75% must be purchased in Honolulu.
Aloha (TS)	21(A)	Service Charge			(21)	One service charge applicable per year (non-refundable/non-extendable) after one year of service. (Service charge for all Aloha routes is currently \$16 round trip per person.)
American (AA)	5(A)	50%/75%		X	(21)	Check for embargo periods.
Ansett of Australia (AN)	5(A)	50%/75%			(21)	Employee to take I.D. letter to airport manager on duty in Sydney and/or Melbourne. Manager will consider pass request and process authorization.
Aspen (AP)	21(A)	50%/75%/90%	X	X	(21)	One 90% application per year after one year service. Parents one 50% and one 75% per year.
Avianca (AV)	21(T)	50%/75%		X	(21)	Call airline for fare quote.
British Airways (BA)	21(A)	—/75%			(21)	
British Caledonian (BR)	21(T)	50%/75%			(21)	Call airline for fare quote.
Canadian Pacific (CP)	21(A)	50%/75%			(21)	
Cathay Pacific (CX)	21(T)	50%/75%			(18)	Must be employed one year. Call airline for fare quote.
China Airlines (CI)	21(T)	50%/75%	X		(21)	Pass Bureau will call for your fare quote.
Continental (CO)	10(A)	50%/75%		X	(21)	First class not available at 75%. CO requires 24 hours to ticket.
Czechoslovak Airlines (OK)	21(A)	—/80%			(21)	
Delta (DL)	21(A)	50%/—	X		(21)	Domestic system. Parents one 50% per calendar year.
Delta (DL)	21(A)	50%/75%	X		(21)	International system. (Bermuda/Nassau only) Parents one 75% per calendar year.
Eastern (EA)	5(A)	50%/—			(18)	
El Al Israel (LY)	21(A)	50%/—			(21)	
Flying Tigers (FT)	5 (Pass)	—/100%		X	(21/23)	Domestic travel after 3 months of full-time employment; international travel after one year; dependents eligible to travel on DG-8-63 only, subject to restricted articles. Children up to 21, or 23 if full-time student.
Frontier (FL)	5(A)	50%/100%	X	X	(21)	One service charge application per year after one year of service. Parents one service charge per year.
Golden West (GW)	21(A)	50%/—			(21)	Employees limited to three 50% applications per calendar year.
Hawaiian Airlines (HA)	21(A)	50%/75%		X	(21)	
Japan Airlines (JL)	21(A)	50%/—	X		(21)	50% only within the Orient.
Japan Airlines (JL)	21(A)	50%/75%		X	(21)	Transpacific routes only. Parents and dependents not traveling with employee allowed 50% discount only.
KLM Royal Dutch Airlines (KL)	21(A)	50%/75%	X		(21)	
Korean Air Lines (KE)	21(T)	50%/—	X		(21)	Pass Bureau will call for fare quote. Parents one 50% per year.
Lufthansa German Airlines (LH)	21(A)	50%/75%			(21)	Must be employed one year. No discount in Germany.
Metro International (FT)	5(T)	Service Charge	X	X	(21/23)	Children up to 21, or 23 if full-time student. Fare and other details on preceding page.
Mexicana (MX)	21(A)	50%/75%	X		(21)	Parents one 50% and one 75% per calendar year.
Midway (ML)	21(A)	75%/90%		X	(21)	One 90% application per year after one year of service. No positive space for personal travel.
Northwest Orient (NW)	21(A)	50%/—			(21)	
Ozark (OZ)	21(A)	50%/75%		X	(21)	
Pacific Western (PW)	21(A)	50%/75%/90%	X	X	(21)	One 90% application per year after one year service. Parents one 50% and one 75% per year.
Pakistan International (PK)	21(A)	50%/75%			(21)	75% on transatlantic only.
Pan American (PA)	5(A)	50%/75%		X	(21)	All departures other than LAX. PA requires up to 3 days to ticket.
Pan American (PA)	21(T)	50%/75%		X	(21)	LAX departures only. Pass Bureau will call for fare quote. First class travel not permitted at 75%. Retirees 50% space available only.
Philippine Airlines (PR)	21(A)	50%—			(21)	
Piedmont (PI)	21(A)	50%/75%		X	(21)	
Republic (RC)	21(A)	50%/75%/90%	X	X	(21)	One 90% application per year after one year of service. Parents & retirees one 50% and one 75% per year.
Sabena Belgian World (SN)	21(A)	50%/—			(21)	
SAS Scandinavian (SK)	21(A)	50%/75%	X		(21)	Coach class only.
Sierra Pacific (SZ)	21(A)	50%/—			(21)	
Swissair (SR)	21(A)	50%/75%			(21)	75% on inter-continental only.
TAP Portuguese Airways	21(T)	50%/75%/90%	X	X	(21)	One 90% application per year after one year of service. For 90% discount, family members must travel with employee. Parents one 50% and one 75% per year. Call airline for fare quote.
Texas International (TI)	21(A)	50%/75%		X	(21)	
Thai International (TG)	21(T)	50%/75%			(21)	Call airline for fare quote.
Trans Central (ZM)	21(A)	50%/100%		X	(21)	Service charge for non-revenue transportation.
Transamerica (TV)	21(T)	50%/75%			(21)	Scheduled flights — Shannon/Amsterdam. Contact representative for flight/fare information: (800) 772-2694.
Transamerica (TV)	21(A)	—/100%			(21)	Charter routes only. Application must include flight numbers and exact travel dates.
TWA (TW)	5(A)	50%/—			(21)	Domestic system.
TWA (TW)	5(A)	50%/75%			(21)	International system.
United (UA)	5(A)	50%/75%	X	X	(21)	Must take authorization to UAL sales office and allow 3 days for ticketing.
United (UA)	5(T)	50%/75%	X	X	(21)	Minimum \$15 one way, \$30 round trip. Call Pass Bureau for fare quote. Parents one 50% and one 75% per year.
U.S. Air (AL)	21(A)	50%/—			(21)	
UTA French Airlines (UT)	21(A)	50%/75%		X	(21)	
Varig (RG)	21(A)	50%/75%			(21)	
Western (WA)	5(T)	50%/75%		X	(21)	Tickets only, no authorizations. Minimum \$15 one way, \$30 round trip. Call Pass Bureau for fare quote.
Wien Air Alaska (WC)	21(A)	50%/75%/90%	X	X	(21)	One 90% application per year after one year of service. Parents one 50% and one 75% per year.
Wings West (RM)	21(A)	50%/75%/90%	X	X	(21)	One 90% application per year after one year of service. Parents one 50% and one 75% per year.

* Required working days to process. PLEASE allow the number of days shown.

(A) = An authorization to purchase ticket is issued.
(T) = Actual tickets are issued. When tickets are issued, they must be paid for in advance. For Western and United, personal checks (payable to Flying Tigers) are acceptable. All others require certified check or money order (payable to specific airline requested).

**P = Parents
R = Retirees
C = Children up to ()

The Inside Story

Shipments, Charters, Worldwide

From The Netherlands to Tennessee

Flying Tigers Comes through For Knoxville's "Giant Wheel"

As W. Cleveland Smith watched tourists file through the turnstiles at the World's Fair in Knoxville, Tennessee on opening day and head for the giant ferris wheel, he probably flashed for a moment on another giant — Flying Tigers and its big B747 jet-freighters.

Thanks to the airline and a dedicated team of employees from Los Angeles to Amsterdam, the wheel was looming proudly over the fairgrounds on the appointed day, carrying happy riders to a vantage point 17 stories high.

Some two weeks before, Smith, general manager of Wideworld Enterprises, which was supplying the amusement ride to the Fair, wasn't sure early visitors to the Knoxville extravaganza would have the thrill of a ride on the Dutch-made "Giant Wheel".

Smith's problems started when about three-fourths of the wheel's huge "spokes" enroute from Amsterdam for assembly in Knoxville were lost from a cargo ship in heavy Atlantic seas.

Vekoma, of Vlodrop, Netherlands, the manufacturer, had shifts working around the clock to forge replacement parts; they would have to go by air in order to reach Knoxville in time for the May 1 opening; but who could handle the three "bundles" of spokes, each measuring 9 feet wide, 5½ feet high, 70 feet long and weighing in at 34,000 pounds?

Luck was on Smith's side: his quest for a solution led him to Flying Tigers in Atlanta, where Customer Service Supervisor Elizabeth Adams referred him to Dick Feuerherm, senior planner/cargo handling equipment at HDQ. Dick took down the statistics, got out his templates, pencils and paper cutouts and started figuring. Smith was elated with Dick's report: Yes, he could get all three bundles on one of the airline's B747 jetfreighters, and in addition, the aircraft would be able to land at McGhee-Tyson Airport in Knoxville, eliminating trucking of the long, ungainly freight from Atlanta.

Dick then turned the project over to the charter department for rates and arrangements. But his participation was far from over.

As soon as the spokes were ready Dick and Charter Operations Representative Gene Ford headed for Amsterdam. The pair, along with Flying Tigers duty manager in Amsterdam Jochem Derschow, started the loading process at 7 p.m. When they had finished at approximately 5 a.m., all three bundles, totaling some 51 tons, were on board the aircraft and ready to go.

What had transpired during the 10 hours in between was no "small" achievement. The dedicated Flying Tigers had overcome various obstacles like how to shift the 70-foot, 34,000-

pound pieces once they were nose-loaded onto the aircraft. For that, Dick had special casters sent from headquarters. Then there was the question of width at the back of the plane. The two bundles in the rear had to be propped up to allow closure of the side cargo door. When they were in place, clearance amounted to a few inches. With two bundles in the back there was the problem of weight and balance. (With two in front, cockpit access would be blocked.) Pebbles — some 12,000 pounds — were purchased and palletized to provide ballast.

Some 12 hours after the loading was started, Ford and Feuerherm waved goodbye to Derschow and boarded the plane for the flight to Knoxville. Their job was half finished.

At the controls of B747 #815 were Captain Nick Bouja; First Officer John Hill; and Second Officer Don Bachner. Throngs of spectators were on hand to witness their performance as they brought the big jet smoothly onto the runway in Knoxville — the first commercial jet to land in the Tennessee city.

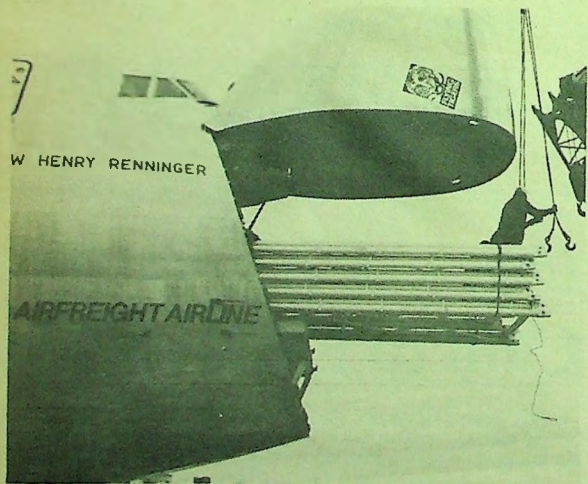
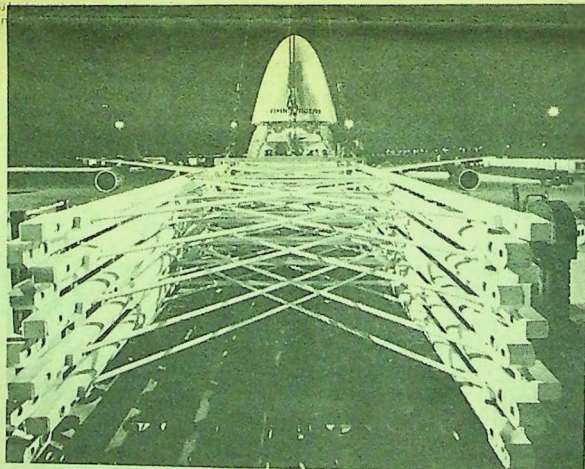
In Knoxville, there were more challenges. At McGhee-Tyson Airport, where the appearance of the big B747 itself was a media event, off-loading would have to be accomplished without the aid of standard B747 loading equipment. Two cranes were employed.

Ford and Feuerherm were joined by Atlanta maintenance members Lou Mosley and Cliff Barnes for the intricate off-load.

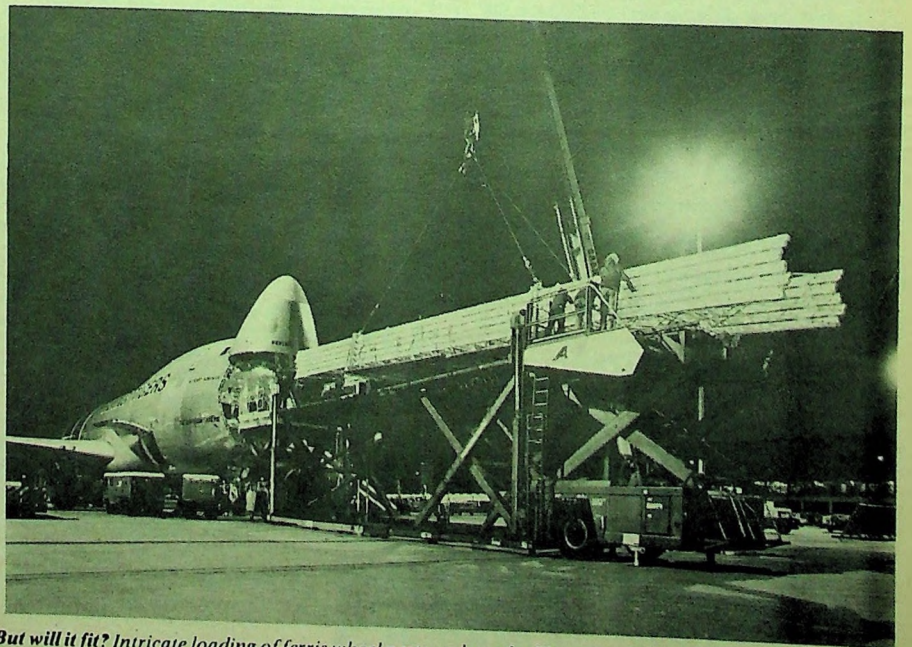
Some six hours later it was all over. For Cleveland Smith, it was the happy ending to one long headache. For Flying Tigers, it was a flawless testimony to dedication, expertise and the power of team spirit.



Giant ferris wheel — an opening day attraction at the World's Fair in Knoxville . . . thanks to Flying Tigers.



Off-loading in Knoxville — Huge and heavy bundles of ferris wheel spokes are off-loaded with the aid of cranes at McGhee-Tyson Airport in Knoxville. Two cranes were needed to compensate for the absence of 747 loading equipment at the airport.



But will it fit? Intricate loading of ferris wheel parts on board a Flying Tigers B747 freighter took some 10 hours and a lot of expertise.

Flying Tigers On the Move

Promotions and new positions around the system:

HEADQUARTERS

David Ested... to office services clerk "II", from office services clerk "I". Joann Mazer... to service center coordinator, from statistical typist. Mary Salatino... to executive secretary, from confidential secretary. Florence Steffer... to customer finance job "2", from customer finance job "1". Joan Taft... to senior pricing analyst, from pro-rate contract specialist.

CHICAGO

Billy Jo Anderson... to ops. shift manager, from chief ops. supervisor.

JFK

Arthur Arnold and Rocco Guerriero... to senior ops. supervisor, from ops. supervisor.

LOS ANGELES

Dale Wu... to ops. supervisor, from accounting clerk "A".

NEW ORLEANS

Steven Mulloy... to senior ops. supervisor, from RSM-CVG.

SEATTLE

Joanie Justice... to CSR "I",

from executive secretary. David Perches... to district sales manager, from sales manager-PIT.

MILAN

Rosa Caradonna... to sales secretary, from accountant. Edigio Di Amici... to district sales manager-northern Italy, from senior salesman. Giuseppe Prano... to customer service manager, from customer service supervisor. Giuseppina Russo... to CSR, from sales secretary. Gianfranco Scala... to traffic supervisor, from traffic lead.

Welcome

Flying Tigers welcomes the following new employees:

HEADQUARTERS

David Hall... flight ops. analyst. Elizabeth Lang... supervisor passenger revenue accounting. Mary McLure... international tariff price. Gloria Robertson... manager/payroll. Adrienne Sinner... senior clerk. Wendy Tomlin... confidential secretary. Veronica Tomlin... secretary. Elizabeth Warren... accounting clerk "A".

ATLANTA

Nancy Massa... traffic agent.

BOSTON

Martin Gillespie... CSR "II".

CHICAGO

Diance Copeland and Barbara Unruh... account executive.

CINCINNATI

Gary Allen and Roger Secor... account executive.

DALLAS/FT. WORTH

Craig Faubel... account executive.

HOUSTON

Deborah Hight... sales secretary. Dorothy Tombrello... telephone sales rep.

JFK

Richard Baldi... ops. supervisor. Margaret Newman... agency sales administrator.

LITTLE ROCK

Marsha Ayers... account executive.

LOS ANGELES

Roger Gillespie... account executive.

MINNEAPOLIS

Diane Brady... account executive. Petra Cesian... CSR "I".

NEW ORLEANS

Geraldine Donovan... account executive.

NEWARK

Linda Alfieri... CSR "II".

SAN FRANCISCO

Mary Lee Lamont... CSR "I". Dianna Stopford... account executive.

ST. LOUIS

Kimberly Kwarta... CSR "I".

Retirements

Flying Tigers salutes the following employee and his years of service:

Gerald Towne, Captain-LAX. 30 years.



Following his last flight for Flying Tigers, B747 Captain Gerry Towne was greeted at LAX by friends and co-workers for an informal celebration. Above, Gerry, right, says goodbye to his last crew, Second Officer Reinard Mollman, left, and Will Tjosaas, center. At left, Gerry gets a good word from LAX Flight Line Mechanic George "Smitty" Smith.

Corrections



In the April 5 issue of *Flying Tigers Review*, Shuji Matsumoto, pictured on the left at left, was incorrectly identified as Naruhito Matsumoto in the "Baraki on Display" article on page 6.

In the April 19 issue Milwaukee account executive Mark Kolpack was identified as Mary Kolpack in the welcome section.

THERE'S STILL TIME TO WIN ONE OF THESE GREAT PRIZES!

If you haven't entered the "Vacation in Europe Sweepstakes," you better hurry. You only have until June 30, 1982!

Just clip out the coupon below, fill it out and send it Comail to Headquarters/Advertising Mail Code #808. We'll send you your sweepstakes kit complete with the special air bills you'll need to enter.

EVERYONE'S A WINNER.

Just for entering we'll send you a free full-color 22" x 30" Flying Tigers wall map.

THE GRAND PRIZE.

The Grand Prize is an all-expense paid trip for two to Brussels, Belgium via Metro International Airways.

THE OTHER PRIZES.

Here's a list of just some of the prizes you could win: quartz watches, Schwinn bicycles, Polaroid cameras, AM/FM radios, Canon camera,

Sony Walkmans, AM/FM digital clock radios, Cross desk sets, calculators, smoke and fire alarms, plus dinners for two.

ENTER SOON!

The "Vacation in Europe Sweepstakes" ends June 30, so hurry up and enter. The more new customers you get, the better your chances of winning!

VACATION IN EUROPE SWEEPSTAKES

Headquarters/Advertising Comail Mail Code #808. Quick! Please send me my sweepstakes kit with specially numbered air bills, rules and my free Flying Tigers wall map.

Please Print.

NAME _____

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TITLE _____

MAIL CODE/LOCATION _____

FLYING TIGERS

Flying Tigers in

EUROPE

Profile

Callf to Export Post

Newly appointed to the position of export manager for Flying Tigers in London is Mr. John

Callf. His responsibilities will involve him in all aspects of the export operations in London.

John started his career in the airline business for TWA at Heathrow Airport, London, in 1971 and moved to the Frankfurt station in the export and customer service departments in June 1974 prior to joining Seaboard World Airlines in April 1975 as a traffic controller. He has held positions in the flight control department and has worked for the European load planning section.

John, who is married with one child, will reside in Windsor, Berkshire and has varied interests outside of work including photography, squash and swimming. Since his transfer John has received a hearty welcome from his colleagues in London.



John Callf, above, new export manager in London.

— Submitted by Pat Roche-LHR