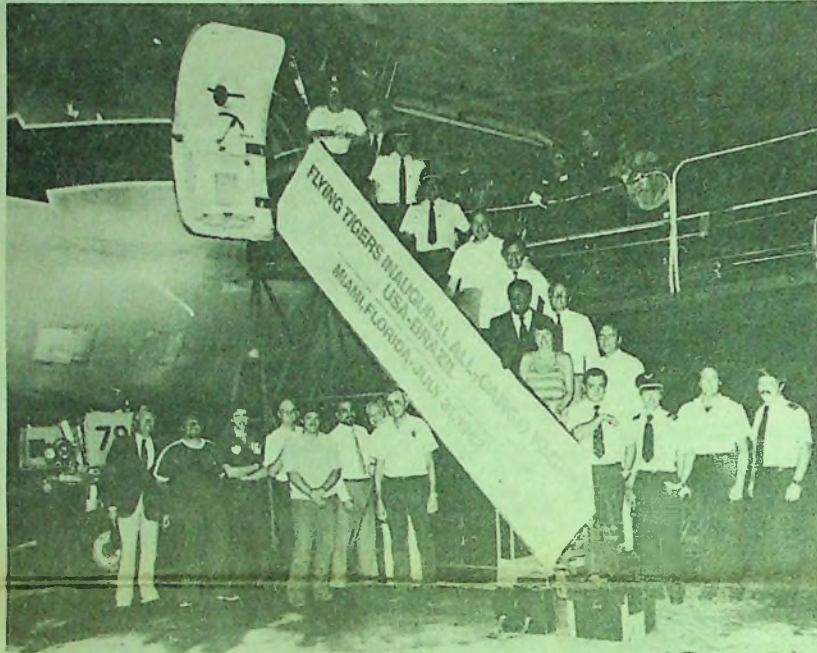


FLYING TIGERS *review*

For the employees of Flying Tigers • August 30, 1982

"We're Out for Results"

Sales Team Hones Skills at Miami Meeting



South America Here We Come

Our first scheduled jetfreighter flight between the U.S. and Brazil departed Miami, Florida, for Sao Paulo shortly after midnight Saturday night, July 31, carrying more than 46,000 revenue pounds. On hand for the inaugural event were Pete Hubbard, senior VP marketing & sales; Jack Kane, VP sales system accounts; Nissen Davis, VP public relations & advertising; Hermann Spegel, VP central region; Carl Asmus, director of advertising; Vince Del Marco, district sales manager-Miami; Len Fronzak, Miami; and representatives of Miami sales, customer service, maintenance and operations. Attendees at the informal, late evening send-off posed for an inaugural photo, above. The return flight carried 62,500 revenue pounds.

United States sales and customer service managers got together in Miami, Florida, during the first week in August for what one participant described as four days of "inspiration and perspiration".

Sales Training

Officially titled the 1982 U.S. Sales Managers Training Conference, the meeting was designed, in the words of Vice President-Sales Reuben M. Rosenthal, to "teach and hone selling and managerial skills and to forge a team from the veteran and rookie Flying Tigers responsible for selling the company's full range of air cargo services."

"We're Out for Results" was the theme of the four-day event.

The record heat wave was matched only by the enthusiasm of the participants as they heard firm commitments from Tiger International and Flying Tigers president Tom Grojean and Flying Tigers executive vice president John Flynn to the aggressive retail and wholesale sales posture of Flying Tigers.

Inspiration

"The meeting started and ended with 'inspiration' provided by senior management and the skills



District Sales Managers Bob Hull, New Orleans, and Tom McAndrew, Baltimore | Washington, above left and right, participate in comprehensive sales training session at Miami meeting.

of the advertising department and its agency, but the main thrust of the gathering was in the workshops conducted by some of the best sales training instructors in America," said Rosenthal.

"Some people called it 'Camp Reuben', because we organized the participants from the time they got up to lights out at midnight. Our intention was to create a team from a group of employees many of whom had never met each other before. In a way it was like Spring training for a professional sporting organization — and I think we came out of Miami with a team that has world championship potential," Rosenthal commented.

We'll Make it Pay

Said one sales manager, "It takes guts for a company to spend money to organize a meeting like this, even with the inexpensive rates you get in Miami in the summer; but we're going to make it pay off in increased business this Fall."

As John Flynn told the group, "We have the finest organization in the world behind you ready, willing and able to deliver the best service possible. However, everybody knows that it is you who are the revenue producers in this company — and it is your efforts that will return us to our rightful and profitable position."

5% Increase on U.S./Asia Rates

Flying Tigers has implemented an IATA rate increase of five percent eastbound and westbound between the U.S./Canada and Japan. IATA and non-IATA carriers including Japan Air Lines, Pan Am and Northwest Orient have also implemented the increase, and other carriers are expected to follow.

The increase represents approximately \$6 million annually for Flying Tigers.

Canada Gives Partial Nod

The government of Canada recently implemented a new policy aimed at developing use of Montreal's Mirabel Airport, and as part of that policy the Canadian Minister of Transport has announced that his government would permit Flying Tigers to operate between Chicago and Mirabel on a non-stop basis.

While Flying Tigers appreciates the reported offer, commented the airline's President Tom Grojean.

(Continued on Page 2.)

Flight Service Resumed at Newark

Flying Tigers has resumed scheduled jetfreighter service to and from Newark International Airport in New Jersey, providing forwarders and direct shippers prime-time air cargo service to and from EWR, connecting with our worldwide system through

the Chicago hub.

The service, using feeder B727 aircraft between EWR and ORD, marks a return of Flying Tigers flights at Newark after more than five-and-a-half years. The new service allows us to offer New Jersey and metropolitan New

York area shippers both airport-to-airport and guaranteed door-to-door delivery services, providing overnight distribution of cargo domestically, with immediate connections to the airline's international flights to Asia, Europe and South America, said Dick Haberly, vice president-Eastern region.

More Door-to-Door

"Flying Tigers door-to-door service is new to the Newark area, and we wanted to offer something that would encourage local shippers to try our service," Haberly said.

Major commodities moving in and out of Newark via Flying Tigers' new service will be electronic equipment, machinery and machine parts, fashions, cosmetics, pharmaceuticals and other consumer goods.

Flying Tigers flight #927 departs Newark International Airport Monday through Friday at 11:10 p.m. for Chicago, the airline's "hub", where cargo is transferred to domestic or international flights. Inbound, flight #926 arrives in Newark at 5:45 a.m. Monday through Friday.

MAC Award Worth \$64.5 Million

Flying Tigers has been awarded a \$64.5 million contract from the United States Air Force's Military Airlift Command for cargo and passenger services during fiscal 1983, starting October 1, 1982.

Executive Vice President John Flynn indicated that Flying Tigers' share of the Air Force's \$218.4 million basic contract amounts to 30 percent. He said that the total contract represents MAC's fiscal year's international "fixed buy", which constitutes the major amount of its total projected commercial airlift requirements for the year. Adjustments are made as additional projections become firm military requirements.

The multi-million-dollar contract calls for transpacific B747 passenger and stretched DC-8 cargo flights as well as B747 transatlantic cargo flights.

Commercial airlines airlift about 87 percent of MAC's passengers worldwide and approximately 20 percent of its cargo traffic.

Each carrier awarded a MAC airlift contract is a member of the Civil Reserve Air Fleet (CRAF), a group of 19 civilian airlines that commit certain aircraft to national defense. In the past 30 years, Flying Tigers has pledged its entire fleet to CRAF for immediate emergency airlift requirements.

"Mezzanine" Opens at ORD

The "mezzanine" — or second level — at our busy Chicago hub terminal opened on schedule August 1 and is already proving an asset in our efforts to improve traffic service reliability, providing more warehouse space and much greater cargo handling efficiency.

Door-to-Door is Growing

Our guaranteed door-to-door service continues to grow in both number of pounds and number of shipments. Significant is the increase in Overnight — delivery by 5 p.m. the next day — shipments, reflecting the recent expansion of guaranteed Overnight service to include 75 cities.

Book Review

Pictorial History of Flying Tigers By Larry Pistole is a Winner

The Flying Tigers. A small but powerful band of World War II fighter pilots who carved a special place in history with their guts, courage and unique spirit flying in Burma and China in 1941.

Later, members of the group would apply the same spirit and courage to the founding of an airline — Flying Tigers, today the world's largest all-cargo air carrier.

A lot has been written about this fascinating group of wartime fliers — known as the American Volunteer Group formed under the leadership of the legendary General Claire Lee Chennault. One of the most recent books on the subject is also one of the most engaging.

The book is *The Pictorial History of the Flying Tigers* by Larry Pistole, whose uncle Herb Pistole served as an armorer with the AVG.

The Pictorial History of the Flying Tigers is not just another historical offering. It is a labor of love by a man who feels deeply rooted to the "small elite cadre of Americans" and their families who represent the Flying Tigers.

Author Pistole worked five years and traveled some 200,000 miles to meet and interview 105 of 119 living members of the American Volunteer Group — the Flying Tigers. In addition, he met with 70 immediate family members of those who were killed or have since passed away. The result is a volume of text and photos capturing the unique spirit of adventure and individualism that characterizes his colorful subject.

Pistole's rich pictorial display



drawn from more than 10,000 photos gathered during his research, shows who the AVG members were, how they worked and played, what they wore, how they prepared for battle, where they came from, the weapons they carried, their insignias and other unique "brands", their training at Toungoo, the planes they flew and more.

Employees of Flying Tigers — the airline can purchase a copy or copies of the 9 x 12-inch, 290-page book at the special price of \$24.95 per copy plus \$1.50 postage and handling. The book retails for \$29.95 plus postage and handling. Send your order along with check or money order in the full amount to:

Larry M. Pistole
P.O. Box 400
Kennesaw, GA 30144

Pistole will autograph your book on request at the time of your order.

Metro International On the Move in New York

Kathy Styer, above, flight attendant base manager in New York, shows off posters promoting Metro International Airways in the New York area. The signs are featured around the New York Transit System including on buses and trains and in stations.

Canada

(Continued from Page 1.)

jean, "We believe the best way to serve Canadian and United States shippers is to link both Toronto and Montreal to our Chicago hub."

Authority to fly between Chicago, Toronto and Montreal was granted Flying Tigers by the U.S. government three years ago, Grojean pointed out, but the Canadian government has steadfastly refused to permit implementation of this service.

"While we applaud the Canadian government's desire to develop Mirabel as a cargo airport, the economics of airfreight operations dictate that Mirabel be served in conjunction with Toronto, Canada's largest air cargo market," Grojean said.

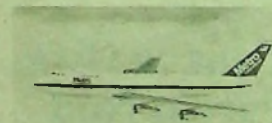
Plane to Pac East

New scheduled U.S. passenger carrier Pacific East Air took delivery recently of Flying Tigers' DC-8-61 N867FT in full passenger configuration. The aircraft had been painted by Flying Tigers headquarters maintenance personnel in Pacific East white, orange, yellow and brown livery. The plane is the second Flying Tigers DC-8 on lease to Pac East.

\$189 U.S. to Brussels

Metro's New "Standby Fare"

Metro International Airways has introduced a special \$189



Metro International Airways B747 passenger liner, above, en route to Brussels.

Medical Goods To Lebanon

A chartered Flying Tigers DC-8 jetfreighter flew from JFK International Airport in New York to Larnaca, Cypress, August 21, carrying some 87,000 pounds of medicine destined for war victims in Lebanon. A portion of the shipment traveled from Los Angeles to JFK via Flying Tigers scheduled service. Once in Cypress, the valuable cargo was set to be moved to Lebanon by sea.

Co-sponsors of the airlift are the AmeriCare Foundation and Operation California.

"standby fare" effective through September for U.S. departures on scheduled flights from New York to Brussels, Belgium.

Tickets can be purchased any time and from travel agents or Metro International ticket offices, and boarding passes for available seats will be issued starting five hours before flight time — a real innovation in standby travel and a great convenience for the budget traveler.

Anyone interested in the special fare or other Metro International information can call the following Metro International reservation and information numbers: In New York City, (212) 953-6400; all others, (800) 221-2500.

CAB Dismisses Capitol Complaint

The Civil Aeronautics Board has granted our request for dismissal of complaints by Capitol Air charging Metro International Airways with false advertising and predatory pricing. In dismissing the complaint the CAB said Capitol's allegations were without merit.

Communications Bulletin — 8/30/82

Subject: Wichita, Kansas (ICT) Address and Telephone Number.

Effective immediately, the customer service and sales office is open at ICT. Please refer to the address and telephone numbers listed below and make these additions to your Communications Directory.

ICT:

1445 South Sierra Drive
Suite 4
Wichita, Kansas 67209
(316) 945-0224

Acct. Exec. — Greg Newkirk Cust. Svc. — Art Liebsch

FLYING TIGERS review

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Flying Tigers is a Tiger International Company.

AUGUST 30, 1982

The Inside Story

Shipments, Charters, Worldwide

Striped and Feathered "Freight" Flies U.S.-MNL

Flying Tigers in Manila got a look at some special cargo recently — a pair of Damara zebras and a pair of ostriches, arriving from the United States on board a Flying Tigers B747 jetfreighter.

The animals, enroute to the Manila Zoo from the International Animal Exchange, Inc., were in excellent condition following their 8,000-mile flight to The Philippines.

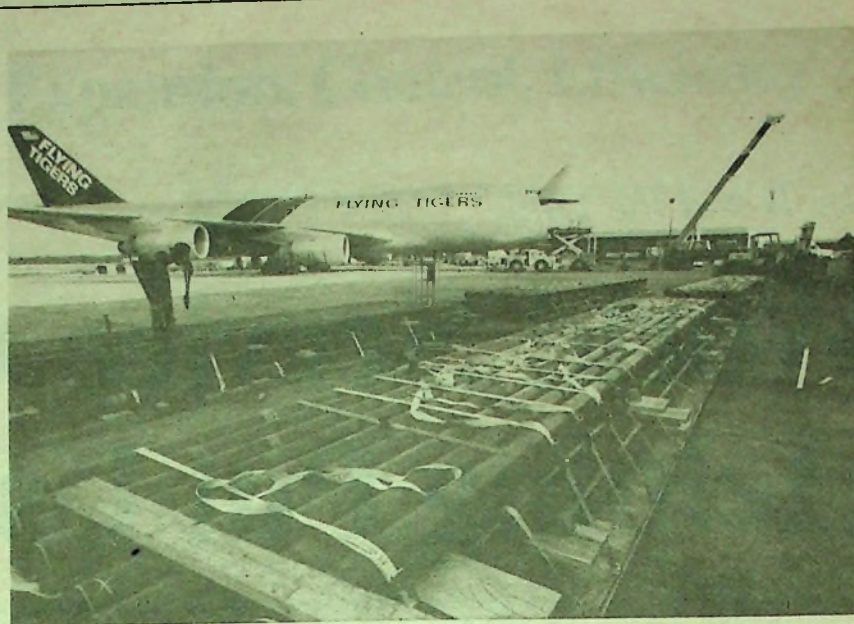
Acting Administrative Officer Paulino E. Palencia, Jr. of the Public Recreations Bureau in Mayor Ramon Bagatsing's office, commented enthusiastically: "With the arrival of the young pair of zebras, the Manila Zoo can now anticipate a pure zebra offspring sometime in the future." The zoo produced the "zebronkey" (cross breed of zebra and donkey) two years ago.

Palencia noted. This rare breed was produced by the mating of a male donkey and his female zebra penmate — the only zebra the Manila Zoo had at that time.

Hopes are not so high for increasing the zoo's population of its newest feathered residents. The ostrich, the world's largest bird, does not fly. The female generally lays at least one egg a month, a zoo spokesman said, but they don't usually hatch in captivity, which makes reproduction at the zoo unlikely unless hatching is induced with the aid of an incubator.

On arrival at the zoo the animals were set loose in their pens, but remained under quarantine by the Philippine Bureau of Animal Industry.

— Submitted by Carmela Batol-MNL



Flying Tigers' Houston-Bangkok "Pipeline"



Flying Tigers continues to prove itself as the airfreight expert for outsized cargo with shipments like the one pictured above and at left, consisting of oil well casing shipped on board two Flying Tigers B747 jetfreighter flights from Houston, Texas to Bangkok, Thailand, July 26 and 27. The shipments, amounting to approximately 225,000 pounds each, consisted of long, heavy oil drilling components needed quickly to keep production going on an oil exploration project in Thailand.

Salmon Roe Jet-Fresh to Japan

By Marina Grove

Flying Tigers is at it again ... helping Alaskan salmon roe shippers move their delicate cargo to Japanese markets in a hurry.

Last year during the Alaska salmon roe season — which generally runs from June to September — Flying Tigers flew more than two million pounds of

roe from the U.S. to Japan. This year the tally is expected to go even higher, utilizing the airline's two daily Anchorage-Narita B747 flights as well as extra sections.

The "history" of salmon roe in Japan began long ago with the Hokkaido (northern Japan) far-

mers, who, during the summer months, would stop their work in the fields at mid-day and sit down to a lunch of roe and rice.

Delicacy

Over the years, this simple "country-style" fare has become a Japanese delicacy. Today, sujiko (roe clusters) can be bought at the local supermarket and brought home to be served with grated Japanese radish and soya sauce. Or, if one prefers the atmosphere of a sushi shop, one may feast his palate on ikura sushi — loose roe on rice wrapped in seaweed with a thin layer of horseradish.

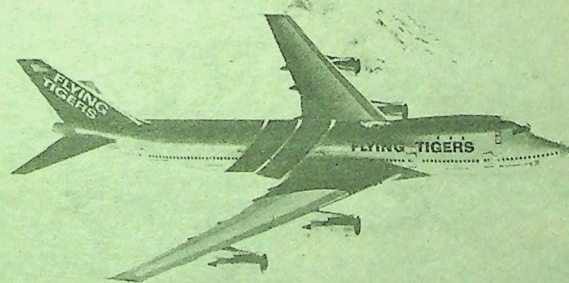
Traditionally, the product is consumed in Hokkaido, the Tokyo and Tohoku areas; but recent campaigns have promoted the consumption of salmon roe in Western Japan, as well. Flying Tigers' sales staff is now working with its customers in their efforts to develop new markets for roe in Western Japan.

Kyokko Suisan, a company based in Hokkaido, maintains an office in Alaska year round. The firm has been in the roe business for 10 years, and also handles fresh and frozen salmon, herring and herring roe.

This year Kyokko Suisan is using Flying Tigers labels on roe being sold in department stores and supermarkets. The labels, reading *Shipped by Air by Flying Tigers*, assure discriminating Japanese consumers who appreciate freshness and quality that the roe was transported to Japan by the quickest means available.

Waste to Profit

Alaskan roe was first introduced to Japan about 20 years ago, when a visiting Japanese seafood distributor noticed with surprise that when the salmon was packed, the prized eggs were



Flying Tigers giant B747 jetfreighter, above, carries delicate salmon roe shipments from Anchorage to eager consumers in Japan.

discarded. Thinking that this was sorrowful waste, while at the same time seeing the potential profit, he decided to make a business out of importing Alaskan roe to Japan. His business was very successful. Soon, other Japanese companies followed and Alaskan roe became a major export commodity to Japan.

The company which handles the largest volume of roe to Japan is Nippon Express. This international forwarder has been operating in Alaska for more than five years and was responsible for 70 to 80 percent of the roe shipped out of Alaska last year. By mid-June this year, Nippon Express had already assigned 70 percent of its shipments to Flying Tigers.

Alaska Network

Fresh roe is flown into Anchorage, the gateway to Japanese export, daily from 24 points aboard Alaska's many regional air carriers. Air is the only workable means of getting the roe from the "bush" to Anchorage, and one small domestic aircraft

can generally carry only 10,000 to 15,000 pounds on one run. Timing is critical, as the market price for roe will begin to decline day by day after the start of the season, making it vital for shippers to get their cargo from the "bush" to the market at Tsukiji as soon as possible.

Says Kosuke Iwasa, sales manager for Mitsui Line, another international forwarder, "The most important thing is to avoid delays and to remember that space on freighters is not unlimited."

Staff Aid

The role of Flying Tigers' Japanese sales staff at Anchorage terminal in assisting and communicating with Japanese shippers and forwarders during this busy time is indispensable. Koichiro Yamamoto, sales representative for Flying Tigers in Anchorage, summed it up: "Attitude and communication are the most important things in customer relations. We must let our customers know that we are always prepared to do all that we can to help them."



Alaska Network — Small transport planes like the deHavilland pictured above, top and bottom, bring salmon roe to Anchorage from points around Alaska for shipment via Flying Tigers to Japan.

Sky Is Not the Limit

World Service Center is Helping Put Us Out Front

In a business like Flying Tigers', control is critical. Without a system to control freight traffic, customers and agents, Flying Tigers' growth — growth that is the key to the airline's future — could not be sustained.

When Flying Tigers began domestic door-to-door service last January, the airline knew three objectives had to be met:

— Establish broad geographic coverage, enabling Flying Tigers to operate in virtually every spot in the country.

— Provide the best support in the industry through a customer service organization unmatched by any competitor.

— Guarantee our door-to-door customers delivery when promised, or "your money back".

Flying Tigers has made rapid strides toward these goals in the

past few months, and now one of the major steps in the plan is being implemented — a step that will allow Flying Tigers to handle and control cargo wherever it's going in the U.S., a step that will allow us to deliver cargo to any city, any place in the country.

The Center

It's called the World Service Center — an impressive blend of personnel and technology located on the ninth floor of the Robert W. Prescott world headquarters building — otherwise known as Hi-Tiger — in Los Angeles.

The center is the responsibility of Director of Customer Service Gene Ochi and new World Service Center Manager Jack Carroll.

Ochi explains the concept behind the Center:

"To be truly competitive, we must have the broad geographic coverage. We need to be able to tell customers that we'll handle every point in the country, not just the big cities, and that we can 'sweep their docks' — take everything they have to wherever it's going. This includes smaller, outlying markets, like Des Moines, Iowa, or Boise, Idaho," Ochi said.

"In order to do this," he continued, "we could have expanded with our own facilities and staff; we could have developed an agent network to handle it all; or effected a combination of the two. Flying Tigers chose a combination of the two, giving us a system that keeps costs to a minimum while still giving us control," he noted.

Staffed around the clock, seven

days a week, the World Service Center is equipped with KIAC terminals as well as airline reference directories. With this economical set-up, the Center thus becomes a customer service arm for off-line — or non-KIAC — shippers, those located in cities where Flying Tigers does not maintain its KIAC computerized communications system. Here's how it works.

Toll-Free Number

A shipper in a non-KIAC area of the country can call our toll-free 800 number connecting to the World Service Center. Coordinators at the Center then arrange door-to-door service, or whatever service is specified by the shippers. While they attempt to use the Flying Tigers system whenever possible, the coordinators will also freight forward and use pick-up and delivery services.

This new system allows Flying Tigers to handle freight, say, from Boise, Idaho, to Salt Lake City, to Des Moines, Iowa, and so on, expanding our service to more than 300 new airport cities and more than 16,000 cities in outlying areas in the United States.

Flying Tigers customer service offices with KIAC continue their normal activity, but can use the Center in the same way to expedite shipments to and from non-KIAC locations in their regions.

All Services

Coordinators at the Center can provide all the normal services for non-KIAC customers, including tracing, rate and flight information, claims alerts and proof of delivery.

Control

With the World Service Center, the shipper only makes one call, and Flying Tigers handles the rest. With the combination of the World Service Center and KIAC, Flying Tigers controls the whole process, whether our own staff and facilities, or an agent, are being used. In either case, the customer talks only to Flying Tigers.

Because the customer's only contact is with Flying Tigers, the airline maintains more control over its agent network, Ochi ex-

plained. If a local agent is unreliable, for example, the airline can switch agents without the customer ever being involved. In the same way, Ochi said, we can widen another agent's pick-up and delivery base.

National Accounts

The World Service Center also allows the airline to monitor national accounts more closely. For the customer, it's a single source contact. The Center can control all of a customer's shipments no matter where they are or where they are going, and can issue special instructions to the national account's field personnel.

If an account requests a special report, for example, the Center can send it to them right away. And, the World Service Center gives the airline's national accounts the opportunity to build rapport with one Flying Tigers coordinator.

Back-up Service

Because the Center is never closed, it can also act as back-up for local customer service offices that are not open around the clock. If a shipper has a problem or emergency at three o'clock in the morning, no matter where in the country, the toll-free 800 number will always be answered, and a trained coordinator available to assist.

The World Service Center also helps to expedite the airline's billing procedures. Rather than wait for a local agent to confirm delivery, a process that can take days, even weeks, coordinators can terminate bills for off-line cities as soon as the Center gets proof of delivery.

In addition, the airline's rate services department, providing rate quotes for the entire Flying Tigers system, is now part of the World Service Center.

Selling Point

Ochi sees the new World Service Center as an excellent selling point for Flying Tigers services, adding virtually the entire country to the markets served by actual Flying Tigers facilities. The Center, said Ochi, is actually like another Flying Tigers terminal, providing airfreight ser-



World Service Center Coordinator Stella Cook, above, handles her duties with skill and confidence. At right, Coordinator Steve Kim.

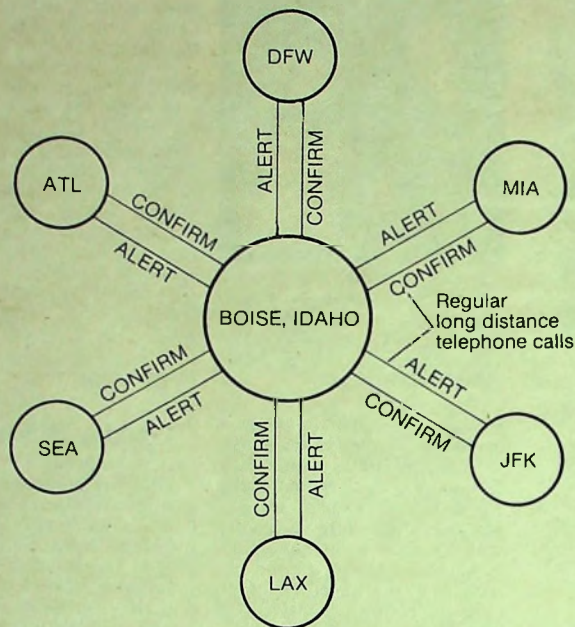


World Service Center Toll Free Calling Numbers:

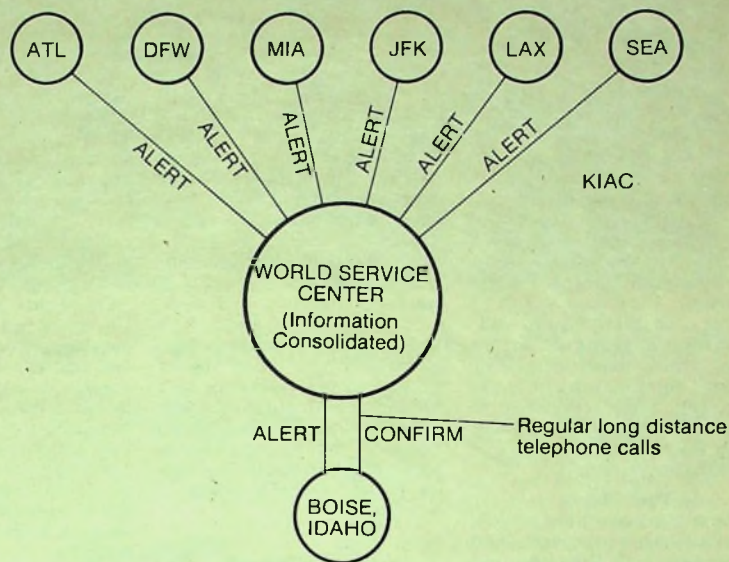
1-800-242-1101 Inside California
1-800-421-3901 Outside California
(213) 646-7466 Local Calls
x67466 Company Hotline (for field calls)

World Service Center: Expansion, Control, Efficiency

Previous communication system for KIAC location to non-KIAC location shipments:



World Service Center system for KIAC location to non-KIAC location shipments:



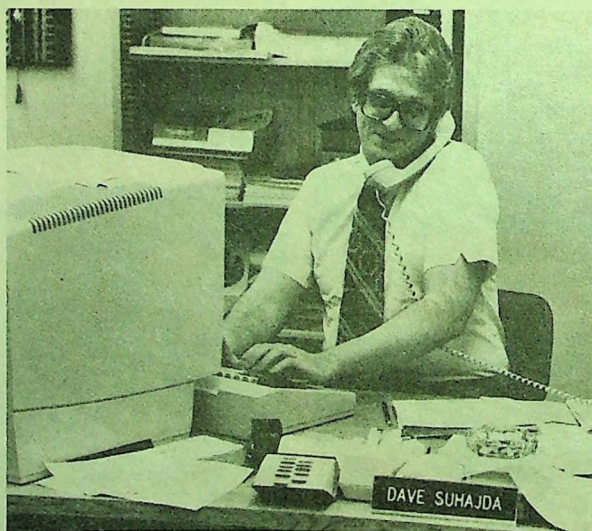
Previously, two long distance telephone calls were needed per shipment — one to alert and one to confirm delivery. For six shipments from various parts points in the Flying Tigers system to one non-KIAC point 12 long distance calls were made. This cost money as well as time, and created a loss of a system perspective on service.

Using the same hypothetical example, combined use of KIAC and Watts lines through the World Service Center would reduce the phone calls in this particular instance from 12 to two, and provide a point of control for greater efficiency and service to our customers.

vices and distributing the added revenues to the appropriate regions.

While the center currently receives more than 1,000 calls a week, it is already being evaluated for possible world wide use. With the control and coverage that the World Service Center offers, the sky's no limit for Flying Tigers.

In addition to Ochi and Carroll, World Service Center staff includes Bill Broucek, supervisor; Coordinators Stella Cook, Dave Suhajda, Patricia Olson, Donna O'Connor, Frank Lipinski, Steve Kim, Norma Kawabata, Thomas Mondragon, Joann Maze, Ozzie, Parham and Michelle White; and Rate Specialists Carole Karnofsky, Lori Brown and Elizabeth Maltese.



Coordinator Dave Suhajda, above.



Above: Rate Specialist Elizabeth Maltese. Below, l-r: Rate Specialist Carole Karnofsky and Coordinator Thomas Mondragon.



Above, World Service Center Supervisor Bill Broucek.



Coordinators Frank Lipinski and Patricia Olson, above l-r.



Six are Winners

Scholarships for "Cubs"

Six sons and daughters of Flying Tigers employees have been honored for their scholastic and other special achievements in the airline's 17th annual Peter Prescott Scholarship Awards Program.

The scholarships, named in memory of the son of Flying Tigers founder Bob Prescott, are awarded each year to children of employees.

This year's recipients are Lisa Burnett, daughter of Henry Burnett, headquarters stock clerk; David Cardona, son of Julio Cardona, headquarters aircraft mechanic; Chris Lynch, son of Fred Lynch, pilot; Laurie Midgette, foster daughter of Clarence Todd, traffic department-JFK; Kevin Thomson, son of Calixto Thomson, ramp serviceman at JFK; and Timothy Vasen, son of Dick Vasen, marketing manager in Frankfurt, Germany.

In Their Honor...

The winners were honored July 22 at a dinner on the tenth floor of the Robert W. Prescott world headquarters building in Los Angeles. Attending were the recipients, their parents and Flying Tigers officers including President Tom Grojean and his wife Terri, and Nissen Davis, vice president-public relations & advertising and his wife Susan; Administrative Assistant Ginny Dixon, coordinator of this year's scholarship program, and her husband John; as well as members of the scholarship selection committee and special guests Anne-Marie Prescott, Bob Prescott's widow, and his daughter, French Prescott Reill.

High School Seniors

Peter Prescott Scholarships are awarded to graduating high school seniors who are planning to pursue college or university educations in either academic or occupational fields. Awards are currently in the amount of \$2,400 for students following four-year academic educations, and \$1,200

for those planning two-year occupational study. The latter category was added to the program five years ago.

The money, to be used for the recipients' educational expenses, is deposited at the rate of \$600 per year with the college or university of each student's choice. The scholarships are awarded on the basis of character, scholastic and extracurricular achievements in high school and the College Entrance Examination Board test scores.

The scholarship selection committee, made up of leaders in business, education and community affairs, includes Phil Lewis, supervisor of psychological services for the Los Angeles Unified School District; Jack Matlock, Ed.D., consultant with CTB/McGraw-Hill; and Muriel Thomson, Ph.D., consultant in pupil services for the Los Angeles County Superintendent of Schools.

The Winners

Lisa Burnett will study languages including French and Spanish at Middlebury College

in Vermont. She plans to become an interpreter/translator at the United Nations or for a foreign government. In her spare time, Lisa enjoys stamp collecting, reading, music, travel, dancing, rollerskating and writing.

David Cardona will study trigonometry and drafting at California State University-Long Beach towards a masters degree and a career in mechanical engineering. David plays soccer and enjoys coin collecting, drawing, surfing and skateboarding. His brother Julio was a 1981 Peter Prescott Scholarship winner.

Chris Lynch will attend Purdue University in Indiana, studying physics and history/government, and general aviation flight technology. He would like to follow in his father's footsteps as a commercial pilot. In his spare time Chris enjoys flying — he has his private pilot's certificate — travel, coin collecting, and sports including skiing, tennis, football, basketball and racquetball.

Laurie Midgette will attend State University of New York at Albany, majoring in criminal law and minoring in journalism. She



Special guests at scholarship event included, above l-r, Muriel Thompson, selection committee member, and Anne-Marie Prescott, widow of Flying Tigers founder Bob Prescott.

actor, and will study history and drama coupled with dramatic training at New York University toward this goal. He is firm in his desire to pursue a career in the arts, and is "impressed" that Flying Tigers supports that desire through its scholarship program. Timothy worked as head usher at the Shubert Theatre in Los Angeles during high school. He collects favorite films on videotape and signed first editions of books by favorite authors, and also enjoys swimming, acting, watching films, skiing and reading.

plans to obtain a doctorate degree in law and pursue a career working with juveniles. Laurie says she doesn't want to leave the world without leaving a decent person behind. Laurie was represented at the scholarship dinner by her sister, Marjorie Todd. At the time of the dinner the scholarship recipient was going through National Guard "boot camp". During her leisure time Laurie enjoys writing, reading, painting, badminton, rollerskating and bicycling.

Kevin Thomson will study science and math at Sophi Davis School of Bio Medical Education, with plans to work in a hospital for neighborhoods deprived of doctors. Kevin is active in an organization called POWER, devoted to the preservation of animals, and enjoys coin, stamp and comic book collecting, "brainteasers" and "Dungeons & Dragons" game, music and sports including basketball and football.

Timothy Vasen plans to be an

Looking Toward '83

Do you have a son or daughter graduating from high school next year? Now is the time to start thinking about the 1983 Peter Prescott Scholarship Awards program. Eligible are children — including adopted and stepchildren — of any Flying Tigers employee who has been employed by the company continuously, full-time, for two years prior to the March 1, 1983 application deadline.

Applicants must be under 21 years old by the application deadline and must be graduating high school seniors.

For additional information about the Peter Prescott Scholarship Awards, contact Ginny Dixon, administrator, Office of the Chairman, HDQ-1003.



Scholarship winner Chris Lynch, above center, with l-r, Anne-Marie Prescott; his mother Patti Lynch; his father Fred Lynch; and French Prescott Reill.



Above left: Scholarship recipient Timothy Vasen, second from left, with l-r, his father Dick Vasen; his mother Sally Vasen; and Phil Lewis, selection committee member. Above right: The Thomsons, l-r, Calixto, scholarship winner Kevin, and Gladys with, right, Jack Matlock, selection committee member. At right, l-r: VP-Public Relations & Advertising Nissen Davis and his wife Susan with Lillith, scholarship winner Lisa and Henry Burnett.



Flying Tigers President Tom Grojean, above left, with the Cardonas, l-r, Julio; scholarship winner David; and Hilda.



Scholarship program coordinator Ginny Dixon, left above left, with Clarence Todd and his daughter Marjorie Todd, who represented her sister, recipient Laurie Midgette, above right, at the scholarship dinner.



"Door-to-Door" in Ireland

• My wife and I would like to express our thanks to your company for a very efficient and personal service.

We have a son who has been in the U.S. for a year with the American Field Service, and whose luggage was dispatched by your company from Chicago to Shannon Airport. Your sales representative at Shannon, Mr. Ed Dooley, was coming north, and was kind enough to call and deliver this luggage personally, saving me a 600-mile trip.

We very much appreciated his help in this matter and can only wish your company every success. It is unusual to find this type of service in today's world. To your company, once again, our personal thanks.

James C. Templeton
Bangor
Co. Down,
Northern Ireland

Cincinnati Salute

• This is just a short note to congratulate you on your great staff here in Cincinnati. A couple of weeks ago I learned that two white tigers were being shipped

from CVG to ORD, and after calling Melissa Wissman, your district sales manager here, she arranged to meet me at the airport where I interviewed a senior member of the staff. Everybody I met at your Cincinnati facility was just super.

I've been in professional radio for almost 15 years, but I love aviation. And I'll look forward to talking with your Cincinnati staff the next time an unusual shipment goes out.

Congratulations on a tremendous staff!

Robert K. Schuman
News Director
Q102 FM
Cincinnati, Ohio

Service Counts

• In attempting to place a shipping order recently, I had the pleasure of dealing with one Ms. Sandy Marti in customer service (CLE). She was every bit helpful, courteous and obviously knew what she was doing.

Due to the confusion of my associates in New York my parcel was sent via another airline, and hence I was not able to make use of her efforts or ship via Flying Tigers.

I did want, however, to write to you and commend her in her work performance. I strongly urge that her high level of professionalism, her concern for the customer and her pride in her company be noted.

Ms. Marti's attitude is probably indicative of the overall high standards of Flying Tigers. Thus, I plan in the future to use Flying Tigers for all my shipping needs.

David Dunn
Oberlin, Ohio

• Recently I had the pleasure of dealing with Tracy Troxel in accounts payable (HDQ). I am writing this letter of commendation in hopes of receiving future services of the likes of Miss Troxel. She not only handled

our account efficiently, but also took a sincere personal interest — an attribute I am sorry to say I have not witnessed in years.

Please acknowledge Miss Troxel with partiality when it is review time. Any investment that Flying Tigers will make in her future will be a wise one.

John Keene
Jack Sullivan
Jack Keene & Associates
Data Processing Management
Consultants

Praise Door-to-Door

• We were absolutely delighted with the excellent service your firm provided in delivering our parcel. Everyone was courteous, prompt and helpful. Your service charge was reasonable, and we would not hesitate to use Flying Tigers next time we need such a service. Nor would we hesitate to recommend you highly to our acquaintances.

Thank you again for your excellent service.

Mrs. Gilda Angel
New York

• Thank you for your excellent service. You had the best rates and your door-to-door service is great. It is certain I will use Flying Tigers in the future. Thanks again.

Deborah M. Stewart
PMI Laboratories, Inc.
Grand Rapids, Michigan

Flight Attendants Shine

• I would like to compliment the fine service of your flight attendants on flight 31 from Brussels to New York on July 17. As a frequent flyer, I really have experienced both wonderful and terrible flights. This has been one of the best.

My flight attendants were Joanne Loysen and Chris Nagel, and the other flight attendants were pleasant and helpful, also. I enjoyed Chris' enthusiasm and

his sense of humor, and Joanne's helpful attitude and great smile.

With attendants like these two, your young airline is off to a great start.

Tamara Parsons
Austin & Lindberg, Ltd.
McLean, Virginia

• We are the parents of a Flying Tigers employee and had the wonderful opportunity to fly to Brussels and back recently on Metro International.

The flight attendants and crew do a wonderful job. We want to name Sandi Murtishaw, Vickie Mancuso and Brian Nunes in our area. At JFK we obtained some extra brochures to pass on to friends. Keep up the good work.

Harry & Rachel DePauw
Pompano Beach, Florida

Metro's a Winner

• I had, during the past 12 months, two occasions to fly with your (Metro International) airline. Both times I find that the price was competitive, the service very good, and the flight very prompt and efficient. Your airline remains our exclusive choice for the future. Special greetings should be conveyed to Mr. "Vince" (controller-JFK), whose helpfulness was appreciated.

Jack Eliezer
Israel

• Although I was never one to write a letter either of complaint or commendation, I think the type of outstanding service given to the passengers on two recent Metro International flights deserves the latter.

My husband and I recently flew with Metro from New York to Athens and Athens to New York. We are both seasoned travelers, but neither of us had ever taken a charter before; in fact,

we were determined to avoid them thinking that the reduced rates were compensation for frequently canceled or delayed flights, smaller-bodied aircraft and second-class treatment in general.

We considered your charter largely because we knew we would be doing quite a bit of flying around the Greek islands, and we thought we could apply our transatlantic savings to those flights. Metro's affiliation with Flying Tigers, and its use of 747s, were also considered favorably in this regard.

Still and all, we left New York on May 13 (Metro #3706), having reconciled ourselves to the inevitable delays and "no-frills" treatment we were certain awaited us.

What a delightful surprise it was to board on time and take off within 15 minutes of our scheduled departure! More important, however, was the absolutely first-rate service we received from a most pleasant and accommodating crew. Our return flight (Metro #3705) on May 28 was equally good, despite a one-hour delay, and the crew was just as attentive to passengers.

On both occasions the plane was either full or near capacity, and yet on both occasions there was a tremendous amount of individual attention. The flight attendants, though all very professionals, had a very "human" side.

I am writing this letter because I feel the crew deserves it, and because Metro deserves credit for what appears to be a policy of economy, efficiency, and service-with-a-smile. I have flown first-class on a scheduled airline flight, and I have flown Metro's charter to and from Athens; quite frankly, I am amazed at the similarity in service.

Next time my husband and I fly, we will think of Metro!

Bernadette C. Hodinar
Pelham Bay, New York

Flying Tigers On the Move

Promotions and new positions around the system:

HEADQUARTERS

Ken Bucklee... to supervisor overflight & landing rights, from flight ops. analyst. Loretta Cluff... to accounting clerk "B", from accounting clerk "C". Susan Gorski... to aircraft data recorder, from senior clerk. Susan Lewis... to credit rep. "I", from senior clerk. Mary Pitts... to senior clerk, from file clerk. Ben Shelton... to manager shop overhaul, from manager avionics maintenance. Beverly Stewart... to CSR "I", from aircraft data recorder. Deborah Crema and Michele Higgins... to credit rep. "II", from credit rep. "I".

CHICAGO

Cathie Kopp... to confidential secretary, from secretary. Martin Mehan... to senior ops. supervisor, from RSM.

DALLAS/FT. WORTH

Kathleen Smart... to telephone sales supervisor, from CSR "II".

JFK

Carmela Borrelli... to catering coordinator, from confidential secretary. Roger Hemberger... to international sales & service rep., from traffic agent-GVA. James Tooley... to international sales & service account executive, from customer service manager-LHR.

PHILADELPHIA

Valeria Grantham... to telephone sales rep., from CSR.

SAN JUAN

Ronald Jaxon... to customer service supervisor, from ops. supervisor. Evelyn Martinez... to CSR "II", from CSR "I".

ST. LOUIS

John Edwards... to district sales manager, from sales manager.

Welcome

Flying Tigers welcomes the following new employees:

HEADQUARTERS

Don Abell... manager systems

programming. Dale Ratliff... customer finance job "I". Diane Scurlock... senior financial analyst. Russell Solub... systems analyst. Larry Stephens... flight training service technician.

ATLANTA

Debra Chappell... CSR "I".

CHARLOTTE

Tamara Kindley... CSR "I".

DALLAS/FT. WORTH

Judith Jefferson... confidential secretary.

JFK

Pamela Riddle... supervisor flight attendants.

OKLAHOMA CITY

Dan Steel... account executive.

SAN JUAN

Ruth Pibernus... telephone sales rep.

FLIGHT ATTENDANTS

Walter Brindell, Charles Cohen, Samuel Dicano, Thomas Erickson, Houston Freeburg, Anne Fusaro, Fran Goetz, Patricia Greer, Stephen Guarnaschelli, Teresa Hall, Donna Heritage, Margaret Hill, Frank Jenkins, Donovan Johnson, Lucille Neilson, Marc Norwood, Pamela Post, Cheryl Pretean, Richard Pretz, Jacque Rubin, Gregory Shusta, Edward Spriggs, Timothy Stevens, Nancy Strickland, Patrick Sweeney, Blanch Tossant, Joanne Tyner and Richard Zeuthen.

HONG KONG

Marco Lee... traffic agent.

Retirements

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

Carl Hirschberg, captain-JFK. 32 years.



On arrival at JFK July 9, following his last flight for Flying Tigers, B747 Captain Carl Hirschberg was greeted with a surprise retirement party in his honor, attended by some 50 friends and co-workers including "Master of Ceremonies" Brian Esler, regional director of flying. Captain Hirschberg joined Seaboard & Western on May 10, 1950. He was appointed chief pilot with Seaboard World in June, 1965 and vice president of flight in September, 1969, a position he held until October, 1980 when he returned to his "first love" — flying — as Captain on the B747. Carl, left above left, is greeted at the retirement celebration by, l-r, Captains J. Jordan and Nick Tramontano. Above right, Captain Hirschberg and his wife Alice. Carl and Alice wish to thank all those who had a hand in the retirement festivities — Captain and Mrs. Brian Esler; Helen Hoating and Lori Dengis at JFK; and Phil Tomasky, JFK, for the photos above.

In Memoriam

Fran Hoskins, confidential secretary-HDQ, died of cancer July 10. She was 38 years old. Fran joined Flying Tigers in 1978.

Flying Tigers in

ASIA

Tokyo Flying Tiger Finds Roots in Brazil

"The purpose of my trip to Brazil," explained Minoru Kinjo, Flying Tigers manager of freight services in Okinawa, "was to find my roots; I was born there," he said.

Some 50 years ago Minoru's parents crossed the Pacific Ocean from Okinawa Island to Brazil to start their new life. They went deep into the Plateau, some 1,000 km from Sao Paulo, where they devoted all their time on a coffee plantation.

The farming was very difficult, especially for them, as they had never been farmers. Four years later, the family had to return to Japan after enduring hardships including loss of the mother, and loss of a grandmother back home.

Brazil-Born

Minoru was told that he was born in Brazil and was there until the age of three. But many things were untold, and now there was no one in Japan who could tell him about it. So, six years ago, Minoru decided to go to Brazil to search for his roots.

Upon his arrival, he went to see his uncle in Sao Paulo to hear stories about himself and his parents. Then he visited a small village close to River Parana near the border between Sao Paulo State and the state to the west, where he was told he was born, and where his aunt's family still lived. The area was so "out of the way" that he could not even get a guide.

Minoru wanted to obtain his birth certificate from the town office; but that day, they were too busy with marriage documentation for four couples to help him. Things go very slow in the country; this couldn't happen in Japan, he thought.

"Remote" Roots

Minoru at last learned that his roots were in a village near River Parana which was remote from the areas where a doctor could be found. His mother, upon giving birth to Minoru, passed away in exchange for his life. His father, he learned, faced great hardships with his two children in an isolated place and in a foreign



Minoru Kinjo, above, found his "roots" in Brazil.

country.

In addition to plantation work, his parents were asked to teach Japanese immigrant's children at the school which Minoru's uncle managed to open. His uncle told him an episode that Minoru's father cut a huge tree for pupils to play on. The trunk, said his uncle, was big enough for 30 kids to sit on.

On the way back to Sao Paulo, Minoru stopped over at Prudentes where a *bostaurus* show was being held. *Bostaurus* is a cow with humps like those of camels so that they can live without water in the dry plateau.

An "Experience"

Minoru made his trip during the year when cold weather hit Brazil and coffee crops were severely damaged, affecting the world's coffee prices.

"It was an experience," Minoru recalled, "to see dried-up coffee plantations all over the plateau. The whole landscape was painted red brown, not a single green part."

Minoru summed up his experience: "On one hand, Brazil is a country of the 21st century where one can challenge and test his or her strength. On the other hand, however, as far as the living standard is concerned, it can be a hardship, especially for those who are used to something else. I like the country and want to go back, but I have no courage to repeat my parents' lives — unless I have a secure job in an urban area!"

Guest Lecturers

Fujii, Nakamura Address Students

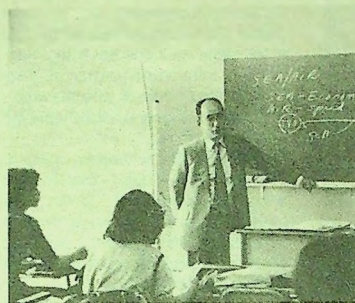
Two Flying Tigers-Japan managers were guest speakers at Narita College of Aviation recently. The classes were in connection with addressing students taking air transportation courses.

Masanao Fujii, manager sales-Kanto area, gave a 50-minute lecture on U.S. customs compared with Japan. Tomoaki Nakamura, manager intermodal sales & service, talked about intermodal transportation.

Aviation colleges are relatively new in Japan and are getting popular. Narita College of Aviation, established in 1978, is the leading college of four and is the only one that offers classes on the air cargo industry. This two-year vocational college holds about 800 students and 50 instructors, and offers 10 different courses, such as maintenance, air transport and inflight service.

A number of students from the college made a trip to the U.S. recently to see cargo transport operations. They visited Flying Tigers and made a seaport-airport facility tour. The enthusiastic students will be engaged in the air cargo industry, mostly as agents and consolidators.

— Submitted by Yasuko Yamaguchi-TYO



Flying Tigers Masanao Fujii, above, Japan manager of sales for the Kanto area, and Tomoaki Nakamura, left, manager intermodal sales & service in Japan, lecture air transportation students at Narita College of Aviation on customs and intermodal transportation.

Flying Tigers After Hours

Phil Rhodes is High on Skiing

Hitting the Slopes in New Zealand

While most Flying Tigers around the system have been settling in to beach excursions and other typical summertime outings, Seattle Ramp Serviceman and ski enthusiast Phil Rhodes has managed to remain snow-bound this summer.

Phil showed the Flying Tigers colors in August at the Second International Interline Ski Tournament in Queenstown, New Zealand, where ski season is in full swing.

Phil took to the peaks for the slalom and giant slalom, placing 14th of 44 and 19th of 46, respectively. (The downhill was cancelled due to a lack of snow on the run; however, Phil reports that the slalom courses were in good condition.)

"Fun Race"

High point of the tournament was a "Fun Race" in which couples tied their ankles together three-legged race style and shushed down the slopes with skis on their outside legs. They were instructed to stop at each course "gate", down a beer each and travel on to the next gate.

Flying Tigers provided a flight bag for the "Animal of the Week" award, which went to Rob Gray of Air New Zealand for his outstanding performance complete with five falls. Rob was greeted with a barrage of snowballs in addition to his Flying Tigers bag at the end of his last run.

In all, Rhodes reports that the trip was great and encourages interested parties to contact him about the next tournament.

Let's Ski Together

Phil is also trying to organize fellow Flying Tigers ski fanatics around the system to form a company ski club, and would like to secure company membership in the North American Ski Federation. Total fee per airline is \$25, Phil says, and he would like at least four people in addition to himself to donate \$5 and represent the airline at NASF ski

tournaments. The next NASF race training session, lasting about a week, will be in Park City, Utah, in December. Training will include how to run gates and other preparation for the season.

Flying Tigers interested in participating can contact Phil Rhodes by comail to Seattle.

Says Phil: Let's show other airlines that Flying Tigers are number one on the slopes as well as in airfreight!

— Submitted by Jean Sarcletti-SEA



Phil Rhodes, Seattle ramp serviceman, above, shows the Flying Tigers style at recent ski tournament in New Zealand.



Oops — Captions for the above photos were reversed in Flying Tigers Review, August 2, 1982, page 8 — On the Move in Manila. Photos should have been identified as follows: Above left: Manila Sales Representative Perry Villanueva, above center, with Jose Labao, left, supervisor of import-export of the Department of National Food Authority and his assistant at right. In the background, l-r, Flying Tigers Account Executive Joe Yap and Traffic Agent Arsie Francisco. Above right, l-r: secretary to the GM Carmela Batol; and Customer Service Representatives Beth Jota and Lila Costales.