

## ORD Celebrates Second Level

### Losses Still A Concern in Third Quarter

Third quarter results are in with Flying Tigers reporting a pretax loss of \$11,994,000 on revenues of \$247,925,000 versus a pretax loss of \$23,611,000 on revenues of \$229,428,000 last year.

Included in the current quarter's results is a \$4.3 million translation gain on yen denominated debt. The strengthened dollar, which generated the translation gain, adversely affected yields on both Asian and European traffic since revenues from these markets are generated in foreign currencies. This decline in yields approximately offset the translation gain.

#### Door-to-Door Helping

President Tom Grojean said the airline's new domestic door-to-door overnight air cargo delivery service continues to grow, generating both additional pounds and improved yields. "The Pacific market remains strong," he said, "and traffic over the North Atlantic has increased since last year. North Atlantic yields, however, remain at unprofitable levels."

#### Corporate Report

Tiger International reported a third quarter loss of \$20,144,000, or \$1.19 per share, versus a loss of \$18,500,000, or \$1.09 per share, for the same period last year. Revenues declined from \$411,817,000 to \$390,146,000.

"The prolonged recession continues to have an adverse effect on our business," said Wayne Hoffman, chairman and chief executive officer. "However, despite the slow economy, we have made further progress toward reducing our operating losses by controlling costs. The fourth quarter should improve, particularly at Flying Tigers, and all of our operations are expected to benefit significantly when the economy turns."

#### Other Subsidiaries

North American Car reported earnings of \$922,000 versus \$17,328,000 last year. Revenues were \$60,210,000 versus \$76,689,000.

TigerAir reported a pretax loss of \$3,515,000 on revenues of \$23,803,000 versus a pretax loss of \$3,749,000 on revenues of \$34,963,000 last year.

Trucking operations, which include both Hall's Motor Transit and Warren Transport, reported a pretax loss of \$1,122,000 on revenues of \$59,341,000. Trucking operations broke even last year on revenues of \$72,527,000.

**Tel Aviv. Tell'em all. Metro to Israel \$799<sup>00</sup> (Roundtrip)**

There's a new U.S. flag carrier going to Israel. On schedule. Beginning October 31, Metro International Airways will fly twice a week from New York to Tel Aviv. Flights will depart JFK Tuesdays and Sundays at 8:30 PM with an intermediate stop in Brussels, and arrive in Tel Aviv Wednesdays and Mondays at 4:00 PM.

**TELL 'EM OUR LOW FARES HAVE PLENTY OF CLASS**

No other scheduled carrier has a lower fare to Tel Aviv than Metro International. For a roundtrip, a 747 all the way.

You'll relax in comfort in our Economy Class. You'll have a choice of entrees. For a minimal charge, you can enjoy stereo music and a first-run movie. It's the Economy Class with all the economy taken out, except the price.

If you're the kind of individual who likes to be wine'd, dined and spoiled, we can do just that. Just book our prestigious

Captain's Deck Business Class. For \$2634 roundtrip, you'll receive all the amenities of the most expensive airlines, without the expense.

**TELL 'EM KEEPING KOSHER IS EASY WITH METRO INTERNATIONAL**

If you prefer kosher meals, you'll like the fact we've planned ahead. We have an extensive menu with many dishes to choose from, each one prepared in a fully kosher (Glatt) kitchen. All you have to do is specify you make your kosher when you reserve. Your meals will be waiting for you.

If you're planning a trip to Israel, make sure your plans include Metro International. Just call your Travel Agent or Metro International Airways at (212) 953-6100 outside New York call (800) 221-2500. Because never has an airline offered so much for so little. Tell'em all.

**Metro International Airways**

Magazine ad for Metro International Airways, above, promotes new scheduled U.S.-Israel service.

### Tel Aviv Schedule Starts; First Flight is Sold Out

A Metro International Airways' B747 passenger liner took off from New York's John F. Kennedy International Airport Sunday night, October 31 bound for Tel Aviv with a full load of passengers, marking the start of the airline's scheduled service between the U.S. and Israel. Metro International has operated charters to Israel for almost two years.

Initially there will be two scheduled round trip flights per week between New York and Tel Aviv, with a stop in Brussels, Belgium in each direction.

Metro International has operated scheduled flights between the U.S. and Brussels since March this year, and charter flights to other worldwide destinations.

### Rate Increases East, Westbound

Key rate increases approved by the U.S. Civil Aeronautics Board for eastbound transatlantic shipments include a five percent increase on all freight moving from the U.S. to the United Kingdom and from the U.S. to Ireland. In addition, the minimum weight on containers available to higher volume shippers will increase seven percent.

These increases, effective November 1, should result in approximately \$3 million in additional revenue on an annual basis.

On the Pacific, Flying Tigers has implemented two IATA rate increases amounting to a 10 percent overall increase from the U.S. and Canada to Korea, effective October 15.

### New "Mezzanine" Provides More Space, Better Service

In August Flying Tigers opened its new second level "mezzanine" at the airline's busy Chicago hub terminal, providing more warehouse space and much greater cargo handling efficiency.

Last week the important ORD expansion was dedicated at ceremonies designed to say "thank you" to those who had a hand in the project, and especially to employees who operated the busy hub in the midst of construction.

Central Region Vice President Hermann Spigel hosted the celebration Monday, October 25 and attendees included Chicago employees, customers, business and industry representatives and civic officials, including Thomas Kapsalis, commissioner of the Department of Aviation for the City of Chicago.

A bronze plaque will be instal-

led on the building commemorating the expansion and dedication.

The new "mezzanine" provides the Chicago hub with 26,600 square feet of additional space in which to build up and break down cargo, aiding with transload and facilitating the overall movement of freight—often more than a million pounds a day—through the facility.

Three cargo elevators service the terminal, each capable of carrying 11,000 static pounds of freight. There is also an additional car for the ETV elevated traveling loading system.

Spigel addressed the gathering, thanking employees for their cooperation and professionalism during construction and the Chicago Department of Aviation and others, and assuring customers of significantly improved service.

### Office Opened in Argentina

Flying Tigers has established a sales office in Buenos Aires, Argentina, headed by new Sales Manager-Argentina Peter Lameiro. Lameiro will be responsible for interline sales and market development, said Vice

President - Latin America George Zettler.

A native of Argentina, Lameiro attended school in France and the United States, and brings to his new position more than 20 years of airline sales and marketing experience in the U.S., Europe and Latin America with carriers including Panagra, British Overseas Airways, Avianca, Argentine Airlines and Airlint International. During 15 years with BOAC he was district sales manager for transpacific services, based in New York, and also held positions in London and Argentina for BOAC.

Lameiro will pursue airfreight business in Argentina including such commodities as raw leather; horses; food products; electronic equipment; computers and parts; pharmaceuticals; and spare parts for heavy equipment.



Peter Lameiro

### Nagin Named to Task Force

Vice President of Administration & General Counsel Larry Nagin has been appointed by U.S. Secretary of Transportation Drew Lewis to a special task force to study the problem of allocating use of airport facilities.

The 24-person task force, headed by Civil Aeronautics Board Chairman Dan McKinnon, includes representatives of airport and airline operators, state and government officials and consumers.

Congress authorized creation of the task force last month to study the problem of allocating airport facilities—including gate and landing facilities and ticketing and terminal space—to those who want to use them.

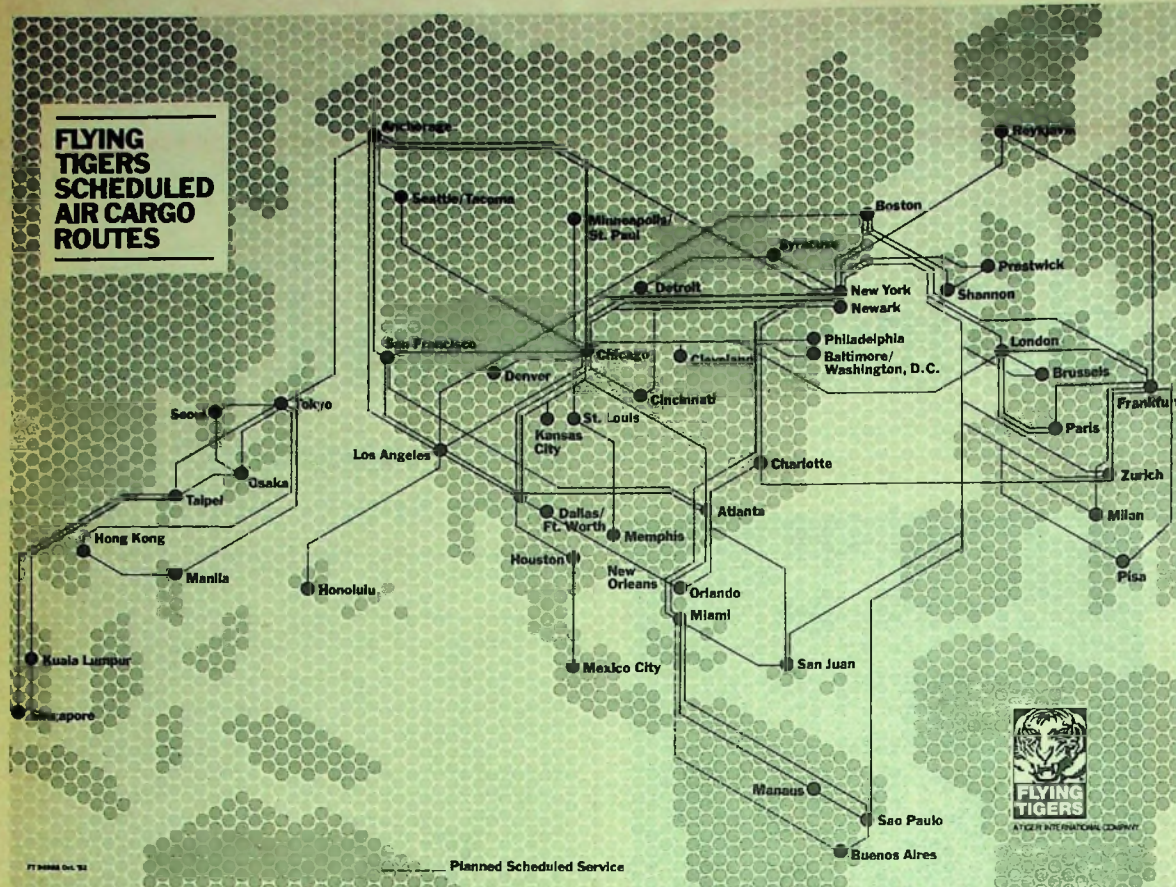


Larry Nagin

## New Map

Flying Tigers' new route map, at left, employs a modern design concept in depicting our worldwide scheduled cargo network. The airline chose this innovative new approach, said Director of Advertising Carl Asmus, to more clearly define our vast international system and to create a map unique from other airlines. Traditionally, Asmus noted, airline route maps try to depict the actual route of the aircraft between two points. But because of Flying Tigers' extensive international system, the complex "web" of actual routes around the world made it difficult to represent our system on a single map. With the new design, Asmus said, we have taken geographic liberties in distorting land and sea masses and angling lines in order to clearly show our entire route structure point-to-point. This method is also very easy to update as our system changes.

Flying Tigers' new route map is available around the system. Ask your local sales office for a copy, or drop a line to the Advertising Department, HDQ-808.



New route map was a focus of the airline's display booth at the International Air Cargo Exhibition in New York September 27-30. The booth at left, prominently displayed the airline's name, our B747 aircraft and extensive route structure. Above, Flying Tigers greet shippers, government officials and industry leaders at the exhibition.

## Radio Ads Bow Nov. 8

Flying Tigers will launch its single largest radio-advertising campaign ever November 8 with spots promoting our guaranteed door-to-door service aired throughout the U.S. Two different spots emphasize that Flying Tigers can handle any size shipment door-to-door, and that our guarantee takes the place of promises and excuses.

Listen for these spots on your favorite radio show:

### No Promises/No Excuses

*Time. In air cargo, time really flies. So do promises of on-time delivery. Flying Tigers, however, makes no promises. We don't have to. We guarantee on-time delivery. You see, Flying Tigers is the largest air cargo carrier in the world. So no matter what size your shipment, we'll deliver it . . . overnight . . . virtually any-*

*where in the country . . . on time. Or you don't pay. No promises. No excuses. Simply a one hundred-percent-money back-guarantee. Period. Flying Tigers. It's on time or it's on us.*

### No Big Thing

*Time. When you ship air cargo, time is everything. Yet, if your shipment is the wrong size or over seventy pounds . . . forget it. Most overnight air freight companies won't even give you the time of day. Most, but not Flying Tigers. Flying Tigers carries everything. No matter what size your shipment, we'll deliver it overnight . . . virtually anywhere in the country . . . on time. Or you don't pay. To the largest air cargo carrier in the world, size is no big thing. Small, medium or large, at Flying Tigers. It's on time or it's on us.*



## No Frills?!

While at the West Imperial passenger terminal at Los Angeles International Airport recently I observed a man and woman watching the various jets taxiing by.

Suddenly the man said, "Look honey! That must be one of those 'No Frills' flights. It doesn't even have windows!!!"

Out of curiosity I looked—and saw a Flying Tigers 747 freighter!

—Chris Erdman, Credit Dept.- HDQ

## FLYING TIGERS *review*

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*Flying Tigers is a Tiger International Company*

## Flying Tigers in ASIA

### Mr. Ford's Narita Address

*I'm delighted to come before all of you as part of the Flying Tigers family and to speak to you as a member of the Board of Directors of Tiger International and Flying Tigers.*

*I've enjoyed being in Japan on this occasion and I have tried to indicate to the many Japanese I have contacted that the economic problems we face in the United States are very broad and that the economy in the United States is on the verge of recovery.*

*Although Flying Tigers in the United States has had a difficult time because of the economic conditions there I can assure you that Flying Tigers is as well—if not better—off than any of the other airlines in the U.S.*

*As a member of the board of Directors I am glad to report to you that Flying Tigers in Japan is an excellent operation and doing well, and I congratulate all of you who have a part in it.*

*Flying Tigers has been in Japan since 1969 and it has been a very strong and important part of the airline's operation. In fact it is probably the most important in this part of the world.*

*I thank Mr. Stokes, I thank all of you for the very warm reception on behalf of Mrs. Ford and myself.*



*And I was asked by Mr. Wayne Hoffman, Chairman of the Board and head of Tiger International and Flying Tigers to express to each and every one of you his very warmest appreciation for the fine job that you're doing. And I join him as a member of the Board of Directors in thanking you for the opportunity to be here and thank you for the fine job that you have done.*

### Former President Greets Flying Tigers

## Gerald Ford Visits Narita

Gerald R. Ford, former president of the United States and a director of Tiger International and Flying Tigers, paid a courtesy visit to Flying Tigers' terminal at Narita, Japan October 14, greeting employees there and congratulating them on their outstanding operation.

President Ford and his wife Betty were greeted at the terminal by Flying Tigers Vice President-Asia Paul Stokes; General Manager-Japan Roy King; and Shizuo Hase-mi, manager of the airline's Narita terminal operations.

#### Efficient Operation

In his brief address to the enthusiastic gathering of employees, Ford called the Japan operation one of the most efficient and effective in the airline's growing international system.

Mr. Ford also commented on the worldwide recession, which has had an adverse affect on all business including air cargo. "We are coming out of the recession and look to a bright future for the industry," Ford told employees.

#### Japan visit

Mr. Ford was in Japan with Henry Kissinger, former Secretary of State, at the invitation of Kansai Television broadcasting company and took advantage of his visit to inspect the Flying Tigers Narita facilities and meet with employees.

During his stay in Japan, Mr. Ford participated in several televised roundtable discussions and had talks with the Emperor and Prime Minister Suzuki.



"Welcome President Ford" — Banner and Flying Tigers logo accented stage set up in Flying Tigers Narita terminal for visit by former U.S. President Gerald Ford, above at the podium. Flying Tigers VP-Asia Paul Stokes is at left above.



Japan employees receive greetings from Mr. Ford, above.

## The Inside Story Shipments, Charters, Worldwide



### Airfreight for Unusual Auto

There is a wide variety of imported cars from various countries running on the streets of Taipei, more than 99 percent of which arrived by ocean vessel. Cars imported to Taiwan via air number a select few. One such "select" motorcar—an unusual Volvo—arrived October 4 on board a Flying Tigers jettie. The car shown undergoing the usual formalities of customs clearance on arrival, above, traveled from Gothenburg, Sweden to Singapore via Scandinavian Airlines and from Singapore to Taipei via Flying Tigers.

—Submitted by Patricia Liu-TPE

## Zurich Loves A Challenge

An exceptional shipment was carried by Flying Tigers recently from Zurich to New York, requiring some special care and handling. The cargo was a machine consigned to the Paperboard Converting and Printing Industry and manufactured by BOBST SA of Lausanne, located in the French part of Switzerland.

Not the size of the piece, but the weight — 21 tons, or 46,000 pounds — provided the challenge for Zurich Flying Tigers. The weight exceeded the lift capacity of the airline's equipment in Zurich, requiring rental of a special crane for loading.

In addition, with floor dimensions of the piece measuring only 110 x 78 inches, a special shoring had to be constructed in the factory to spread the total weight over the area of a 20-foot heavy duty pallet.

Hans-Peter Moor, terminal operations manager in Zurich, personally supervised the packing at the factory to assure that the shoring was customized precisely to the airline's requirements.

These are the kinds of challenging shipments the Zurich traffic department welcomes, since they are especially interesting and require the above average skills that characterize Flying Tigers.

—Photos and story by Peter Kellner and Anita Spiess-ZRH



Heavy handling — A 46,000 pound piece of machinery is loaded on board a Flying Tigers jettie in Zurich, Switzerland with the help of a heavy duty crane, above and at left, for a flight to New York. Zurich Flying Tigers enjoy meeting the challenges presented by heavy and out-sized freight.



## Exceeding Expectations

• I wish to take this opportunity to express my sincere appreciation to your employee, **Ms. Sandy Witt** (customer service representative-Orlando). During the last few weeks, we have had several high priority shipments from Phoenix, Arizona to Athens, Greece and Ankara, Turkey. Sandy has exceeded all expectations in assisting us to insure the shipments arrived on time, while keeping us informed of each stay along the way. The exceptional courtesy and professional dedication expressed by Sandy is most commendable.

I just wanted you to know how very fine an employee Sandy is, from a user viewpoint; and to say that if she is indicative of the caliber of people you have on your Orlando staff, you are to be commended.

**J.T. Knight**  
ADP Support Manager  
Boeing Services International  
Coca Beach, Florida

• Recently we had a pump that needed to come out of a factory in Warren, New Jersey and ship to Terre Haute, Indiana. We needed this overnight.

We called the factory about 2:30 p.m. and requested (that they use) Flying Tigers. The factory salesman told us he nev-

er heard of you and felt it was too late to get the pump shipped anyway, but said he would try.

With all of this in mind, I called your Newark, New Jersey terminal and talked to **Myra Rainey** (customer service representative). I asked to set up a pick-up hoping this would pressure the factory into shipping the item. To my surprise she not only set up the pick-up, but promised to stay on top of the shipment plus call me back the next day, if any problems.

This type of service is very rare anymore. It was a pleasure working with a real professional. Please thank Myra for me.

**Steve Rowe**  
Hydro-Power Inc.  
Terre Haute, Indiana

*Letter to Paul Johnston, manager terminal services — JFK.*

• We at Curtis Air Services, Inc. would like to take this opportunity to express our thanks to Flying Tigers, both you and your staff, for the outstanding assistance and cooperation that was extended to us during our recent shipment to Aberdeen.

As you know, the construction of the 5,000 gallon CDR container was completely different than what was described by the customer. The container could not be shipped by air without modification. At best these modifications would be very difficult to complete before the deadline to have the tank in Aberdeen. Flying Tigers gave us the help that was needed to meet the schedule.

CAS would like to extend a special thanks to **Mr. Andy Zarras** (senior operations supervisor). His attention to detail and expertise was the main factor in completing the modifications in a timely manner. His attitude to do the very best possible job for Flying Tigers as well as **Mr. Rocky Guerriero** (senior operations supervisor—JFK) who was very helpful with recommendations about local companies in the New York area.

Curtis Air Services will highly recommend Flying Tigers to our customers and look forward to our further shipments with Tigers.

**Edward F. Blackburne, Jr.**  
Vice President  
Curtis Air Services, Inc.  
Conroe, Texas

*Letter to Harry Eichenberger, manager of terminal operations-Charlotte.*

• On behalf of Mr. Gene Whitmire, our executive vice president, our company and myself, I would like to express our appreciation to you and your company for the cooperation and excellent service you provided us during our efforts to have a large telecommunications switch shipped in from Rolm Corp. in Santa Clara, Ca., to Charlotte within very critical time frames.

As you are no doubt aware, we viewed the transport and ultimate delivery of this switching equipment to the end user as extremely critical and we appreciate your viewing our requirements from the same perspective. I would also like to extend my thanks to those members of your staff also involved in the coordination.

**Jim Outlaw**  
Operations Coordinator  
Telerec-Telephone Systems  
Raleigh, North Carolina

## On Cue With Airpack

*Letter to Sal Sanfilippo, account executive-Boston.*

• Thank you for stopping by earlier this week with your new *Airpack* and information. By odd coincidence I have not only used the pack that you left already, but sent a second one specifying *Airpack* also.

I would like a couple more to have on hand, and some domestic airbills. A small supply will last me a long time as I "rarely" have need of domestic air freight service. Famous last words!

**Irene M. Thayer**  
Immunotech Corporation  
Cambridge, MA

## Maintenance To the Rescue

• I want to express my appreciation for the outstanding service provided by one of your aircraft maintenance representatives, **Mr. Marv Swigart**, not only in the area of maintenance but also in service to the customers who ride your planes.

On July 8, I was a passenger on a MAC Flying Tigers flight from Rhein-Main Air Base, Germany, to St. Louis, MO, with an enroute stop at McGuire AFB, N.J. Due to a severe thunder storm in the McGuire area and other problems, the plane was very late departing New Jersey. I was scheduled for a connecting flight from St. Louis to Chicago, and asked the stewardess if there was any possibility we'd arrive in time. After checking, she said there would be just a few minutes time—however, having to wait for my luggage might prevent my making the connection with the flight. Upon hearing of my problem, Mr. Swigart offered his assistance in expediting handling of my baggage. Immediately upon landing in St. Louis, he transported me directly to the point where baggage was being unloaded, helped me locate my suitcase, and then found someone to escort me directly to the Ozark Airline counter.

With only minutes to spare, I was able to check in and board the flight. Without his assistance, I would certainly have spent the night in St. Louis. It is reassuring to find that "even on MAC flights," the problems of the passenger are considered, and there are still employees who care about their customers. My sincere thanks to Mr. Swigart.

**Helen M. Buntain**  
New York

## On the Move

Promotions and new positions around the system:

### HEADQUARTERS

**Korrine Cherry** . . . to flight scheduler, from flight tracker.  
**B.J. Gill** . . . to maintenance supervisor, from mechanic.  
**Sherry Gaston** . . . to secretary, from float pool clerk.  
**Antonio Gonzales** . . . to work scheduler, from mechanic.  
**Pam Harnquist** . . . to flight scheduler, from flight tracker.  
**Mary Beth Hazel** . . . to service center coordinator, from personnel clerk.  
**Ellen Ishikawa** . . . to system support specialist II, from rate specialist III.  
**Susan Laurence** . . . to crew data operator A, from crew data operator B.  
**Frank Lipinski** . . . to supervisor world service center, from service center coordinator.  
**Margaret McGlynn** . . . to customer finance job 4, Diane Sato . . . to customer relations

rep., from claims administration clerk-LAX, from customer finance job 2.  
**Philip Sposato** . . . to work scheduler, from mechanic.  
**Allison Stocks** . . . to aircraft records controller, from customer finance job II.  
**Eleanor Torres** . . . to crew data operator, from personnel clerk.

### ATLANTA

**Randall Phillips** . . . to CSR I, from CSR I.

### BOSTON

**Rosemary Morales** . . . to sales analyst, from telephone sales rep.

### CHARLOTTE

**Beth Thomas** . . . to confidential secretary, from terminal administration clerk.

### CHICAGO

**Mitzie Heldt** . . . to CSR I, from senior clerk.  
**Linda Guzan** . . . to traffic agent, from secretary.

### DETROIT

**Howard Schmettling** . . . to chief ops. supervisor, from senior ops. supervisor.  
**Bobbie Stephens** . . . to ops. supervisor, from RSM.

### LOS ANGELES

**Diane Sato** . . . to customer relations rep., from claims administration clerk.

### NEW ORLEANS

**Ben Woods** . . . to senior ops. supervisor, from RSM.

### SAN JUAN

**Larry Robles** . . . to district sales manager, from account executive.

## Welcome

Flying Tigers welcomes the following new employees:

### HEADQUARTERS

**Arlene Sorakubo** . . . float pool clerk.  
**Janet Hawkes** and **Margaret Roof** . . . float pool secretary.

### ANCHORAGE

**Mark Hutt** . . . station agent.  
**Terry Nelson** . . . terminal administration clerk.

### BOSTON

**Nancy Conway** . . . telephone sales rep.

### BALTIMORE/ WASHINGTON, D.C.

**Cindy McKnight** . . . general clerk.

### BRADLEY

**Donna Waterman** . . . CSR I.

### DALLAS/FT. WORTH

**George Lilienstern** . . . manager national accounts.

### NEW YORK CITY

**Maria Kostadina** . . . reservations manager.

### NEWARK

**Sharon Defede** . . . general clerk.

### ZURICH

**Manfred Moehl** . . . accounting assistant.

# Get Away!

Your guide to interline travel.

## Enjoy Great Discounts on Royal Viking Line with IRL

The Royal Viking Line, in cooperation with Interline Representatives, Ltd. (IRL), is offering discounts of 40 percent on retail rates for its three cruise ships famed for their World Class service.

### World Class Ships

The three ships, which have each been awarded five stars in the *Fielding's World Cruise Guide*, are the *Royal Viking Star*, *Royal Viking Sky* and *Royal Viking Sea*. All space offered at the interline discount is *positive space* on all 1982 and 1983 sailings on which the discounts are offered.

The ships are registered in Norway and have Norwegian and mixed European crews. The ships, which gross from 22,000 to 28,000 tons, have fewer rooms than other cruise ships of comparable size, offering an unrivaled air of spaciousness in the staterooms and public rooms. All passengers are accommodated at one sitting for meals on each ship.

The cruises include the world



cruises, transatlantic crossings, cruises to/from Mexico from the West Coast and Florida, Caribbean cruises, cruises to South America, the Pacific, Scandinavian countries and Russia, Africa, and the Mediterranean.

### Who's Eligible?

All airline employees, their spouses, dependent children, parents, and retirees are eligible for the discounts. The employee need not travel with an eligible family member.

For reservations and complete details write or telephone **IRL, 25 West 39th Street, New York, NY 10018; telephone (212) 840-6727.**

## In Memoriam



Mary Ann and Duke, above.

**Mary Ann Hedman**, wife of one of the founders of Flying Tigers, Captain **Robert P. "Duke" Hedman**, passed away October 17 in Las Vegas, Nevada. Flying Tigers around the system extend deepest sympathy to Duke and family members.