



## State Aviation Chief Visits HDQ

Mark F. Mispagel, Chief of the Division of Aeronautics for the California Department of Transportation, visited Flying Tigers headquarters Wednesday, November 3 to become better acquainted with the airline and its operations and economic impact in California. Mispagel met with members of top management including Executive Vice President John Flynn; Senior VP-Scheduled Services Russ Emerson; Vice President Administration & General Counsel Larry Nagin; Dick Wilson, VP-flight operations; and Ned Wallace, VP-contract programs. Mispagel, pictured above, second from left, is presented a Flying Tigers hat and B747 model during his visit by: l-r, Ned Wallace, Larry Nagin and Dick

Wilson. At right, Mispagel takes the left seat for a 747 simulator check ride with Captain Wilson.



## Israel Schedule Starts; Reception Marks Event

Israel's Minister of Tourism Avraham Sharir welcomed more than 500 travel agents, government officials and community leaders to a reception in Tel Aviv on Wednesday, November 3, co-sponsored by the Tel Aviv Hilton Hotel to celebrate inauguration of Metro International Airways' scheduled service between the United States, Europe and Israel.

### More Flights

Among those on hand for the event were Metro International General Manager Walter Johnson and Vice President Public Relations & Advertising Nissen Davis. Johnson told attendees that the airline plans to increase its Tel Aviv frequencies from two to three per week in December, and add a fourth flight next summer. Davis noted that Metro International intends to play a major role in promoting tourism from the U.S. and Europe to Israel.

### Welcome in Israel

Minister Sharir told the group that the government of Israel heartily welcomes Metro International to his country.

Also representing the airline at the welcoming event were pilots and flight attendants who had arrived that day with the second scheduled flight. Flights currently operate JFK-Brussels-Tel Aviv departing Sundays and Tuesdays and arriving in Tel Aviv Mondays and Wednesdays and return from Tel Aviv to JFK via Brussels on Tuesdays and Thursdays.

The first scheduled flight operated JFK-Brussels-Tel Aviv and return with a combined load factor of 94 percent.



Among Israel's sights, the Dome on the Rock, above, an Islamic sacred shrine in Jerusalem.

## Rate Increases Add Revenues

Flying Tigers will implement an International Air Transport Association (IATA) rate increase November 20 eastbound and December 1 westbound of three percent between the U.S./Canada and Japan, representing an increase of approximately \$4.8 million in revenues annually.

The three percent increase is in addition to a five percent IATA rate increase implemented eastbound and westbound between the U.S./Canada and Japan in August this year representing an annual revenue gain of approximately \$6 million for the airline.



## Chicago Celebration

On Monday, October 25 Flying Tigers dedicated the new second level "mezzanine" recently completed at our busy Chicago hub terminal (Flying Tigers Review, November 1, 1982). On hand for the dedication ceremonies were, above, l-r, Robert Cusumano, first deputy commissioner, Department of Aviation, City of Chicago; Hermann Spigel, Flying Tigers vice president, Central Region; Thomas Kapsalis, commissioner, Department of Aviation, City of Chicago; and Ken Campbell, the airline's director of terminal service.

## Manaus Service Starts

Flying Tigers commenced scheduled weekly jetfreighter service between the U.S. and Manaus Saturday, November 6 as planned, marking the first time a U.S. all-cargo carrier has served this industrial center located in northern Brazil.

DC-8 flight 50 operates JFK-Miami-Manaus-Sao Paulo. Return flight 51 operates Sao Paulo-San Juan-JFK. A second weekly U.S./Brazil frequency — including stops at Manaus and Sao Paulo — is set to start later this month, said VP-Latin America George Zettler.

## Winners Are Hawaii Bound

Employees in New York and Nuremberg, Germany are winners in the recent *Flying Tigers Review* "Trip to Paradise" promotion designed to remind employees around the system that Flying Tigers is alive and well and doing business in Hawaii.

Fritz Kraus, senior sales rep in Nuremberg, and James Madara, ramp serviceman at JFK, each won trip packages for two including round trip air transportation between Los Angeles and Honolulu and seven nights at the Prince Kuhio Hotel there.

Hawaii District Sales Manager Carol Callison termed the campaign a great success, noting the nearly one thousand employee entries and stepped up business among the positive results.

### But No RAs . . .

Callison expressed her appreciation for the increased interest in the Islands and pick up in traffic, but issued a reminder that the airline does not handle restricted articles to and from Hawaii.

The Hawaii promotion, which appeared in the September 20 issue of the *Review*, is one of a series of *Flying Tigers Review* features planned to inform employees about Flying Tigers operations — especially smaller and lesser known — around the system. In this issue on page 8 is another in the series.



## He's High on Airpack


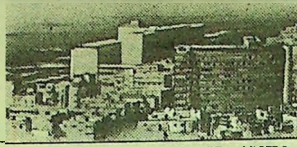


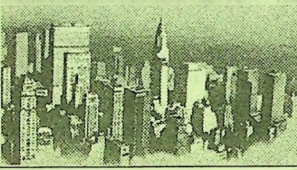

Forget your Gucci and Louis Vuitton. Put away those eel skins and ostrich leathers.

Marketing Manager Grant Hjelsand has the latest look in briefcases — original "Airpack."

To promote and underscore the importance of Airpack—the airline's new packing box that can be used to ship up to 50 pounds at a flat rate under our guaranteed domestic door-to-door service—Hjelsand, at left, turned one into a valise, complete with locks and coordinated hand grip. Airpack was introduced into service in June this year.

November through May

# JFK/Brussels/Tel Aviv-Metro International's Schedule

																																	
NEW YORK (JFK) TO BRUSSELS (BRU) (FT 30)											NEW YORK (JFK) TO TEL AVIV (TLV) (FT 30)											BRUSSELS (BRU) TO TEL AVIV (TLV) (FT 30)											
Period	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Leave	Arrive		Period	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Leave	Arrive	Period	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Leave	Arrive			
31 Oct 82-18 Dec 82		●		●	●	●	●	8:30 pm	9:25 am		31 Oct 82-14 Dec 82		●						●	8:30 pm	4:00 pm		1 Nov 82-15 Dec 82	●		●						10:45 am	4:00 pm
20 Dec 82-8 Jan 83	●	●	●	●		●		8:30 pm	9:25 am		20 Dec 82-5 Jan 83	●	●	●						8:30 pm	4:00 pm		21 Dec 82-6 Jan 83		●	●	●					10:45 am	4:00 pm
9 Jan 83-25 Mar 83		●	●	●		●	●	8:30 pm	9:25 am		9 Jan 83-25 Mar 83		●	●					●	8:30 pm	4:00 pm		10 Jan 83-26 Mar 83	●		●	●					10:45 am	4:00 pm
26 Mar 83-23 Apr 83		●	●	●		●	●	8:30 pm	10:25 am		26 Mar 83-23 Apr 83		●	●					●	8:30 pm	4:00 pm		27 Mar 83-24 Apr 83	●		●	●					11:45 am	4:00 pm
24 Apr 83-5 Jun 83		●	●	●		●	●	8:30 pm	9:25 am		24 Apr 83-5 Jun 83		●	●					●	8:30 pm	3:00 pm		25 Apr 83-6 Jun 83	●		●	●					10:45 am	3:00 pm
																																	
BRUSSELS (BRU) TO NEW YORK (JFK) (FT 31)											TEL AVIV (TLV) TO NEW YORK (JFK) (FT 31)											TEL AVIV (TLV) TO BRUSSELS (BRU) (FT 31)											
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2 Nov 82-16 Dec 82	●	●		●		●	●	1:30 pm	3:35 pm		2 Nov 82-16 Dec 82		●		●					8:30 am	3:35 pm		2 Nov 82-16 Dec 82		●		●					8:30 am	12:00 noon
17 Dec 82-10 Jan 83	●		●	●	●			1:30 pm	3:35 pm		22 Dec 82-7 Jan 83			●	●	●				8:30 am	3:35 pm		22 Dec 82-7 Jan 83			●	●	●				8:30 am	12:00 noon
11 Jan 83-26 Mar 83	●	●		●	●	●		1:30 pm	3:35 pm		11 Jan 83-26 Mar 83		●		●	●				8:30 am	3:35 pm		11 Jan 83-26 Mar 83		●		●	●				8:30 am	12:00 noon
27 Mar 83-23 Apr 83	●	●		●	●	●		1:30 pm	2:35 pm		27 Mar 83-23 Apr 83		●		●	●				7:30 am	2:35 pm		27 Mar 83-7 Jun 83		●		●	●				7:30 am	12:00 noon
24 Apr 83-5 Jun 83	●	●		●	●	●		1:30 pm	3:35 pm		24 Apr 83-7 Jun 83		●		●	●				7:30 am	3:35 pm												

Effective Nov '82 thru May '83

Schedule subject to change without notice.

## It's Time to Give the United Way

It's time to "Give the United Way", with United Way contribution campaigns about to get underway around the Flying Tigers system. The headquarters/LAX campaign is set for November

22 through December 6, according to Yvonne Thompson, supervisor of employee travel and campaign coordinator, with local campaigns formulating at locations around the system.

### Continued Support

In a letter to employees, John Flynn urged continued support of the United Way charitable organization in spite of current financially hard times.

"One out of every three of us will utilize the services of a United Way agency during our lives," Flynn said. "It is important that we continue to support this essential part of our community life." Flynn noted that many United Way agencies are facing severe government funding cutbacks and are on the verge of closing.

### Helping People

United Way is run by community citizens and a volunteer network, with more than 90 cents of every dollar donated going directly to helping people in the community who are in need of assistance. Hundreds of charitable agencies and programs, many chapters of the American Red Cross and a number of major health organizations provide human services through the United Way organization.

### Remember to Give

Employee canvassers will be contacting you for donations, which can be made by personal check or payroll deduction. Let's all help each other and "give the United Way."

Tell your friends — Metro International Airways inaugurated low-cost scheduled passenger service between New York and Brussels, Belgium in March this year, and scheduled service between New York, Brussels and Tel Aviv, Israel October 31. Above is the Metro International timetable for scheduled flights now through May of 1983. Reservations and information are available by calling Metro International at one of the following numbers: New York - (212) 953-6400 (in New York City) or (800) 221-2500 (elsewhere in the U.S.); Brussels - 217-1717; Tel Aviv - 297-164; Stockholm, Sweden - 531-634; Paris, France - 562-1119; Dusseldorf, Germany - 133-001.

### Communications Bulletin — 11/15/82

Subject: Manaus, Brazil (MAO) Address and Telephone Number.

Buenos Aires, Argentina (BUE) Address and Telephone Number.

Effective immediately, offices have opened at MAO and BUE. Please refer to the address and telephone numbers listed below and make these additions to your Communications Directory.

#### MAO

Aeroporto Internacional Eduardo Gomes Terminal de Cargas "TECA-1"

69000 Manaus, Amazonas, Brazil

234-8112 or 232-8112 Ext. 2630/2640

(To direct dial from the U.S., dial 011-55-92- and the number.)

Operations (TO) — Geraldo Campos Cust. Svc.(CS) — Marta Rocha Pinto

#### BUE

San Marin 345, 4° Piso

Buenos Aires, Argentina

394-2203 or 394-2198

(To direct dial from the U.S., dial 011-54-1- and the number.)

Sales (SS) — Peter Lameiro Cust. Svc.(CS) — Celina McLcan

## FLYING TIGERS review

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Flying Tigers is a Tiger International Company

# Retirements

Flying Tigers salutes the following employees and their years of service:

- Dorothy Burke, secretary-SFO. 23 years.
- Andrew Chambers, captain-SFO. 31 years.
- Fernando DaSilva, ramp serviceman-LAX. 15 years.
- Leon Johnston, manager information systems - HDQ. 36 years.
- Ruth Pront, timekeeper-JFK. 6 years.



Flying Tigers pilots, retirees and friends got together recently for the 5th annual Airline Pilots Association Retirement Party to honor San Francisco-based 1981/82 retirees. Honorees included, above, l-r, Don Sanders, Howard Bayne, John Dobson and Roy Olsen. Also honored at the event was retiree Dorothy Burke, SFO flight secretary, pictured below in this section.



Retiree Leon Johnston, above, 36-year Flying Tiger, shows off a framed copy of his original P-2 personnel form from 1946, presented to him by friends and co-workers at an informal gathering in his honor.



In Los Angeles, pilots who officially retired during 1982 celebrated together October 27 at a party in their honor. Some of the retirees attending included, above, l-r, Gerry Towne; Frank Graf, Ray Foster. Al "Ski" Zalusky, Andy Chambers and Dick Stratford.



This photo just in — June retiree Bill Cooper above, lead mechanic at JFK and a 31-year employee, gets retirement kiss from Lillian Schultz, secretary-JFK at party in his honor. At right, Dorothy Burke and her son Ron at SFO party.



Also attending the LAX retirement party were a special group of women. Janet Olson, retired supervisor of statistics, introduced a number of Clipped Wings — retired flight attendants — and current flight attendants who were attending. Pictured above left, l-r, Muriel Cohen, Donalda Towne, Emily Hassig, Trudy Marechal, Patti Bliss and Kristianne Peake. Above right, l-r, Mary Nelson, Janet Olson, Julie Gewehr, Pan Purvis, Judy Curtis, Marcia Eubank, Inger Mitchell and Bobbie Fowles.



## On the Move

Promotions and new positions around the system:

### HEADQUARTERS

John Alnes . . . to technical specialist, from inspector. Christine Faso . . . to senior marketing information specialist, from marketing information specialist. Ronald Ferree . . . to technical specialist, from work scheduler. Alan Glad . . . to mechanic, from technical specialist. Lucille Katz . . . to credit rep. II, from credit rep. I. Lori Kimball . . . to accounting clerk B, from

accounting clerk C. Mary Beth Hazel . . . to service center coordinator, from personnel clerk. Carol Mulhollin . . . to pricing analyst, from pricing/tariff specialist. Mark Norwood, Edward Spriggs and Blanche Toussant . . . to float pool. Jeannie Shaw . . . to secretary, from float pool secretary. clark, from flight attendant-JFK. Hope Saint . . . to rate specialist III, from rate specialist II. Diane Williamson . . . to senior marketing analyst, from marketing analyst. Susan Wolf . . . to confidential secretary, from flight attendant-JFK. Carol Wyenn . . . to senior pricing analyst, from pricing analyst. ATLANTA Elaine Kaslow . . . to traffic

agent, from traffic agent-JFK.

### CHICAGO

Louis Ambrosio and Ed Chow . . . to RSM, from RSM-JFK. Steve Warady . . . to ground support equipment maintenance supervisor, from lead ground support equipment mechanic.

### COLD BAY

Steele Turner . . . to senior station agent, from cook.

### DALLAS/FT. WORTH

Anne Martin . . . to confidential secretary, from terminal administration clerk.

### DETROIT

Bobbie Stephens . . . to ops. supervisor, from RSM.

### JFK

Mike Collins . . . to chief ops. supervisor, from senior ops. supervisor.

### MANCHESTER

Christine West . . . to CSR II, from CSR I.

### NEW ORLEANS

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

### PHILADELPHIA

Harriet Waldman . . . to traffic agent, from general clerk. SAN JUAN

Eusebio Cotto . . . to account executive, from ops. supervisor.

### SEATTLE

Janet Stevens . . . to CSR I, from terminal administration clerk.

## Welcome

Flying Tigers welcomes the following new employees:

### HEADQUARTERS

Kathy Boland . . . confidential secretary. Jeanette Esselstyn . . . systems analyst. Marie Gonzales . . . records retrieval clerk. Eric Hayes . . . KIAC communications specialist. Ronald Herrera . . . crew scheduler. John Kubota . . . service center coordinator. Robert Lee . . . systems analyst. Patty Steffer . . . personnel clerk. Linda Taylor . . . service center coordinator. Irvina Wallace . . . confidential secretary.

### CHICAGO

Anthony Knezovich . . . service ops. analyst. Anita Naney . . . traffic agent. Eva Parker . . . terminal administration clerk. Howard Bonin, Alvin Carter, Kevin Dillon, Joseph Gamboa,

James Felsenthal, Ronald Jezior, James Jones, John Komperda, Miguel Miranda, Scott McNames, Donald Nickel, Michael O'Connell, Michael Oldenburg, John Philip, Ronald Riemma, Mile Ristevski, Mark Ryan, Mitchell Walkowiak and Robert Zahara . . . RSMs.

### CHARLOTTE

Judy Green . . . CSR.

### COLD BAY

Virginia Legg . . . cook. Terry Nelsen . . . terminal administration clerk.

### DALLAS/FT. WORTH

Myles Younger . . . CSR.

### EL PASO

Ignacio Felix Diaz . . . account executive.

### JFK

Philip Artonio . . . catering coordinator.

### MEMPHIS

Patricia Austin . . . sales secretary.

### MINNEAPOLIS

Lana Benson . . . traffic agent.

### MONTGOMERY

James Record . . . account executive.

### NEWARK

Kathleen Surowka . . . sale secretary.

## In Memoriam

Sandy Dolberg, mechanic-HDQ, died October 29. Sandy, who was 48 years old, had been with the airline five years.

## Flying Tigers in The Philippines

# Moving Ahead in Manila



It's a Saturday.

For most working people, it's the day for rest and recreation. Not so for Manila Flying Tigers. For them, Saturday is the busiest day of the week.

Across the skies, a giant Flying Tigers B747 jettreighter streaks over the Philippines' 7,000 islands and gracefully touches down at Manila International Airport for offload and onload of cargo, the biggest volumes of which arrive and depart on Saturdays.

Three times a week, including Thursdays, Saturdays and Mondays, Flying Tigers brings the world to the Philippines, touching the life of the average Filipino in many ways.

### Equipment, Animals

Through Flying Tigers, equipment and materials are transported to build and maintain power plants, textile and garment factories, telecommunications, gold and copper mines, hospitals, hotels and airports, and to intensify the oil drilling program and development of alternative sources of energy to accelerate the economy.

Zebras, ostriches and other live animals ride to the Philippines on board Flying Tigers planes, bound

for the Manila Zoo.

Books to widen one's knowledge; pharmaceuticals and medicines to prolong lives; day-old chicks, cattle, horses and swine to improve the breed of the country's livestock; electronic components for modern devices that lighten and speed up the work of office workers — through its air-freight service, Flying Tigers helps make these and a lot more goods available to Filipinos.

As the giant airfreighter takes off, it is also bringing a bit of the Philippines to the rest of the world. By transporting Philippine products to different countries, Flying Tigers has become the country's partner in its export development drive.

### Garments Number One

Garments are the country's number one air export item. From children's wear to denims to ladies undergarments, Flying Tigers is instrumental in bringing them to the United States, Canada and other destinations.

Electronic watches, semi-conductors and microcircuits are sped to continuously-growing electronic markets.

Philippine handicrafts, shell-

craft, footwear, and furniture made of rattan or mahogany cross the oceans by air to eager consignees on the other side of the world. Recently, Flying Tigers shipped high-fashion accessories made from Philippine materials to the fashion centers of New York, Paris, Hong Kong, and Vancouver.

Fresh Philippine shrimps and tuna for tasty "tempura" and "sushi" find their way to the Japanese dinner table, airfreighted by Flying Tigers.

"The Pacific basin is where the most exciting action is, and the Philippines has a significant piece of that action," remarked Vince Faustino, general manager heading up Flying Tigers operation in Manila.

Flying Tigers has no doubt brought the Philippines closer to the world and has contributed to the progress and development of the country. Through its services it is doing its share to improve the quality of life of the people of the Philippines, as well as the people of the world.

Vince Faustino has been boss of the MNL terminal for the last 12 years. Before joining Flying Ti-

# Outlook is Upbeat for Philippines

What is the economy like in this country in the Pacific, with its warm, smiling people, beaches lined by swaying palm trees and beautiful, romantic sunsets?

The Philippines, covering an area of 115,800 square miles — slightly larger than Arizona — with a population of 50 million a great majority of whom are Christians, is strategically located, both from international commerce and military points of view.

Like a string of pearls on the blue Pacific, these fascinating islands — the major ones of which are called Luzon, Visayas, and Mindanao — lie in the center like a hub of the Pacific basin's semicircular rim that runs from Japan and Korea up north, down to the China mainland coast, around Thailand and Malaysia, and further down to In-

donesia and New Guinea on the south.

The highest rate of economic growth in the world today is taking place in the dynamic countries of this region. The Philippines, for one, had a gross national product growth rate of more than five percent in the 60s, and more than six percent in the 70s. While its GNP growth rate has decelerated to four percent at the start of the 80s due to worldwide business recession, it is still much higher than that of developed and highly industrialized countries.

### Agriculture to Industry

The Philippines' economy was for many years basically agricultural, the traditional products being coconut, sugar, wood and minerals. Exports of these products grew slowly with weak or fluctuating

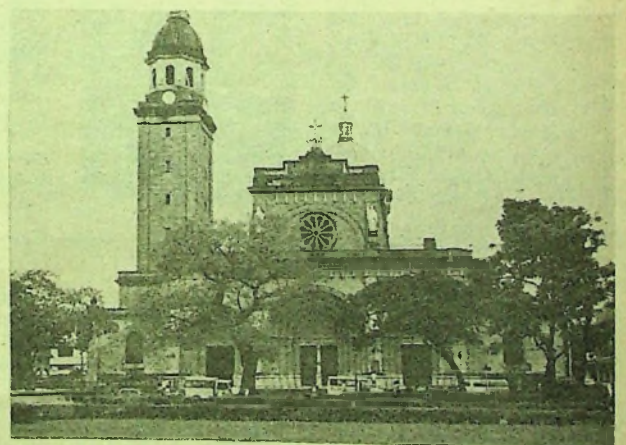
prices in the world market. In 1970, the government launched a vigorous program to encourage industrialization and diversification of export products. The new export strategy has resulted in the growth by leaps and bounds of light, labor-intensive industries producing "non-traditional" products such as garments, electronics, footwear, leatherware, handicraft, furniture and processed foods — all air-transportation-eligible commodities.

Aside from light industries, the country has eleven major concerns which are medium to heavy, including a copper smelter, phosphatic fertilizer, cement industry expansion and conversion from bunker fuel to coal, manufacture of diesel engines, heavy engineering industries, integrated steel mill, aluminum smelter, petrochemical complex, integrated pulp and paper plant, alcogas and coconut industry rationalization projects.

### Oil Exploration

The energy crisis brought about determined and relentless efforts to find oil in the country. Oil exploration and drilling activities by U.S. and other foreign companies in partnership with local firms and the Philippine government have been rewarded by some oil strikes offshore at Palawan island in Southern Philippines.

Alternative sources of energy are also being intensively developed. A nuclear power plant in Bataan is being constructed by Westinghouse and Geothermal plants are being built under a stepped-up schedule, making the Phi-



Built in 1581, the landmark Manila Cathedral, above, has been damaged six times by earthquakes and fires. Materials for its present structure were imported from Italy.

lippines second to the U.S., currently, in producing energy from geothermal sources. The ten-year development plan in 1977 costing \$13 billion aims at reducing the country's dependence on foreign oil from 95 percent to 69 percent by 1987.

### Foreign Investment

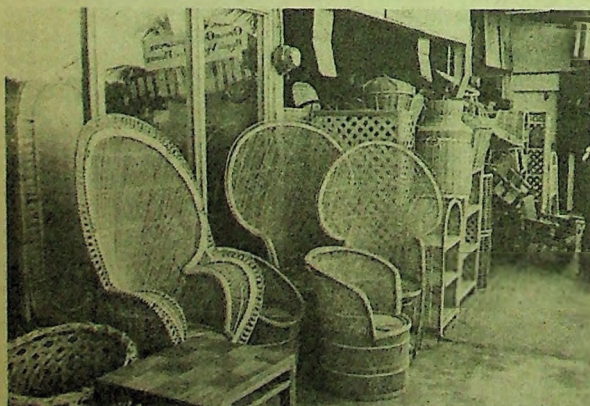
The amount of foreign investments in the Philippines established a new record in 1981, indicating the foreign investor's confidence in the economic and political stability of the country. Americans remained the biggest foreign investors accounting for 53.9 percent of all foreign investments approved in 1981.

The U.S. has always been the Philippines' major trading partner,

with Japan now running a close second. Central Bank reports that in 1980, trade with the U.S. was 25 percent of total foreign trade of the Philippines while trade with Japan was 23 percent.

Two U.S. military bases — Clark Air Force Base and Subic Naval Base — are located in the Philippines, constituting an important link in America's first line of defense in the Pacific and providing protection of the sea lanes to the Indian Ocean and the Middle East.

With this Philippine scenario, one is sure to find the world's largest air cargo carrier busily moving commodities to and from various points of the U.S., Asia, Europe and South America.



Rattan and buri furnishings, above, as well as bamboo pieces, are among Philippine products regularly shipped to worldwide destinations.



At left, Manila Customer Service Representative Beth Jota. Below, General Manager in Manila Vince Faustino, right, with his secretary Carmela "Chuchie" Batol, who is also the Flying Tigers Review correspondent for Manila.



Helping make the difference in Manila, are above, top left, Chief Accountant Lily Nepomuceno; bottom left, Accountant Clara "Kay" Pempena; and Customer Service Representative Lilia Costales, photo above right giving service with a smile.

gers he was a practicing attorney who obtained charter rights and handled legal affairs of the company in the Philippines. Explaining his switch from law practice to airline management, Faustino noted, "Trying to win a case before a Judge is, in more ways than one, like trying to win over a shipper to use Flying Tigers. But while a judge may take years to decide, the shipper will put his shipment on the plane as soon as possible. I like fast action. It's more exciting and challenging."

**Optimistic**

GM Faustino is full of enthusiasm and optimism with the start-up of the third 747 frequency for Manila on September 8 this year. "In 1981, with only two frequencies, we carried a total volume of some 8 million pounds," he said. "In 1982, also with two frequencies for the greater part of the year, it should be 9 to 9.5 million pounds. In 1983, assuming the worldwide recession is over, we anticipate between 12 and 13 million pounds."

A significant part of the airline's Philippine poundage is military mail to and from Clark Air Base and Subic Naval Base, two important sources of mail revenue for Flying Tigers in the Philippines. Faustino noted that revenue from this source for our commercial Philippine flights is in addition to the revenue generated by the airlines contract flights to the Philippines for the U.S. Military Airlift Command.

Helping to accommodate the airline's growth in Manila is its recent move into new quarters at the new cargo terminal.

"The new office has more space for the convenience of customers," Faustino said. "In addition, now only one stop is involved for the consignees or their brokers who secure delivery of their shipments arriving by Flying Tigers, as customs processing and release of cargo from the warehouse are done in the same terminal." Previously, the two functions were some distance apart.

**Powerhouse Team**

Working with GM Faustino in Manila is what he calls his "powerhouse team". Heading the

sales department is Manager of Terminal Sales Ben Reyes. Ben also joined Flying Tigers 12 years ago, bringing with him considerable experience in airfreight sales with both a freight forwarder and another airline. He has been President of Airfreight Forwarders and Customs Brokers Association of the Philippines.

Assisting Ben are Account Executive Joe Yap and Sales Representative Perry Villanueva. Holder of a master's degree in business administration along with solid selling experience, Joe helps in market planning and forecasting and handles sales in South Manila. Perry sells in North Manila. He is currently attending night school and is well on his way to earning an MBA degree.

**Operations**

In charge of operations is Louie Mereria, who has been with the airline 10 years, and has recently been promoted to manager terminal operations. His is the biggest department in the Manila terminal, self-sufficient in both manpower and ground handling equipment. With the exception of a main-deck loader which is provided by an outside contractor, all ramp equipment is owned, operated and maintained by Manila Flying Tigers.

**Teamwork**

A good motivator of his staff, Louie has a hardworking team under his supervision that keeps up with his fast pace. Senior Operations Agent Romy Bautista, a seven-year Flying Tiger, is his "right hand man". Five traffic agents include Danny de Ocampo, in charge of flight dispatch; Arsie Francisco, export; Jess Alpanta, import; Jojo Medina, mail; and Rizalino Vergara, warehouse. Fourteen ramp servicemen led by Art Gonzaga, lead RSM, complete this dependable operations group that clicks like a well-oiled machine.

Keeping Flying Tigers aircraft and ground equipment "clicking like well-oiled machines" is the airline's Manila maintenance team including seven-year Flying Tiger Tony Libut, maintenance super-

*Continued next page*



Responsible for selling our services in the Philippines is, above left, Sales Manager Ben Reyes. Ben, right above right, is assisted by, l-r, Representative Perry Villanueva and Account Executive Jose Yap.



Newly promoted Manager of Terminal Operations Louie Mereria, above. Formerly chief supervisor of terminal operations, the 10-year Flying Tiger assumed his new post October 1.



At left, Senior Operations Agent Romy Bautista, on the job in Manila. Above, l-r, Traffic Agents Jess Alpanta, import; and Danilo de Ocampo, dispatch.

# Philippines

Continued from preceding page

visor, and Airframe & Powerplant Mechanics Marcelino Vela and Aristedes Gamboa.

The maintenance men serve both commercial and military operations for the airline, shuttling back and forth between Manila and Clark Air Base, located some 70 miles north of Manila.

The airline's Clark operation is under the local management of Earl Brassard, manager for MAC operations-Far East. Brassard is assisted at Clark by a team of operations agents and aircraft cleaners, and also receives administration assistance in some areas from the Manila terminal.

### Women, Too

The distaff side of the Manila terminal personnel will not be outdone by their male colleagues.

"We are equally vital cogs in the wheel that makes Flying Tigers in Manila move," said Lily Nepomuceno, accountant and 11-year Flying Tiger, with no small amount of justifiable pride. Ably assisting Lily in keeping tabs on

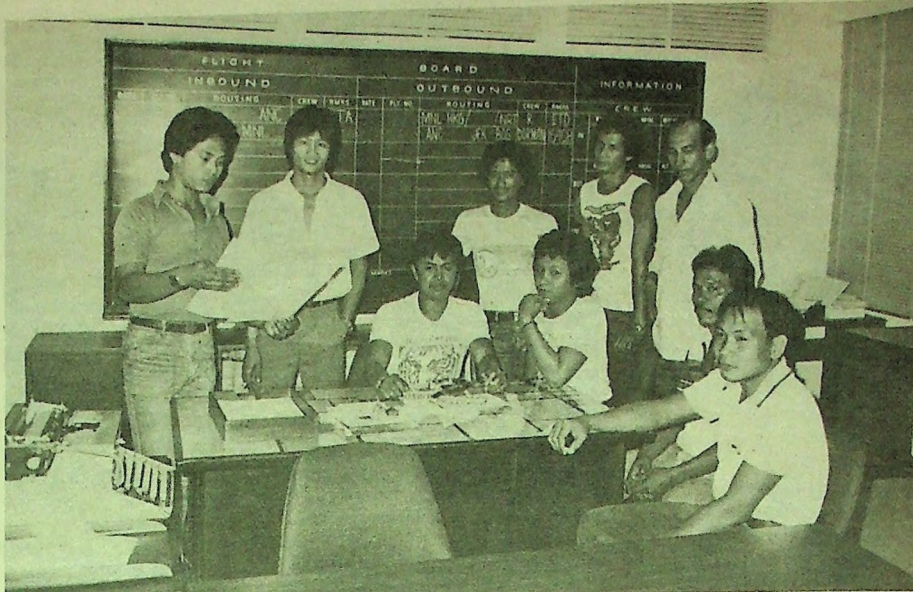
revenue and expenditures, customer billing and invoicing, tax computations and payments, social security, headquarters reports, payroll and other labor matters, is thorough and efficient Clara Pempena, clerk accountant.

### Customer Service

Lilia Costales, nine-year employee, and Beth Jota of the customer service department keep customers happy with the information or shipping documents they need, whether over the telephone or the customer service counter.

Effectively assisting GM Vince Faustino in his correspondence, appointments, filing, and other activities as only a top secretary can is Carmela Batol, secretary to the GM.

This is Flying Tigers in the Philippines. The men and women who comprise it are a dedicated, loyal group with one common objective, to do their utmost to help keep Flying Tigers the "Numero Uno" airfreight airline in the world.



Ramp servicemen in Manila include, above, standing l-r, Art Gonzaga, lead; Andrew Diaz; Larry Sto. Domingo; Rommel Carranza; and Vic Suratos. Seated l-r, Angel Miranda; Lito Africano; Rolito Calsado; and Florentino Mendoza.



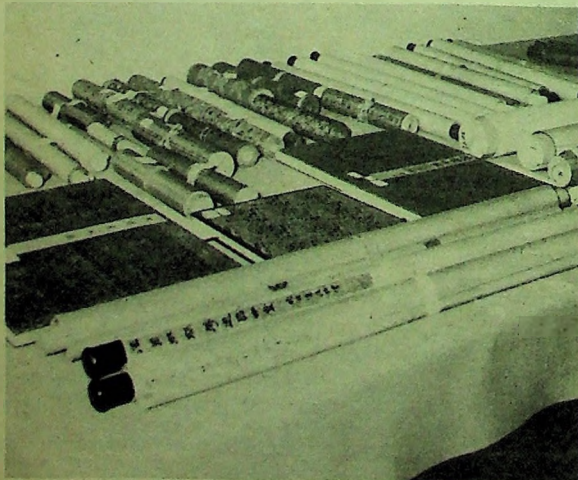
Traffic agents include, above, l-r, Arsie Francisco, export; and Rizalino Vergara, warehouse.



At left: Maintenance chief in Manila, Antonio Libut. Above: Ramp Serviceman Willie Moralina.

## The Inside Story

### Shipments, Charters, Worldwide



Airborne art—Pieces included in a recent shipment of valuable Chinese art, above, carried by Flying Tigers from the U.S., are unpacked at their destination in Japan.

### U.S. to Japan

# Air Freight For Chinese Art

Flying Tigers transported \$3 million worth of Chinese paintings, in all 281 items, recently to Tokyo's Narita Airport via B747 jet freighter. The paintings, from two famous U.S. collections, were exhibited in a special exhibition held at the Tokyo National Museum October 5 through November 17.

### Long-Considered

This exhibition of Chinese paintings in Tokyo had been considered for more than ten years. Then, two years ago an exhibition entitled "Eight Dynasties of Chinese Paintings" was held in the U.S. jointly by the Cleveland Museum of Art and the W.R. Nelson Gallery of Art. The U.S. exhibition was so popular that the director of the Cleveland Museum, Mr. Sherman E. Lee, strongly urged his Tokyo counterparts to hold a similar exhibition there.

The Orient section of the Cleveland Museum boasts a large and valuable collection of oriental arts,

including paintings related to Zen which spread to Japan from China as well as an excellent collection of paintings of the Ming and Ching Dynasties, while the Nelson Gallery has major works by Ma Yuan and Shen Chou.

### Impressive Array

At the Tokyo exhibition, famous Chinese artworks were organized according to their chronological order such as hunting pictures painted on shells which are said to be from the Chou Dynasty through the Han Dynasty, as well as paintings from the middle of the Ching Dynasty. Major items in the exhibition were works from the ages of Sung, Yuan, Ming and Ching Dynasties, and part of the exhibition included valuable works not previously known in Japan, such as paintings from the ages of Pei and Nan Sung.

But the major feature of the exhibition, by far, were the numerous paintings by many intellectuals of the Yuan, Ming and Ching

Dynasties.

Generally, the artworks of such exhibitions are transported by air to avoid damage that can result from rapid changes of humidity, and to avoid having to pack the valuable pieces away for long periods of time. Moreover, speedy and efficient air transportation makes it possible for such artworks to meet exhibition schedules easily. It is expected that the amount of artwork that is transported by air will continue to increase yearly, and that the art circles and the air transport industry will become closer in the future.

### Experts

Veterans in the transportation of rare and valuable artifacts, Flying Tigers recently transported a shipment including 51 wooden, metal and bronze images of Buddha from Osaka, Japan to the U.S. for two major exhibitions. The Japanese sculptures included four national treasures and 28 cultural properties.



## 'Congratulations, Mike'

• We in the (Flying Tigers) Providence, Rhode Island sales district would like to formally congratulate **Mike Bronowich** (account executive in Syracuse, named Flying Tigers' "Salesperson of the Quarter" for the second quarter - 1982) for a job well done in the second quarter. In addition to being a highly professional individual and a credit to our company Mike is also a great guy.

Flying Tigers in the  
PVD Sales District

## Customers Applaud

Letter to Beverly Bolin, customer service representative-LAX.

• I wish to express my sincere appreciation on behalf of 3M Co. for your participation in transferring (our recent) shipment to Pan Am.

It is very difficult for a shipper to talk rules and regulations via telephone to an IATA carrier who is miles away, and who would rather not carry restricted articles.

Thank you for being aware of the regulations and taking the time to explain the situation to Pan Am. It is nice to know there is someone "on location" I can depend on to help me out with problem shipments.

C.A. Clark  
Shipment Expeditor  
U.S. Export Operations  
3M Co.  
St. Paul, Minnesota

• I would like to commend Customer Service Representative (JFK) **Jo Ann Karazia** for the assistance she has provided the Alaska Repertory Theatre in shipping a container of theatrical scenery from New York to Anchorage. She has remained flexible in dealing with our changing parameters, often in the face of incredible aggravation, and she has been consistently polite and helpful. In short, Jo Ann has bent over backwards to facilitate the move.

With employees like Jo Ann, you can be sure that I will continue to ship air cargo via Flying Tigers, and recommend that others use your service as well.

Coralee Blewett  
Associate Production Manager  
Alaska Repertory Theatre  
Anchorage, Alaska

• All we ever seem to hear from people is either complaints or that something has gone wrong. Well, I would like to take this opportunity to commend one of our employees, **Ms. Lynn Kropac** (customer service representative-JFK) for her outstanding services.

During the last couple of months, I've had to call Lynn on numerous occasions to expedite freight for me. She always seems to come through like a champ. Whenever there is the slightest change, I am always the first person to know.

On Friday, October 8, I called Lynn with

an 810 lb. piece of freight that had to be delivered on Monday, October 11 (Columbus Day). She told me not to worry that everything would be taken care of. On Tuesday, October 12, I received a telephone call from the consignee, thanking me for the prompt service. He received his shipment Monday morning, and was back in production by Monday afternoon.

Once again I would like to pass onto you my feelings, and that of my customers, in the form of a sincere thanks for a job well done. It is people like Lynn Kropac who make it a pleasure for HCM Graphic Systems to do business with Flying Tigers. I look forward to increasing our business with you.

William Sheehan  
Operations Manager  
HCM Graphic Systems, Inc.  
Hauppauge, New York

• We often only hear of complaints — when things go wrong. Friday, October 22, I had to pick up a package at your location in Bloomington, Minnesota for a meeting that morning. The service and extra effort put forth by **Mike Carlblom**, the traffic agent, allowed me to have my sample for my meeting on time. You should be proud to have Mike as an employee. I will certainly recommend Flying Tigers air freight!

George Geogleris  
Diamond Geogleris Dungan Inc.  
Food Brokers  
Bloomington, Mn.

• I wish to thank you on the expert care and handling of my recent shipment to Hawaii. It seems I had no sooner hung up the phone when **Steve Bush** (driver-LAX) and his truck were at the door. He was most courteous and helpful.

I called my daughter in Hawaii to let her know about the shipment and to expect it in a few days. Much to my surprise she called the next day to say it had arrived in perfect order.

Your company also saved me over \$50.00 in shipping fees as compared to another method of air freight I was going to use, and I would have had to take it to the airport and have it picked up, as well. I saw your television commercial and was so glad I called your company — you saved the day. Thank you.

Mrs. L.J. Hendricks  
Santa Ana, California

## RA Seminars Score Again

• Just a note to thank you for allowing me to attend your Flying Tigers Hazardous Materials Seminar at Baltimore/Washington international airport on October 20 and 21. Your training personnel were most thorough in their presentation (**Mike Yim** was the instructor) and I'm sure all those who attended got a lot out of the two days.

John R. Wheatley  
Special Assistant to the Chairman  
National Transportation Safety Board  
Washington, D.C.

## Human Powered Thanks

• On behalf of the members of Group Velocity, the Massachusetts Institute of Technology human-powered land speed record attempt team, I would like to thank Flying Tigers for airlifting our machine and three couriers, to the International Championships held in Southern California on October 2 and 3.

Our entry was known as the "Flying Ti-

gers" at the Championships. Although the machine finished third, Group Velocity plans to make a world record attempt locally as soon as possible.

We would like to give special thanks to **Ed Reardon**, operations manager at your Boston terminal, for having the machine picked up in Cambridge and arranging the flight to California. Also, we would like to thank **Barbara Baxter** (customer service manager) in Los Angeles for arranging the return trip, as well as all the personnel at both ends and in Chicago who were very helpful.

Bruno Mombrinie  
Project Coordinator  
Group Velocity - M.I.T.  
Cambridge, Massachusetts

## Travel Agents (and others) Love Metro International

• Thank you very much for sending us your plate and commission structure. I learned first hand recently that your Metro International service is very good indeed, both in the air and on the ground.

I have instructed my staff to feel very confident in booking our clients on your airline; I was almost impressed with both my flights keeping strictly on schedule.

Frances Bateman  
Manager  
Omega Travel  
Memphis, Tennessee

• My critique of Metro International — The flight was beautiful, the crew and all personnel were the best I have ever had the pleasure to be with. They were all a delight . . . very sweet, extremely accommodating and super efficient, no one can ask more than that. So, for a very lovely experience, I thank you — very much!

Bobbi Schneiderman, President  
Walter Schneiderman, VP-Sales  
Hot Line Travel Ltd.  
Mineola, New York

Letter to the travel editor of a New Jersey publication.

• We were somewhat leery about the low-cost airline reservations we hastily booked when our son suddenly decided to join some friends on a European trip. However, our apprehensions turned to warm feelings towards Metro International Airways on the basis of his experience.

First, Metro provides a separate toll-free number reserved for flight information. A frequently updated recording — that doesn't keep you on hold — informs the caller of actual departure times and estimated arrival times of all flights. Then, both departure and return were close to schedule. And finally, when our son arrived from Brussels — minus his backpack — we thought we had seen the last of his belongings. Not so — the next evening at 11:40 p.m. the doorbell rang and the pack — dirty laundry and all — was delivered to our suburban New Jersey home. It had been flown in with a "RUSH" tag from Brussels on a later flight by another airline.

After reading all the horror stories about lost luggage and delays, we wanted to share this positive experience with other would-be travelers.

Ruth Lewart  
Holmdel, New Jersey

• On August 12 my husband and I flew to Greece with Metro International Airways, and we have a few comments to make about the trip. Our flight over was just beautiful, smooth flying, very good food and we were

very impressed how well we were taken care of. The flight attendants were excellent. There is one flight attendant my husband and I found to be super, super great. Her name is **Sandi Murtishaw**. This girl is as beautiful on the inside as she is on the outside. She is very well trained, super personality; she made our trip to Greece. My husband and I cannot say enough about her. It was our pleasure flying with Metro and having someone like Sandi to make us feel so comfortable and relaxed. Our next trip overseas will be with Metro International. Keep up the good work.

Mr. & Mrs. Bill Pappas  
Burgettstown, Pennsylvania

• Whenever I receive better-than-average treatment, I tend to write a letter and let people know about it. On my recent Metro International Airways flight from JFK/New York to Athens, Greece, the flight attendants were like 'part of the family'! Their wit and professionalism were just delightful. It sure made the eight-hour flight seem a lot shorter.

Thinking this was just a stroke of good luck on my part, I was anxious to see what my return flight would be like. Well, this was a 12-hour flight, stopping to refuel in Brussels. Low and behold, the in-flight crew was better!

You are to be commended for the attitude, professionalism and down-right friendliness of the Metro staff.

Ms. Jacinta A. Hooker  
Oklahoma City, Oklahoma

## MAC Praise

• I recently traveled on a contract Flying Tigers flight to the continental United States and back to Kadena Air Base, Okinawa. The crew that flew the sortie from Anchorage to Oakland and then to Los Angeles was outstanding.

The same crew flew me again from Anchorage to Kadena. Their professionalism was extremely noteworthy. As a chief of safety I was glad to see such a thorough preflight passenger safety briefing — the best I've ever seen anywhere. Additionally, the prompt, courteous service was most welcome on such a long flight.

Pauline M. Degerlia  
Administrative Contracting Officer  
MAC Headquarters  
Scott Air Force Base  
St. Louis, Missouri

Hats off to flight attendants **Martha Maxham, Margery Evans, Reita Gunderson, Arnola Blomquist, Peggy Nelson, Catherine Robinson, Gene Krawchuk, Judy Morse, Stephen Wright, Marco Ruvalcaba, Alberto Gancedo, Victoria Harkey, Linda Fries, Donna Vavuris, Manuel Conceicao, Jocelyn Dyels and Holly Mayhew.**

Letter written on board a recent Flying Tigers MAC flight.

• I'd like to take this opportunity to say thank you for the outstanding job your flight attendant crew has done during this entire mission. I'm sure that Flight Attendants **Jackie Lange** and **Martha Maxham** represent the collective attitude of the entire crew. They were very courteous, friendly and most helpful and certainly represent your airline in a professional manner.

I've flown several missions with Flying Tigers here in the Pacific and find this flight to be representative of each one. Thanks again for a job well done.

K.E. Getz  
Lt. Col. USAF, MSC  
Clark Air Base  
The Philippines

# Making Our Way in Memphis



"It hasn't been easy living under the shadow of Federal Express, but we're making a name for Flying Tigers here," Bill Kelsey, district sales manager in Memphis, said about doing business in the city where the small package giant is headquartered.



"Because Federal Express is so well established in the community, people here tend to compare Flying Tigers to Federal Express," Kelsey said. "We want to get the word out that Flying Tigers is open in Memphis. And we want everyone to know

that we are different from Federal Express." Kelsey went on to say, "We're different because, unlike Federal Express that specializes in shipping envelopes and small packages, Flying Tigers has no size or weight restrictions. We can handle any shipment no matter what shape or size," he added.

Kelsey stressed that although a spirit of competition exists between the two companies, they maintain a good working rapport. "In fact, Federal Express sometimes uses us."

**Publicity Helps Spread the Word.** Helping spread the word about Flying Tigers in Memphis, local newspaper and television reports covered the May 10 opening of our terminal there. Then in July, we had a chance to

emphasize the difference between other carriers and Flying Tigers when we shipped approximately



Pat Austin Mike Cunningham Jim Pfler

3,500 pounds of watermelons to Anchorage for an Alaskan watermelon festival. The event was publicized in local newspapers and on television, and helped establish Flying Tigers as the carrier in Memphis that can handle virtually any kind of shipment.

**Broad Coverage in the South.** Kelsey went on to explain that the Memphis

terminal serves a broad area in the South. "A lot of people don't realize how broad our coverage is," Kelsey said. "We serve Arkansas through a satellite office in Little Rock, and we serve western Tennessee and northern Mississippi, as well as the Memphis area."

Flying Tigers flight #920 departs Memphis Mondays through Fridays at 9:40 p.m. for St. Louis and Chicago with return flight #921 arriving in Memphis Tuesdays through Saturdays.

**The Staff.** Under the direction of Kelsey, Flying Tigers' Memphis staff includes

Harris, manager of terminals services based in Atlanta, and Hermann Spegel, field vice president based in Chicago, have regional responsibilities for Memphis operations activities.

**The Bluff City.** Perched on the Chickasaw Bluffs overlooking the Mississippi River, Memphis is called the "Bluff City." It is probably best known, however, as the home of the late "King of Rock and Roll", Elvis Presley. Graceland, the home of Elvis, is the city's top tourist attraction.

Memphis is proud of its many traits that set it apart from the rest of the nation. It is recognized as the world's largest producer of cottonseed products and boasts the world's largest interior cotton warehousing center. Memphis is the South's largest producer of mixed feeds and is the South's largest distributor of drugs and chemicals.

All of these achievements add up to big opportunities for Flying Tigers.

According to Bill Kelsey, the Flying Tigers staff in Memphis plans to do everything possible to take advantage of these and other business opportunities in the area. "Flying Tigers will be a major force in the air cargo industry in Memphis," he said, adding that he will depend on the support and assistance of Flying Tigers throughout the system to help them attain that goal.



Lynda Kiestra Dave Bernal

Account Executives Dee Grooms, Jim Pfler and Mike Cunningham; Customer Service Representatives Dave Bernal, Lynda Kiestra and Charlotte Williams; Dennis Markech, operations supervisor; and Pat Austin, secretary. Marsha Ayers, account executive in Little Rock, also reports to the Memphis office.

Memphis is part of the airline's North Central Region. Mike Bratek, regional sales director based in Minneapolis/St. Paul, oversees Memphis sales and customer service activities. Mark

## See for Yourself. Win a Weekend in Memphis.

There's a lot going on in Memphis and now is your chance to see it for yourself. Correctly fill out this crossword puzzle for your chance to win an exciting weekend in Memphis.

To better acquaint Flying Tigers around the system with the "Bluff City," Flying Tigers in Memphis have put together a fun-filled weekend package to be given away to a lucky winner. The winner, who must be a Flying Tigers employee, will be determined by a drawing of all correct entries.

The prize includes:

- Two round trip tickets on Republic Airlines from any city the airline serves in the continental U.S. to Memphis.
- Saturday night hotel accommodations at the world famous Peabody Hotel.
- Dinner for two at the Harbor View Restaurant on Mud Island.
- Two tickets for a tour of Graceland, plus passes to a special show on the life of Elvis Presley.
- Two tickets for a ride on the Memphis Queen, a replica of an authentic Mississippi steamboat.

This package is good on a space available basis any weekend from December 1982 through July 1983.

As an added bonus, Memphis Flying Tigers will give away free "mud packs" from Mud Island to 25 other correct entries selected at random.

So look for the answers to the crossword puzzle in the stories on this page and fill it out now. Then, fill in your name, employee number, location and telephone number and submit your entry to Pat Austin at MEM.

**Deadline for entries is December 13, 1982**

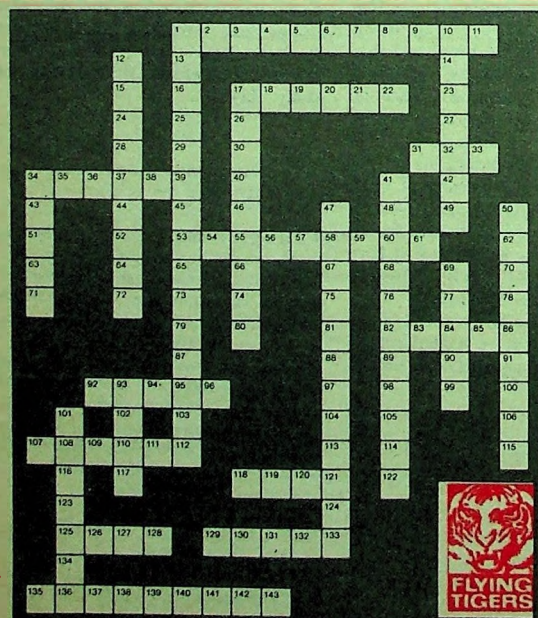
Flying Tigers in Memphis wish to thank Republic Airlines, the Peabody Hotel, the Harbor View Restaurant, Mud Island, Graceland Tours and the Memphis Queen for their generous contributions.

**Across:**

1. Memphis overlooks this river.
17. Memphis is the world's largest producer of this commodity.
31. Memphis has the South's largest one of these.
34. A famous inventor from Memphis.
53. Elvis' home.
82. Memphis is the South's largest distributor of this.
92. Federal Express specializes in this kind of package.
107. Flying Tigers' district sales manager in Memphis.
118. Flying Tigers has this many flights in and out of Memphis each week.
125. Elvis is known as the "King" of this kind of music.
129. This famous Memphian was President of the Confederacy.
135. Memphis is known as the \_\_\_\_.

**Down:**

1. An infamous Memphis outlaw.
10. A well-known Memphis hotel.
12. \_\_\_\_ was formed over a sunken ship.
17. Memphis is located on these bluffs.
34. The "King of Rock and Roll."
41. Jefferson Davis was its President.
47. The world's largest air cargo carrier.
50. Memphis is the South's largest center for this.
69. Memphis is located in this region of the United States.
93. The abbreviation for Mississippi.
101. The small package carrier headquartered in Memphis.



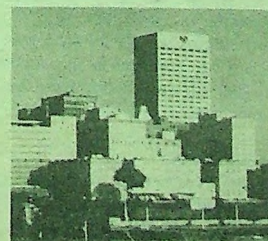
## Memphis Memorables

**Did you know that:**

- The mascot for Memphis State University is the largest Bengal tiger in captivity.
- Memphis has the world's largest private hospital (Baptist Hospital) and childhood cancer research center (St. Jude's Children's Research).
- The legendary W.C. Handy played his music at PeeWee's Saloon in Memphis and there gave birth to the style known as the "Blues."
- Memphis is the South's largest livestock and meat packing center.
- Memphis is the world's largest spot cotton market with 40 percent of the nation's cotton crop traded here.

**Famous Memphis attractions include:**

- Mud Island, a 50-acre island that was formed over a sunken ship. The island has been developed into a one-of-a-kind extravaganza featuring a five-block long working replica of the lower Missis-



ssippi River, a multi-story museum containing centuries of river history, and restaurants, music halls and a large amphitheater.

- Graceland, the home of the late Elvis Presley.
- Libertyland, an all-American theme park.
- The grand Peabody Hotel with its famous ducks and grand ballroom.
- The Memphis Zoo, the largest zoo in the South.

**Famous Memphians include:**

- Inventor Thomas Edison
- Outlaw Machine Gun Kelly
- Elvis Presley
- Jefferson Davis, President of the Confederacy

Name \_\_\_\_\_

Employee Number \_\_\_\_\_

Location/Department \_\_\_\_\_

Telephone Number \_\_\_\_\_