

Aircraft Swap Set with Pan Am

Airlines Exchange Three PAX Planes for Four Freighters

Flying Tigers and Pan American World Airways have agreed to swap four Pan Am Boeing 747 freighters for three Flying Tigers 747 passenger aircraft.

Flying Tigers President Tom Grojean said the exchange of Flying Tigers' three 200 series passenger aircraft for Pan Am's four 100 series freighters would take effect on January 15, 1983.

Cargo Opportunities

He said the swap would enable Flying Tigers to concentrate its resources in the cargo business.

The newly acquired freighters will be added to Flying Tigers fleet of 13 747 freighters — ten 200s and three 100s — and 26 stretched DC-8s to be used on the airline's domestic and international scheduled route system, and for charters worldwide.

PAX Plans

Regarding Flying Tigers' passenger services, Executive Vice President John Flynn said that the airline plans to handle its scheduled, charter and military commitments with leased aircraft, which are readily available at advantageous terms.

"Pan Am and Flying Tigers have agreed to make every effort to cover each other's commitments as each airline realigns its operations to accommodate the change in its fleet," Flynn said.

With the acquisition of the four Pan Am freighters in early January, said Tom Grojean, Flying Tigers will increase both frequency and capacity to Europe, replace its DC-8s with 747s on its scheduled routes to South America and provide service to the Middle East and Australia.

The airline's first priority, Grojean said, will be to assure an adequate level of service to its regular shippers, as well as to those who had been shipping on Pan Am's freighters.

Changes, Increases

"In early January we will increase our scheduled all-cargo flights from the United States to Europe from our present level of 16 a week to as many as 21 a week," he continued.

"We commenced service to Brazil last July with a weekly DC-8 flight, increased that service to twice weekly and now plan to increase capacity with B747s early in the New Year. We are also taking a look at flying to Argentina earlier than we had originally planned."

Regarding Australia, Grojean said that although Flying Tigers does not currently have scheduled rights to that country, there were ways the airline could serve shippers wanting to move goods there.

"We could have a joint venture with another carrier, expand our charter authority or apply for scheduled rights. One way or another, we will provide service to Australia," he said.

Flying Tigers has authority to several Middle Eastern points which it has not previously exercised—and is also negotiating with local carriers interested in joint ventures, Grojean noted.

"With 17 huge Boeing 747 freighters and 26 stretched DC-8s, he said, "we are in the unique position of becoming America's first, worldwide scheduled all-cargo airline, benefiting importers and exporters throughout the world."



Wishing Flying Tigers, families and friends Season's Greetings and a prosperous New Year.

Asia Turns in Record Month

Flying Tigers' Asia division reported record eastbound volume/revenue for the month of November, with 94 flights carrying more than 20 million revenue pounds from Asia to the United States. In November, 1981, Asia-U.S. freight amounted to 16,700,000 revenue pounds.

Some Load!

Flying Tigers in Narita, Japan loaded a record 271,286 pounds on board B747 flight 75 of December 4 — aircraft #814 — enroute to Taipei. Revenue pounds on board the flight totalled 254,996.

DC-8 Charters Carry Parcels

A series of DC-8 charters were operated by Flying Tigers this holiday season carrying plane loads of parcels for a leading small package service.

The 19 round trip flights operating between Ontario, California and various U.S. points December 14-23, represent more than a million dollars in revenue for Flying Tigers.

Sales Awards

Kinzer, Kurtz are Winners for Quarter

Congratulations to Dave Kinzer of Houston, Texas named "District Sales Manager of the Quarter" and Blaine Kurtz of Middletown, Pennsylvania, named "Salesperson of the Quarter" for the third quarter of 1982. "significant achievements," said Reuben Rosenthal, vice president sales — North America.

Kinzer

Dave Kinzer was \$707,100—or 31 percent—over his revenue quota and 492 shipments—or 38 percent—above his shipment quota.

Other top finishers were District Sales Managers Betty Berryman, Los Angeles; Clara Solomone, Philadelphia; Cecil Turbyfield, Orlando; Joe Morganelli, JFK; and Norm Bayless, Atlanta.

Kurtz

Blaine Kurtz was \$281,314—or 114 percent—above his revenue quota and 447 shipments—or 88 percent—above his shipment quota.

Other top finishers for the quarter were salespersons Louise McWade-Anderson, Los Angeles; Wheeler Foster, Columbus; Mike Bronowich, Syracuse; and Rick Groll, Los Angeles. "District Sales Manager of the Quarter" and "Salesperson of the Quarter" are programs introduced this year for U.S. sale personnel to boost sales and highlight outstanding achievements.

Contest Winners

Employees Win Steaks, Weekend in Memphis

Employees in New York and Los Angeles are winners in the recent *Flying Tigers Review* Kansas City, Missouri and Memphis, Tennessee promotions designed to heighten awareness around the system of Flying Tigers expanding operations.

Robert Przywara, customer service representative at JFK, was the winner of a case of prime steaks from Kansas City and two theatre tickets for a show in New York.

Sharon Lawrence, accounting clerk at headquarters, won a weekend in Memphis including travel on Republic Airlines, hotel accommodations, dinner, tours of Memphis attractions and a ride on a Mississippi steamboat.

In addition, 25 other employees

won "Mississippi Mud Packs" from Mud Island, famed Memphis attraction.

The Kansas City promotion appeared in the October 18 issue of *Flying Tigers Review* and the Memphis promotion in the November 15 issue. The two are part of a series of articles that feature a Flying Tigers location and a puzzle which employees can complete and send in for a prize drawing. Prizes are arranged by the Flying Tigers in the featured city and vary according to local interest.

On page 8 in this issue is another edition in the series, featuring Flying Tigers in New Orleans. Cities featured to date are Minneapolis/St. Paul, Honolulu, Kansas City and Memphis.

“Extraordinary Spirit”

Al Cormier Gets Prescott Award

It was the annual headquarters/LAX employee Christmas party December 4 and “Santa” Al Cormier was there, as usual, adding his own special trademark to the uniform—his famous unlit cigar.

Flying Tigers Chairman Wayne Hoffman and President Tom Grojean were on hand with holiday greetings and a special mission—presentation of the airline’s second Robert W. Prescott Memorial Award.

“I am pleased to present the second Robert W. Prescott Award to a very special employee,” Grojean said. “He started out in the sheet metal shop 30 years ago

...

“Today, Al Cormier is manager of special projects,” Grojean continued. “Al, come on up here.”

A stunned and visibly moved Al Cormier got to his feet and walked toward the stage. Shedding Santa hat and beard he headed across the room to Bob Prescott’s widow Anne-Marie and embraced her, then returned to the podium, wiping a hand across his eyes, still not believing.

Spirit, Achievement

The Robert W. Prescott Memorial Award was created in memory of Flying Tigers’ founder Bob Pre-

scott to recognize extraordinary individual spirit and achievement.

Al was honored in recognition of his tireless devotion to Flying Tigers through 30 years, and his ongoing efforts on behalf of charitable causes around the world.

The award is presented non-routinely at the discretion of the award committee, which comprises the chairman of the board, president and vice president-public relations & advertising.

The first Robert W. Prescott Award was presented to Flying Tigers Captain Dick Petrick in 1979 for his courage and skill in avoiding an aircraft collision on the ground in Chicago.

A.J. “Al” Cormier joined Flying Tigers as a junior structure mechanic in April, 1951, and for the next several years he held maintenance positions that included the sheet metal shop; duty on the airline’s Dewline operation which meant bare essentials—living in Arctic outposts; and responsibility for “clean-up” around the system, putting facilities and equipment in order.

He’s Special

It didn’t take long to see that Al Cormier was indeed “special”. When there was a special task or project that needed attention,

thoughts automatically turned to Cormier. And he automatically responded, no matter whether it was within his job description or appointed hours. If Flying Tigers needed something, Al did it—now. It was thusly that he assumed the title of special projects foreman and later manager of special projects.

Officially, Al handles all types of special projects as needed by company officers; assists the public relations and advertising departments in developing and facilitating special events; assists with the company’s salvage sales; takes charge of the company boat the “Sea Tiger”; and is generally “there” when anyone needs him. He is an expeditor, handyman, sea captain, picnic planner, party organizer, fund raiser, poster artist, audio-visual expert and of course, Santa Claus.

Flying Tigers First

Most importantly, Al Cormier is Flying Tigers. Day, night, Saturday, Sunday or holiday, he puts Flying Tigers first.

When Flying Tigers first started out under Bob Prescott, many people threw in with the company expecting little more than a few months—or perhaps if they were lucky, a few years—of something different; something fun and exciting.

The years grew into decades and for many of those early employees the infatuation became a continuing love affair with a spirit—the spirit that has written the long and colorful history of the company and has made it number one today.

Al Cormier epitomizes that spirit. He’s brash and outspoken; he’s warm and generous; he’s efficient, tireless, creative; and fiercely loyal.

“Al isn’t always quiet about the way he goes about his work, and sometimes he makes you mad,” a colleague noted. “But when you walk into that ballroom the night of the big Christmas Party, and the decorations that were ‘lost’ just a few hours earlier are all in place and ‘Santa’ is standing there with his famous unlit cigar in his mouth—you understand.”

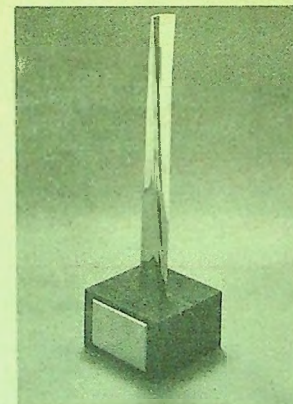
Santa!

“Santa” is an appropriate role for Al Cormier. For years Al has been playing Santa to the needy around the world, spearheading annual charity drives at the airline to benefit various orphanages and organizations administering to those less fortunate. For 14 consecutive years he used his benefits to travel abroad at Christmas time, delivering clothing, toys and goodwill at orphanages and hospitals. He took a particular interest in collecting funds for the Peter Prescott Memorial Hospital in Taiwan, named in honor of Bob Prescott’s son to help needy children. He was also instrumental in the resettlement not only of Flying Tigers’ own Vietnamese employees, who were evacuated from Saigon when the city fell in 1975, but also hundreds of others in need of food and clothing during the difficult transition from refugee to resident.

Of his charitable activities Al has said that one of his foremost goals in life is “to meet a stranger and make him my friend.” ●



Tiger Spirit — Al Cormier, above, shows off Robert W. Prescott Award. In the background, portrait of Robert W. Prescott — Bob — Flying Tigers founder. The striking award, at left, called the “Essence of Flight”, was conceived by acclaimed California artist Jack Brogan in silicone bronze and Brazilian rosewood.



A stunned Al Cormier had to sit down, above left, after being presented Robert W. Prescott Memorial Award by President Tom Grojean, above right. Al was playing Santa at the Los Angeles employee Christmas Party when the presentation was made.

TV Commercials Are Winners

Flying Tigers’ innovative television commercials supporting our guaranteed door-to-door service under the theme “it’s on time or it’s on us” have captured several television advertising awards in recent film and commercials festivals.

The airline’s most recent commercial entitled “Sweep the Dock” captured first place at the U.S. Television Commercials Festival, world’s largest competition devoted exclusively to the selection and recognition of outstanding commercials. In addition the first door-to-door commercial entitled “Time” and the entire campaign

won Certificates of Merit.

Two bronze medals were awarded for the “Time” and “Sweep the Dock” spots at the International Film and TV Festival of New York, devoted to the selection and recognition of outstanding films and commercials. The “Time” spot won in the live action category, with first place going to the Henry Weinhard beer commercials. “Sweep the Dock” won in the special effects category with Mobil Oil taking the first spot.

“Time” also received a certificate of Merit at the 18th annual Chicago International Film Festival.

FLYING TIGERS *review*

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Nissen Davis
Vice President
Public Relations & Advertising

Colleen Ferguson
Editor

Margi Falk
Editorial Assistant

Correspondents: Asia — Yasuko Yamaguchi, Yoshiko Watanabe-TYO; Teruko Nishiguchi-OSA; Patricia Liu-TPE; Carmela Batol-MNL; Eva Cheung-HKG; Florence Goh-SIN; Hyon-Sook Yoo-SEL; Penny Foo-KUL. **Europe** — Pat Roche, Freda Head-LHR; Dieter Weckesser, Helga Traeger-FRA; Anita Spiess-ZRH; Egidio De Amici-MIL; Jack Zijlstra-AMS; Gilbert De Vleeschouwer, Denise D’Hondt-BRU; Alain Dupont, Martine Charton-CDG. **North America** — Ed Reardon-BOS; Cathie Kopp-ORD; Maggie Howard-SFO; Jean Sarletti-SEA; Lydiette Olano-MIA; Ron Gilbert-JFK Bldg. 260. **Latin America** — Javier Rodriguez-MEX.

Flying Tigers is a Tiger International Company

Flying Tigers in ASIA

Seoul Congratulations

Seoul Flying Tigers say "congratulations" to two of their colleagues recently named to new posts. H.K. Yang has been appointed deputy general manager-Korea, and K.I. Chun has been named manager terminal operations.

Two On the Move

Yang served as manager terminal operations since joining Flying Tigers in 1979. Previously he served 10 years in the Republic of Korea Air Force attaining the rank of major, and was assigned as public information officer for the United Nations Command/Combined Forces Command.

He received a bachelor's degree in business administration/personnel management at Kyung Hee University and an M.B.A. in communications at Seoul National University. He lives in Seoul with

his wife and two children—a daughter eight and son five.

K.I. Chun joined Flying Tigers in 1969 as a cargo operations agent. He has been supervisor of terminal operations since 1974. Chun obtained his bachelor's degree in business administration from Choong Ang University. He lives in Seoul with his wife and four children.

Welcome

In addition to these appointments, K.T. Han has joined Flying Tigers as sales representative in charge of westbound sales. He has been transferred to Flying Korea—General Sales Agent for Flying Tigers in SEL—from his parent company, Pan Ocean Bulk Carriers Ltd.

—Submitted by Hyon-Sook Yoo-SEL



H.K. Yang



K.I. Chun



K.T. Han

The Inside Story

Shipments, Charters, Worldwide



"E.T." On the Move

In his movie debut a few months ago "E.T." arrived in the U.S. via spacecraft. Today the lovable little extra terrestrial is arriving stateside via Flying Tigers jefreighter—by the ton-load. Thousands of E.T. toys in a variety of sizes and materials have been manufactured in Taiwan and rushed by air cargo to the U.S. in time for holiday gift giving. Since August this year toy manufacturer Kamar Taiwan Inc. has been one of the top accounts for Flying Tigers in Taiwan with shipments mainly consisting of E.T. toys. The airline has hauled an average of 2.8 million pounds per month of the E.T. items including dolls, stickers, key chains, inflatable toys and molded plastic figurines. Above, Flying Tigers Taiwan Sales Manager George Ming shows off some of the "hot items" being shipped.

—Submitted by Patricia Liu-TPE



Running 80-meter race in Japan is Director of Freight Services-Asia Chuck Greene, above left.



In the balloon smashing contest, Y. Sato, load plan coordinator-TYO, above left.

Getting Together

Grand Athletic Meet Great Fun in Japan

The 12th Grand Athletic Meet organized by the Foreign Transportation Health Insurance Association was held at a sports arena in the suburbs of Tokyo November 3 — a national holiday — with the friends and families of some 60 airlines attending.

More than 30 Japan Flying Tigers and family members participated in the races and games along with Vince Gallagher, marketing manager-JFK and his wife, who were visiting Tokyo at the time.

Fifteen-year-old son of A. Takahashi, export cargo agent at Flying

Tigers' Narita terminal, won first prize in the 1000 meter "marathon" race.

There were many fun events including a shopping game for women, a red and white ball shooting for children and a balloon smashing game for men.

People took advantage of the opportunity to meet their colleagues' families and other airline members, and everyone thoroughly enjoyed the day.

—Submitted by Yasuko Yamaguchi-TYO



Flying Tigers in 80-meter race at Japan Grand Athletic Meet included, above 1-r, N. Takechi, manager import sales-TYO; M. Tanaka, chief agent-NRT; M. Iwasaka, account executive-TYO; Vince Gallagher, marketing manager-JFK; K. Iijima, chief agent-NRT; H. Nakajima, customer service-TYO; K. Osawa, agent I-NRT; and S. Tanaka, senior agent-NRT.

Fragile "Freight" Train

On the Right Track in the U.K.

Trains on planes?? Flying Tigers Birmingham, England office recently arranged the movement of a steam locomotive . . . not a full sized one, but an intricate, exact replica of the world's largest steam powered locomotive — the United States' Union Pacific.

LHR to LAX

The high value shipment, weighing 3,500 pounds, was transported on Flying Tigers flight 10 from LHR connecting with flight 641 in New York and arriving at its destination in Los Angeles in excellent condition and on schedule.

The model was produced by Severn-Lamb Limited, world famous model makers. The completed engine took three and a half years to produce and involved 14 man years of work.

Quite an Engine

The work was commissioned by Tom Miller, chairman of the Los Angeles Steam Locomotive Club. Miller reports that the original oil-fired Union Pacific locomotive had a running weight of 1,459,300 pounds and was capable of pulling five miles of trucks. It was built in 1941 and operated on the high plains of Wyoming. The production of the model engine created much media interest in Britain, and prior to its transportation was featured on BBC television.

—Submitted by Pat Roche-LHR



Above: Union Pacific replica is tested in England before being packed and prepared for shipment to Los Angeles. At left: Manufacturer Michael Severn-Lamb, left, with Flying Tigers Birmingham Senior Sales Executive Barrie Walker.

Christmas is for Kids!



"Clown" Carole Karnofsky, above, international rate specialist and member of the Cub Christmas Party committee, helped entertain the kids in clown costume she made herself.

Another Great Flying Tigers Christmas Party for "Cubs"

Some 300 children of Flying Tigers headquarters and LAX employees gathered at the Proud Bird Restaurant near Los Angeles International Airport December 4 for the annual Flying Tigers Cub Christmas Party sponsored by the Administrative Employees Committee (AEC) and funded by headquarters and LAX Employees Associations and the Credit Union.

Headlining the day's entertainment—in addition to Santa, of course—was a group performing Hawaiian, Tahitian and Samoan music and dances and a professional clown and magician.

Adding to the atmosphere, a number of Flying Tigers, using their own time and money, made clown and elf costumes for the festive event.

Santa Russ "ho ho ho" Kissinger was the highlight of the day, handing out hugs and presents to the excited tots.

Flying Tigers volunteers who contributed to the successful holiday event included Bob Stoltz, inventory planner; Doug Seapara, manager of financial accounting; Russ Kissinger, manager of flight training services; Canda Gray, supervisor-revenue input; Susan Gray, international rate specialist II; Nancy Bain, international rate specialist III; Marianne Blitsch, credit union representative; Gwen Dyer, management reporting clerk; Chris Erdman, credit representative; Eva Mahe, data input clerk; Al Cormier, manager-special projects; Linda Carroll, wife of Jack Carroll, manager-World Service Center; Illiana Carrillo, lead payroll clerk; Pat Derrenbacher, accounting clerk; Carole Karnofsky, international rate specialist III; and Dan Karnofsky, Carole's husband.

On these pages, photos from the grand event.



Enjoying the event, Nadia Krispel, above, supervisor payroll, with her daughter, Talia.



A tropical flavor highlighted the event with entertainment including Hawaiian, Samoan and Tahitian dancing and music, above.



Above: Tom Harwood, director domestic pricing, with son David. Far right: Committee member Pat Derrenbacher, accounts clerk, "dressed up" for the occasion. Near right: Hien Nguyen, senior financial analyst, and children.



Among "Santa's elves," committee members, above, l-r, Susan Gray, data specialist; Canda Gray, supervisor revenue & input control; and Nancy Bain, rating specialist.



Above left: Steve Foulkrod, maintenance, and eight-month-old Kelly. Above right: Frank Maiolo, KIAC support, with son Brent.



Above left: Fran Thompson, information systems, with Chris, 11 months old. Above right: Maynard Ekedal, supervisor of charter planning, and family.



"Santa" Russ Kissinger, manager flight training services, and friend, above.



Above left: Ian Jackson, senior director of traffic services, with his wife Faye and daughter Jennifer. Above right: Alan Peck, manager market analysis, with his wife Cheryl and daughter Kristyn.



Above left: Eva Mahe, key punch, and her daughter. Above right, l-r: Santa's helpers Gwen Dyer, accounting clerk and Canda Gray. Sign in background is handiwork of Mary Wydry, accounting clerk.



Above left: Executive Vice President John Flynn and son. Above right: Santa and friends.



Holiday Gift Fair, Too.



Highlighting the Flying Tigers Cub Christmas Party again this year was the "Holiday Gift Fair." Flying Tigers employees and friends offered gifts for sale that included tasty edibles, original paintings and photography, handmade crafts and assorted items. The fund-raising event was sponsored by the Headquarters Employee Association with a portion of the sales going to the Association for its projects. Above left, cuddly cat dolls were among the handmade selections. Above right, Debbie and Sandy McCoy, sisters and Flying Tigers employees, sold items including beautiful bread dough baskets crafted by Sandy. Rabbit was visiting from an adjoining booth! At left, June Murphy, secretary, was cashier for the day.



Professional clown and magician provided entertainment during the party, above left. Above right, Gary Molinari, director charter administration & customer service, and family.

Flying Tigers in

EUROPE



Love Blossoms at LHR

Flying Tigers in London have recently helped celebrate a happy occasion for two fellow employees. Peter Coombs, who joined the company as a cargo serviceman in October, 1977 met Christine Howard when she joined the company in March 1980 as an import traffic agent. Love blossomed and the pair, above, was recently married, to the delight of everyone they work with. Fellow LHR employees made a presentation of chinaware to the couple and wished them well for their future happiness.

—Submitted by Pat Roche-LHR

“Pool Party”

Competition is On Cue in Scotland

November 12th saw the grand final of the First Flying Tigers Pool Competition for Scotland. From more than 40 entries from air-freight agencies, 16 went into the final night of competition and Scott Bulloch of MSAS was triumphant, beating Jimmy McKinnon of Circle Airfreight in an exciting final. The losing semi-finalists were Del Gemmel of Emery and Andy McKee of MSAS.

Pool as a sport is growing in popularity throughout Great Britain and it is hoped this competition in Scotland will become an annual event.

The event promoted goodwill with the agents, and the airline was heartily congratulated on a successful evening's sport. Thanks go to the Flying Tigers Prestwick staff who organized the event—David Allan and Robert Lamont, cargo servicemen; and Des Nutley, sales executive.

—Submitted by Pat Roche-LHR



Pool competition winner Scott Bulloch, above center, of MSAS air-freight agency collects trophy and prizes from Flying Tigers. l-r, David Mullin, regional manager-Scotland and Pat Roche, manager-administration & personnel-LHR.

Marking 30 Years in Belgium

Flying Tigers in Brussels, Belgium noted the 30-year service milestones of two fellow employees recently.

“Van”

Joseph Van Rompaey, Flying Tigers' communications administrator for Europe, started his career with the airline on November 1, 1952 with Seaboard & Western Airlines in Luxembourg under the title of “communicator”. He later became chief of the Luxembourg SITA communications center which was operated by Seaboard.

From 1962 through 1964 “Van”—as he is known by his colleagues—was employed as a communicator with the airline in Frankfurt before returning to his

home country of Belgium in 1965, where he was station manager for Seaboard World Airlines through 1980.

In his current post Van is responsible for communications and KIAC matters for the airline throughout Europe.

Charlie Johnson

Also celebrating 30 years recently was Brussels Maintenance Representative Charlie Johnson. Charlie joined Seaboard & Western in 1951 during the Korean airlift and has worked in maintenance in Asia and Europe throughout his 31-year airline career.

—Submitted by Denise D'Hondt and Willie Becker-BRU



Thirty-year employee Charlie Johnson, maintenance representative in Brussels, above.

Ski Weekend in Europe — Sign Up Now

Don't miss this fantastic event. Rooms are available on a first come-first served basis . . . so send off your "Ski Weekend in Switzerland" reservations now. DEADLINE FOR RESERVATIONS IS JANUARY 15, 1983. Fill out the form below and send it to Zurich, attention Franziska Sommer. For additional information and details please contact the Zurich sales team... ZRHSSFT/OUS643911. Please note on form if you need single or double accommodations.

RESERVATION

NAME: _____ SPOUSE: _____

STATION: _____ SITACODE: _____

I WILL PARTICIPATE IN THE SKIRACE: YES / NO

REMARKS: _____

DATE: _____ SIGNATURE: _____

Flying Tigers in Europe are planning their traditional ski weekend for 1983 and are hoping to see fellow employees from a round the system at the event, set for March 4, 5 and 6 at Switzerland's beautiful Mount Rigi.

The Swiss Flying Tigers have made arrangements with a first class hotel at Mount Rigi offering indoor-outdoor swimming pool, sauna and solarium, a cozy cocktail lounge with open fireplace and three restaurants.

Mount Rigi has skiing for all classes of skiers, including cross-country. Non skiers can enjoy leisurely walks along beautiful paths starting right next to the hotel.

The weekend program is packed with special events starting with welcome drinks and get-together Friday evening. Saturday is the big skiing day with the traditional giant slalom ski race in the afternoon. Winners will be announced after dinner that evening, and there will still be time to wind up the day with dancing or drinks in the cocktail lounge.

All you have to do is get yourself to Zurich Airport by Friday morning, March 4, no later than noon. Participants will meet there and travel by train and “rack-railway” to Mount Rigi.

Rates for the Friday to Sunday package are SFR 220 per person double room with bath (approximately \$110.00 per person) or SFR 250 per person single room with bath. This includes two nights lodging; dinner on Friday and Saturday evening; breakfast Saturday and Sunday; all transportation from Zurich Airport to hotel and back; use of the hotel pool; and taxes and services.

The Swiss Flying Tigers say . . . “Hope to see you there!”





Commendation For Charters

• Timberline Industries, Inc. wishes to express its sincere appreciation for the efforts put forth by Flying Tigers in our recent charter of a DC-8 aircraft to Yakutat, Alaska. Specifically **Ms. Rosemarie Cowan** of charter sales in Los Angeles, **Mr. Gary Marsch**, supervisor of charter operations in Seattle, **Captain John Ragsdale** and his competent crew together with the support personnel at the Seattle and Anchorage facilities.

Your company functions in a highly professional manner with adequate emphasis on the customer needs.

Many times quality work is merely expected and goes without thanks. We are highly pleased with the results of our business relationship with your fine company.

Robert E. Stoen
President
Timberline Industries, Inc.
Anchorage, Alaska

ity. They explained the cargo flow and accountability in clear understandable terms and answered questions from the students. Please extend our appreciation to Ms. Boettger and Mr. Sullivan for a job well done.

Bruce H. Leeds
Manager, Imports
Hughes Aircraft Company
Export/Import Operations
Los Angeles, CA

Metro Praise

• I recently returned from Rome on your airline, Metro International. I would like you to know that after all my years of flying, I've never enjoyed a flight crew as much as I enjoyed the one on Metro. All the flight attendants were extremely friendly and sincere in their efforts to make all the passengers enjoy the flight.

Upon leaving the plane when we arrived at Kennedy Airport I did not realize how heavy my baggage was. Being unable to carry everything off the plane, one flight attendant named **Billye (Senseman)** was nice enough to help me. Another flight attendant (**Regina Cumiford**) was with her and was just as pleasant. Please let them know as well as the rest of the flight crew how grateful I am for making my flight one of the most enjoyable I've ever taken.

Nina Paccione
Laurelton, N.Y.

Thanks to the crew on Metro International flight 3113 from Rome November 14, **Donna Sheehan, Phillip Beckerman, Pat Laszka, Amond Forrest, Elfi Wichman, Gloria Culver, Sandi Murtishaw, Judy Kendle, Denise Johansen, Martina Pross, Pamela Greene, Billye Senseman and Regina Cumiford.**

• Just a note to say my wife and I were pleased with our recent Metro International flight from Brussels to New York. We fly transatlantic quite often and found the plane quite comfortable and the service very good. I would especially like to thank flight attendant **David Lusk** who made a special effort to take care of my guitar for me.

Brett Buchler
Troy, PA

Well Done In Dallas/Fort Worth

• Quite frequently, people in your position, as well as mine, often are confronted with complaints as opposed to letters of appreciation. Please let this be the exception to the rule, as I would like to extend the Valvoline Oil Company's appreciation for the very satisfactory manner in which your employee, **Toni Dugger** (customer service-DFW) handled a recent problem that we had involving a shipment to St. Louis, Missouri. Mrs. Dugger was able to respond to our needs in a professional and efficient manner, and I must say, well beyond the call of duty. On behalf of the Valvoline organization, I would like to extend to Mrs. Dugger my most sincere appreciation for a job well done.

Charles F. Hillman
Division Manager
Valvoline Oil Company
Lexington, Kentucky

Christmas Cheer For MAC

Letter to **Bob Vickery**, Flying Tigers director of government programs and **Glenn Van Winkle**, director charters & MAC programs.

• This letter is our way of saying sincere thanks for providing the Kadena, Okinawa MAC passenger terminal with two Christmas trees. They are splendid and will indeed enhance our terminal to make the holiday spirit brighter for all military and dependents who are so far from home this holiday period.

Both trees will be proudly displayed in the passenger terminal and recognized as being donated by Flying Tigers. Again, thank you. On behalf of the personnel assigned to the MAC passenger terminal, 603rd Military Airlift Support Squadron, we extend to you and all Flying Tigers employees a Merry Christmas and a Happy New Year.

William D. McAfoose, 1LT, USAF
OIC, Passenger Service
Department of the Air Force
603rd Military Airlift Support Squadron

'Tour' de Force at LAX

• The purpose of this letter is to commend two of your employees, **Helga Boettger** (account executive) and **Mike Sullivan** (former operations supervisor) on their cooperation and assistance to us.

We teach a class to Hughes employees entitled "An Overview of Import Principles". Recently the class convened at your LAX (terminal) facility on Imperial Highway. Ms. Boettger and Mr. Sullivan met us and gave us an informative tour of the facil-

On the Move

Promotions and new positions around the system:

- HEADQUARTERS**
Dan Giamario . . . to systems analyst/programmer, from computer programmer A. Eric Hann . . . to project analyst, from systems analyst. **Debbie Hinkle** . . . to senior pricing analyst, from instructor. **Diane Schaal** . . . to communications specialist, from communications administrator. **Kees Steeneken** . . . to project manager, from project analyst. **Beverly Broadstone, Sally Brugnola, Nguyet Doan and Liliana Santiago** . . . to credit rep. I, from customer finance job 4. **Jodi Herlich, Deborah Jarrell, Frank Jenkins and Bonnie Sowards** . . . to float pool, from flight attendant-JFK.
- ATLANTA**
Lamar Cato . . . to ops. supervisor, from RSM.
- BALTIMORE/WASHINGTON, D.C.**
Joyce Palladino . . . to supervisor customer service, from CSR.
- CHICAGO**
James Murray . . . to chief ops. supervisor, from senior ops. supervisor. **Joseph DeLaRosa** . . . to RSM, from parttime RSM.
- DALLAS/FT. WORTH**
Garry Hohman . . . to traffic agent, from RSM.
- HOUSTON**
Michael Maher . . . to RSM, from RSM-JFK.
- KANSAS CITY**
Janice Rausch . . . to senior statistical agent, from terminal administration clerk.
- NEWARK**
Ed Kochie . . . to RSM, from

- RSM-JFK.**
SAN JUAN
Miguel Gonzalez . . . to senior station agent, from general clerk.
- SEOUL**
K. I. Chun . . . to manager terminal operations, from supervisor terminal operations. **H. K. Yang** . . . to deputy general manager-Korea, from manager terminal operations.

Welcome

Flying Tigers welcomes the following new employees:

- HEADQUARTERS**
Liana Cargas . . . clerk typist. **Robert Lo** . . . marketing manager-S.E. Asia. **Julia Honda and Kathy Moore** . . . senior clerk. **Gail June Ozawa** . . . marketing analyst. **Donna Ridge** . . . computer programmer C. **Sharon Thomas** . . . customer finance job 2. **Jacklene Villasana** . . . service center coordinator. **John Wang** . . . computer programmer B.
- ATLANTA**
Enid Orsini . . . telephone sales rep.
- CHICAGO**
Candida DuPrey . . . telephone sales rep. **Mohammad Noor** . . . secretary. **Catherine McMillan** . . . traffic agent.
- DALLAS/FT. WORTH**
Frank Jones . . . CSR.
- DENVER**
Louise DuChane . . . CSR.
- JFK**
Laura Donnelly . . . secretary sales administration. **Frances Varon and Elisa Ventur** . . . telephone sales rep.
- LOS ANGELES**
Ian McGregor . . . account executive. **Michael Scanlan** . . .

- district sales manager.
- NEW ORLEANS**
Brenda Lamandre . . . CSR.
- ORLANDO**
Jon Blackman . . . operations supervisor.
- PITTSBURGH**
Bonita Skidmore . . . CSR.
- SACRAMENTO**
Regina Penna . . . CSR.
- SAN DIEGO**
Wendy Aird . . . CSR.

- SAO PAULO**
Cassio Ortiz . . . account executive.
- SEOUL**
K. T. Han . . . sales rep.-westbound sales.

Retirements

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

- Walter Bernhold**, supervisor operations administration-JFK. 15 years.
Raymond Dorman, captain-JFK. 32 years.
Frank Meloney, stock clerk-JFK. 27 years.
Raymond Poole, captain-JFK. 32 years.
George Radnoti, senior flight operations engineer-JFK. 15 years.
Lamont Shadowens, captain-SFO. 27 years.
Charles Smith, ramp serviceman-LAX. 18 years.
Robert Spencer, lead stock clerk-HDQ. 26 years.



Retiree **Robert Spencer**, above center, with his wife **Velma** and Supervisor Maintenance Supply **Augie Cirrito** at Flying Tigers gathering in Spencer's honor.



Captain Lamont "Shad" Shadowens was greeted by family and friends in SFO following his last flight for the airline. First Officer flying with him was his son, **Shad Jr.** Above left, Shad with wife **Kathy** at SFO gathering. Above right, Shad with 1-r, son **Shad** and daughters **Tina** and **Leah**.



New Orleans— Where the Good Times and Flying Tigers Roll



Ray Luce Bob Hull Gerrie Donovan Don Lemonier

Mardi Gras and Bourbon Street—words that immediately bring to mind the city that made them famous. New Orleans, a city that for decades has courted visitors and natives alike with the beckoning “Laissez les Bons Temps Roule! (Let the good times roll!).”

Famous for its jazz, unique cuisine, architecture and colorful history, New Orleans has many nicknames, including “The City That Care Forgot” and the “Crescent City.” It is also notorious for its active night life that features Bourbon Street, where the action begins nightly around 9 p.m. and continues all night.

According to New Orleans Flying Tigers, the city located near the mouth of the Mississippi River offers more than good times, it provides a healthy business environment in which to work. Bob Hull, district sales manager, explained that as one of the nation's leading commercial centers and an international gateway, New Orleans holds abundant business opportunities for Flying Tigers.

Port City
Although optimistic about opportunities in New Orleans, Hull pointed out that one major obstacle hinders the city's development as a major air cargo market. New Orleans ranks as the nation's largest port in total waterborne commerce. “Because of its position as a major port, the majority of cargo going through the area goes through the port which limits the use of air cargo for distribution,” Hull noted.

Inbound Market
Hull went on to explain that because of the port's

influence and the nature of business in the area, New Orleans is primarily an inbound air cargo market. “We have been increasing steadily since we opened last April and now handle an average of 450,000 pounds of inbound freight a month,” he said.

“Tourism is the second largest industry here, which means that a large portion of our inbound freight consists of materials supporting the tourism trade,” Hull continued. “These commodities include printed materials and convention booths, exhibits and displays.”

New Orleans and the River Region is the nation's second leading producer of oil and natural gas and is developing as one of the

shrimp, oysters, crabs and game fish that support an expanding seafood industry. To meet the growing cargo needs of the seafood industry, Flying Tigers in New Orleans have undertaken a project aimed at attracting potential shippers.

To reach these prospects, Bob Hull sent letters to 490 seafood brokers and retailers introducing them to Flying Tigers and explaining our air cargo services. The letter included a response card for interested shippers to return for additional information. “We will follow up these leads with direct sales call,” Hull said. “We're enthusiastic about this program and hope it will help establish Flying Tigers as the premier seafood shipper in the area.”



From left to right:
Gerrie Donovan
Ben Woods
Jan Cooney
Wanda Chenault
Don Lemonier
Steve Mulloy
Ray Luce
Butch Foster
Bob Hull

principal centers of energy resource exploration and development in the U.S. As a result of these thriving industries, other commodities moving into New Orleans on Flying Tigers include oil and petrochemical equipment, Hull explained, adding that oil and energy-related goods also make up a large percentage of the terminal's outbound traffic.

Developing Seafood Market

The Gulf waters and inland bays and bayous of the region produce large quantities of

The Organization

New Orleans is part of the South Central Region. Dick Miller, regional sales director in Dallas, oversees sales and customer service activities, while Bob Roe, senior director service-West, has regional responsibility for terminal operations.

In addition to Hull, the New Orleans staff includes Account Executives Ray Luce, Gerrie Donovan and Don Lemonier; Jan Cooney, customer service supervisor; Customer Service Representatives Oscar “Butch” Foster,

and Spanish settlers of South Louisiana. As an adjective, Creole applies to various local items including food, produce and architecture.

Gumbo: Another New Orleans specialty. A thick soup, usually consisting of the bounty of local waters—shrimp, oysters, crabs—and strong flavorings and spices.

Mardi Gras: French. Fat Tuesday, Shrove Tuesday. The last day of the Carnival Season which is celebrated with elaborate parades and street festivals.

Vieux Carre: French. Old square, The French Quarter. The original city of New Orleans.

Wanda Chenault and Brenda Lamandre; Francis Monju, secretary; Steve Mulloy, manager of terminal services; and Ben Woods, senior operations supervisor. **New Flight Schedule**
Presently, Flying Tigers' flight #900 departs the New Orleans Moisant International Airport Mondays through Fridays at 9:35 p.m. en route to Dallas and Atlanta where cargo is transferred to domestic or international flights. Return flight #901 arrives in New Orleans Tuesdays through Saturdays at 8:30 a.m.

Beginning January 3, routing and scheduling for the flights change. The new schedule will operate MSY-MEM-ORD, with flight #900 departing New Orleans Mondays through Fridays at 9:20 p.m. The flight will arrive in Memphis at 10:20 p.m., continuing to Chicago at 11:05 p.m. where it will arrive the next morning at 12:30.

Inbound, flight #901 departs ORD Tuesdays through Saturdays at 6:50 a.m., stopping off in Memphis en route to its scheduled arrival in New Orleans at 10:05 a.m.

Experience the Good Times. Win a Trip to New Orleans!

New Orleans Flying Tigers want to share the good times in “The City that Care Forgot,” so they are offering a lucky Flying Tigers employee the opportunity to win an expense-paid trip for two to the city.

In addition to air transportation from any U.S. city to New Orleans, the prize includes a “Cajun Tour Package” courtesy of John Abbott Tours of New Orleans—hotel accommodations for two nights at the Chateau Le-Moyne located in the French Quarter; two airport-hotel transfer passes; and a choice of a city tour or a five-hour Mississippi River cruise. (This tour package also available to all airline employees at reduced rates. Contact Bob Hull, MSY, or John Abbott Tours for details.)

The prize is good on a space available basis anytime in 1983. To qualify, just correctly answer the “True/False” quiz below (you'll find the correct answers in the stories on this page). Then, fill in your name, employee number, location and telephone number and submit your entry to Bob Hull, MSY. The winner will be determined by a drawing of correct entries.

Deadline for entries is January 14, 1983.

Name _____ Employee Number _____
Location/Department _____ Telephone Number _____

TRUE/FALSE

1. Bob Hull is the governor of Louisiana. **True. False.**
2. Mardi Gras means “Fat Tuesday.” **True. False.**
3. New Orleans is the nation's largest port for waterborne commerce. **True. False.**
4. Tourism is New Orleans' largest industry. **True. False.**
5. Major commodities moving into New Orleans on Flying Tigers include petrochemical equipment. **True. False.**
6. New Orleans is in Flying Tigers' South East Region. **True. False.**
7. Regional Sales Director Dick Miller is based in Dallas. **True. False.**
8. Vieux Carre is the name given to the original city of New Orleans, the French Quarter. **True. False.**
9. Creole is a Southern Louisiana dish. **True. False.**
10. New Orleans is primarily an outbound air cargo market. **True. False.**

Learn the Language

Visitors to New Orleans often hear words and terms unfamiliar to them. The following glossary of some of the most frequently used colloquialisms—absorbed from the city's French, Spanish, African and Acadian cultural heritages—should be helpful on your next visit to the “Crescent City.”

Banquette: French. A low bench.

Bayou: Choctaw. A river or creek.

Beignet: French. Fritter, square doughnuts without holes served with cafe au lait.

Cafe au lait: French. Coffee, usually laced with chicory and prepared with hot milk.

Cajun: The accepted name for Acadian, a group of French-speaking people, driven from their homes in Canada many years ago to settle in South and Central Louisiana.

Crawfish: Officially “crayfish.” A local delicacy, crawfish live in the mud of fresh water streams and for a five-or-six-month season in the spring are harvested and cooked in dozens of different recipes.

Creole: Spanish word meaning “child of the colony.” Creoles are descendants of the French