

1982 YOU CAN GUARANTEE ITS SUCCESS

“Forward March” Goal gets Closer

Our “Forward March” campaign got off to a slow start in its first week but had picked up by the end of the week, and made steady gains in the second five business days. By presstime the results were in for the first two weeks, showing a first week domestic revenue average per business day of \$563,000, increasing to a \$575,000 average per business day in the second week. This still falls short of our \$650,000 per day average needed to reach the March domestic revenue goal of \$14,950,000, but as we traditionally do better in the last two weeks of a month, we are looking forward to a positive report for the next issue of the Review. In the meantime, let’s make everyday count and exit March roaring like a tiger. The chart above shows our weekly progress versus our goal for the first two weeks.

Door-to-Door Doing its Part; Greater Volumes Sought

Our guaranteed door-to-door service is doing its part to move the airline forward in March, with volumes up in the first two

weeks and reliability hitting 99.2 percent and 98.4 percent, respectively.

“Now,” says President Tom Grojean, “we need to build door-to-door volumes while we work to ensure maximum reliability.”

Door-to-door service started the week of March 15, in Binghamton and Utica, New York; Asheville, North Carolina; Nashville, Tennessee; Birmingham, Alabama; Milwaukee, Wisconsin; South Bend, Indianapolis and Fort Wayne, Indiana; Grand Rapids and Kalamazoo, Michigan; Pittsburgh and Erie, Pennsylvania; Youngstown and Akron, Ohio; Phoenix, Arizona; Portland, Oregon; and San Diego and Sacramento, California.

Flight Attendants Elect New Union

Flying Tigers’ flight attendants have elected the Association of Flight Attendants, AFL-CIO, as their new bargaining representative. They were formerly represented by the Teamsters.

The current flight attendant contract expires April 1, and contract negotiations with AFA will commence shortly.

Grojean “Very Pleased”

Pilots Agree to Wage Reduction

The airline and the Flying Tigers Air Line Pilots Association (ALPA) negotiating committee reached tentative agreement March 6 — subject to approval by the ALPA Master Executive Council — providing the company a reduction in pilot wages.

“I am very pleased,” said Flying Tigers President Tom Grojean as he announced the development in his weekly *Employee Newswire*. The agreement comes in response to companywide efforts to reduce operating expenses and increase productivity.

The pilots also tentatively agreed to single-crew operation on Military Airlift Command flights between Anchorage and Clark Air Base in the Philippines, eliminating the cost of paxing crews to Tokyo and Kadena in Okinawa, and associated lodging expenses.

Further meetings will explore other mutually beneficial agreements.

Domestic Reorganization

U.S. Field Organization Realigned; New U.S. VP-Sales Joins Airline

In light of our continuing domestic and international expansion, management of Flying Tigers’ United States field organization has been restructured effective Monday, March 15.

New VP-U.S. Sales

U.S. field sales and customer service will now be headed by Reuben M. Rosenthal, who joins Flying Tigers as vice president sales-United States. He will report to Pete Hubbard, senior vice president marketing and sales.

Rosenthal brings to Flying Tigers a strong background in the commercial sector of the transportation industry. From 1972 to 1977 he was with Airborne Freight Corporation as district manager in Washington, D.C. and manager of international operations, New York City.

From 1977 to 1979 he was with Continental Trailways as area sales manager in New York, divisional sales director in Dallas and vice president-sales for the Western U.S. He was most recently VP-Midwestern U.S. for Purolator Courier Company.

Kane VP System Accounts

Jack Kane will continue to be responsible for forwarder, agent, consolidator and national accounts with the title vice president sales-system accounts. Kane’s responsibilities also re-

fect “the airline’s heightened need for expanded and close contact with our current and future major customers,” said Pete Hubbard.

Nine Regions

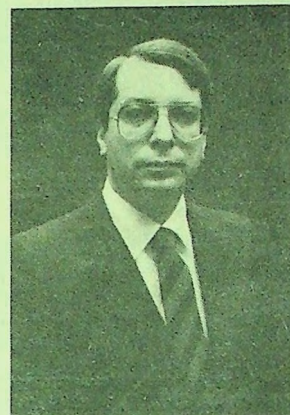
The U.S. field sales and customer service organization will comprise nine regions each headed by a director responsible for sales and customer service. Reporting to the regional sales directors are 22 district sales managers.

Terminal Services

Terminal service personnel will continue to report to Senior Vice President Scheduled Services Russ Emerson, whose three U.S. regions will remain the same with Dick Haberly as VP-Northeast region, Hermann Spögel VP-Central region and Bob Roe senior director service-Western region, supervising 22 local service managers.

No changes in the international field organization are contemplated.

“With our entry into Europe, our dramatic domestic expansion, our growing involvement



Reuben Rosenthal

in Latin American and a strong need to provide more support for our Asian services, we need more accountability from each of our field functions — sales, customer service and operations,” said President Tom Grojean. The reorganization, he said, will enable each of these groups to concentrate all of their efforts in their own areas of expertise.

Milestone of Service

This is our “Milestones of Service” issue of Flying Tigers Review, recognizing employees who reached 5, 10, 15, 20, 25, 30 and 35-year anniversaries with the airline in 1981 (pages 4 and 5), with special tribute to our new 25-year Silver Tigers (pages 6 and 7). There were a lot of you last year... so if we missed, misspelled or misplaced your name, please let us know, Flying Tigers Review, HDQ-807.

First Flight for “Quiet” DC-8

Flying Tigers DC-8 #787, our first DC-8 to be re-engined with the new, quieter, more fuel efficient General Electric CFM56 powerplants, made its first test flight in Tulsa, Oklahoma March 4. The engines were installed at the McDonnell Douglas facility in Tulsa.

The aircraft was flown to Yuma, Arizona, March 5, where it is currently undergoing certification flying, through late April.

DC-8 Emergency Landing at JFK

DC-8 flight 245, traveling from JFK to Syracuse, New York, made an emergency landing at JFK Monday night, March 15, causing closure of one runway for nearly three hours.

The aircraft was on approach at Syracuse when a landing gear malfunction was detected. The crew elected to return to JFK for an emergency landing.

After the plane had landed safely it was learned that the retract cylinder on the right main landing gear had failed. The aircraft was out of service for two days.

Metro Cancels L.A.-Tel Aviv

Passenger charter flights between Los Angeles and Tel Aviv, Israel, set to be operated by Metro International Airways for Tower Travel beginning April 20, have been cancelled.

The tour agency — which serves as Metro’s general sales agent for New York/Tel Aviv flights — cancelled the Los Angeles operation due to domestic “price wars” resulting in most bookings for the Tel Aviv flights made out of New York. Metro/Tower will maintain its Los Angeles office, booking New York departures.



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U.S./Japan Bilaterals — What They Mean to Flying Tigers

The United States is currently involved in aviation bilateral talks with Japan that carry far-reaching implications for Flying Tigers.

Although recent discussions held in Tokyo in mid-January ended in stalemate, negotiators agreed to lift sanctions previously imposed by both sides, and a new round of talks began March 8, with both delegations recognizing "the urgency of reaching a comprehensive resolution of their differences in respect to civil aviation, and the importance of establishing a foundation for a constructive and mutually beneficial relationship in the year ahead," negotiators said.

Any examination of current aviation negotiations between the United States and Japan requires some review of the development of the existing agreement between the two countries.

Post World War II civil air negotiations between the United States and Japan resulted in a 1952 agreement granting Japan access to three U.S. cities, unlimited intermediate points in the North and Central Pacific, and unlimited "beyond" rights from San Francisco. In return, the U.S. received similar intermediate and beyond rights, as well as Tokyo rights.

Since that original accord, a number of amendments expanding the opportunities of both countries have been incorporated into the agreement. Throughout these negotiations Japan has argued that the agreement is imbalanced in favor of the United States, while the U.S. has contended that the terms are fair for both countries.

As It Stands

The package offered by the U.S. during the mid-January talks is similar to previous pack-

ages, adding beyond rights authority for Japan Air Lines (JAL) from San Francisco to Mexico, Central America and Brazil. Additionally, the U.S. offer would grant open beyonds from Anchorage and beyonds from Saipan and Guam to the South Pacific, excluding New Zealand and Australia.

The United States also offered JAL new routes, including unrestricted Seattle rights, combination service at Chicago starting immediately, and all-cargo service to Chicago beginning when Japan authorizes a seventh designated U.S. carrier to that country. The U.S. offer would also give Japan the right to serve a Texas point of its choice when the Japanese agree to a pricing provision similar to the one tentatively agreed to by the U.S. and the European Civil Aviation Conference for the North Atlantic. Japan would receive a fourth U.S. point to be mutually decided when Japan gives U.S. carriers unlimited rights to Osaka.

In exchange, the U.S. has asked for traffic rights plus open beyonds from Nagoya and Fukuoka.

Far-reaching Effects

In a recent letter to Edwin Meese, Counsellor to the President of the United States, Chairman Wayne Hoffman outlined specific implications of these negotiations for Flying Tigers. Hoffman pointed out that the bilateral discussions between the U.S. and Japan are "moving toward a resolution of the long-standing passenger carrier licensing problem," and that the principal U.S. objective is to secure the designation of United Airlines for Seattle-Tokyo service.

"We also know that were Japan to authorize United's entry, it would demand reciprocal value

from the U.S. While we do not know the full range of demands which Japan will ultimately make, unrestricted rights for Japan Air Lines to serve Chicago will be paramount. Notwithstanding the fact that this would have an immediate and substantial impact on Flying Tigers, it now appears that the U.S. government is prepared to sacrifice our interest so that United can begin its combination service out of Seattle. Importantly, United has not proposed to operate any all-cargo service across the Pacific," Hoffman said.

"Every major aspect of our scheduled system operations is incurring substantial operating losses except the Japan-U.S. sector." JAL, our major competitor, already serves Los Angeles, San Francisco and New York. Were it now to gain access to Chicago as well, the consequences would be disastrous for Flying Tigers. In addition to gaining a major share of the Chicago-Japan line-haul traffic, entry into Chicago would enhance JAL's market presence throughout the Midwest," he added.

Hoffman emphasized that nothing could compensate Flying Tigers for JAL's unrestricted entry into Chicago. "There is absolutely nothing the Japanese government could give us that would in a meaningful way mitigate the disastrous impact of an unrestricted Chicago award. We want U.S. negotiators to stand firm and not sacrifice Flying Tigers' interests to solve United's passenger problems."

Follow-up from Grojean

In a subsequent letter to Meese, Flying Tigers President Tom Grojean elaborated the airline's concerns and stressed that the U.S. government's negotiation strategy in the current aviation talks with Japan has disregarded any possible adverse effects on all-cargo carriers.

Because of that inherent deficiency, the consequences of the current aviation confrontation with Japan, no matter how the dispute is ultimately resolved, will threaten the viability of the United States' all-cargo air services. Japan is the United States' primary airfreight trading partner and the keystone of the U.S. carrier all-cargo services to all of Asia. Because of its geographic location, virtually all freight moving between the United States and the Orient transits Japan. Any further reduction in the ability of the U.S. carriers to operate profitably via that country will jeopardize scheduled U.S. all-cargo service to Japan and to the entire region."

Grojean highlighted two major weaknesses in the United States' negotiating policy.

PAX vs. Cargo Issues

Grojean pointed out that the U.S. approach reflects a lack of appreciation for cargo economics and a corresponding assumption that what is appropriate for passenger service must also be appropriate for all-cargo operations. It treats all-cargo issues as a by-product of passenger issues.

In actuality, Grojean said, the economic principles governing airfreight are far more akin to those governing surface shipping than they are to those governing passenger travel by air.

Analysis Needed

Second, it involves exchanges

of key economic opportunities without any objective analysis of the economic value of what is being offered or accepted.

"In this era of intense business competition among nations, it seems incomprehensible that the U.S. would negotiate a major trade of economic opportunities with its prime competitor without having first made an objective assessment of the value of what it was offering and receiving. Yet, in the area of airfreight transportation rights, this is precisely what has been done. U.S. proposals for a U.S.-Japan agreement were formulated and tabled without any economic analysis of the effect of these proposals on U.S. trade balances, on U.S. carrier market share, on U.S. defense airlift requirements or on the U.S. consumer.

"These two critical mistakes must be corrected. The U.S. must act at once to designate passenger and all-cargo issues for separate negotiations, and must develop an objective economic analysis of every substantial U.S. negotiating proposal before the proposal is tabled. This matter is of the greatest importance to Flying Tigers. Unless an effective U.S. policy is adopted, the U.S.-flag international airfreight industry could soon be reduced to the competitive condition of our maritime industry," Grojean said.

U.S. Policies

Hurt Cargo Carriers

Grojean blamed many of the problems facing U.S. all-cargo carriers on "ill-conceived government policies toward international aviation."

By inviting a deluge of foreign competition in almost every U.S. foreign trade market, U.S. policies have made it virtually impossible for all-cargo carriers to sustain viable operations. Between 1970 and 1980, U.S. foreign trade transported by air increased almost eightfold to \$75 billion, but, largely because of U.S. aviation policies, the share of that traffic carried by U.S. air carriers dropped from 41 to 32 percent," said Grojean.

While foreign carriers have expanded their all-cargo networks, the number of foreign cities served by U.S. freighter operations has declined in recent years.

He went on to explain that our major trading partners appreciate these realities of freight economics, and their governments have conscientiously negotiated to expand their flag carriers' all-cargo opportunities. U.S. regulators, on the other hand, have continued to increase the number of U.S. passenger carriers competing over non-stop routes. "Over the years, their view of the 'public interest' has narrowed in scope until it encompassed only the possibility of lower passenger fares." Grojean added that in their haste to achieve passenger-related "consumer benefits", the U.S. regulators traded tangible and valuable economic rights in return for short-lived opportunities.

This absence of an analytical approach to international air transportation matters continues to cause enormous harm to U.S. all-cargo operations," he added.

The overriding U.S. goal in current negotiations with Japan remains assuring the entry of a fifth air carrier into Japan — a carrier which would offer scheduled passenger service between Seattle, Washington, and Tokyo, a route of obviously limited economic value to the U.S. In return, Japan seeks immediate access to key U.S. markets as well as broad authority to continue flights beyond the U.S. to Europe and South America. Included are cargo rights of enormous economic value to JAL. Those rights, in conjunction with JAL's control of its home market, would allow that carrier to dominate airfreight services between the U.S. and all of Asia."

Importance to Flying Tigers

With a clearer understanding of the implications of present U.S.-Japan civil air negotiations, it is easy to see that although the talks may seem far removed from our everyday operation, the outcome of the discussions will have a significant impact on the airline and employees. "The negotiations are critical to the welfare of the company," explained Larry Nagin, vice president administration and law. "We are continuing our efforts to press our concerns at all appropriate levels of government and will continue to meet with administration and CAB officials to help shape the resolution of these issues."

Terms You Should Know

Some terms you should know for a clear understanding of civil air negotiations between two countries:

• **Bilateral** — The international air transportation system is built upon a series of two-government agreements called "air transport agreements". In these "bilateral" documents, one country grants certain commercial operating authority to and from its territory to the other country in exchange for operating authority to and from the other country. The countries then select which of its airlines will perform the authorized services.

• **Rights or Access** — The authority granted in the bilateral agreement which details which cities (also known as "points") may be served and what kind of traffic (passengers, cargo, mail) may be transported.

• **Unrestricted rights** — Authorizes a carrier to pick up and deliver — at the authorized points — passengers and cargo with combination aircraft, and cargo only with freighter aircraft.

• **Intermediate points** — Points in a country served between the two countries involved in a bilateral agreement. Traffic carried between the two "bilateral" countries is known as third and fourth freedom traffic. Traffic carried by one country's flag carrier from or to "intermediate" points for points in the other country is called fifth freedom traffic (e.g., in U.S.-Korea bilateral agreement, a U.S. flag carrier operating Los Angeles-Seoul with an intermediate stop in Tokyo, carrying traffic between Tokyo and Seoul).

• **Beyond points** — Points in countries served beyond one country involved in a bilateral agreement from the other. Traffic carried by one country's flag carrier between the second country and "beyond points" is called fifth freedom traffic (e.g., in U.S.-Japan bilateral agreement, a U.S. flag carrier operating Los Angeles-Tokyo-Singapore, carrying traffic between Tokyo and Singapore).

• **Intermediate and beyond rights** — The right to carry such traffic, provided for in the underlying bilateral agreement.

FLYING TIGERS review

Published bi-weekly by the Public Relations Department, Flying Tigers, 7401 World Way West, P.O. Box 92935, Los Angeles, CA 90009. Co-mail: HDQ-807.

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Flying Tigers South of the Border

Things Looking Up — Down Mexico Way

"It's not just another job for us here," explained Marco Mendiola, general manager-Mexico. "It's a daily challenge that requires dedication and faith in the growth of Flying Tigers-Mexico."

Since last year's initiation of flight #6441 Houston-Mexico City and return flight #6440 operating Wednesdays and Saturdays, the airline's Mexico operation has faced many obstacles. But by tackling each challenge with the kind of dauntless enthusiasm and optimism described by Mendiola, the terminal has achieved steady growth — and importantly, has maintained hope for future prosperity.

Steady Progress

Mendiola explained that although establishing Flying Tigers in Mexico has been difficult, the operation continues to move forward. "The problem which hindered us the most was our inability to obtain a business license from the government," he said. He added that before obtaining the license, the terminal was not allowed to advertise or promote business in any way except through direct sales calls.

Recent actions by the Mexican government, however, have alle-

for customs clearance), and has assigned space for Flying Tigers in its warehouse. The airline previously was not authorized to establish offices on airport property.

Hopes for the Future

Although Flying Tigers has been operating flights in and out of Mexico City for almost a year, the Mexican government has not granted the airline permanent route authority. Instead, we must file for renewed rights every thirty days.

Zettler explained that the progress made to date better positions Flying Tigers for consideration for longer term route authority. He noted that he does not expect any U.S. all-cargo carrier to be awarded permanent route authority until Mexico has established its own all-cargo airline.

The Staff

Together representing more than 70 years of air cargo experience, the six-member Mexico staff has used ingenuity and determination to turn adverse conditions into successes — managing to expand business and provide excellent service.

Airline veteran Marco Mendi-



Spirit in Mexico — Flying Tigers' spirited team in Mexico City, above l-r, Aidee Martinez, customer service representative; Javier Rodriguez, customer service supervisor; Angel Adame, operations supervisor; General Manager Marco Mendiola; Antonio Reyes, manager-finance; and Jose "Pepe" Martinez, traffic supervisor.

eight years' forwarder and air cargo experience, having worked with a major Mexican forwarder/broker for six years and Aeroleon for a year-and-a-half. Adame oversees ground operations.

Jose "Pepe" Martinez, traffic supervisor and restricted articles specialist, brings 15 years of air cargo experience to Flying Tigers, having worked for Mexicana, CP Air and Braniff in positions ranging from cargo agent to customer service to sales. Martinez coordinates all customs procedures.

Aidee Martinez, customer service representative, joined Flying Tigers eight months ago. She worked for three-and-a-half years with Aviones S.A., the Mexican distributor for Cessna Aircraft and Avionics.

"We started with nothing; but by working together we've built business up steadily," Mendiola said. "Our best month to date was December, when we handled approximately 530,000 pounds inbound and 133,000 pounds outbound traffic. We also had four DC-8 charter flights into Mexico that month."

Mendiola noted that during the six-month period from August 1981 to January 1982 the station handled approximately 2.3 million pounds of inbound cargo and a half-million pounds outbound.

"These figures are very encouraging. In 1982 we expect to handle about 1.5 million pounds of outbound and five million pounds of inbound freight," he added.

Service is the Key

Although excellent service is essential to the success of any Flying Tigers operation, it is especially critical in Mexico. The efforts of our Mexico staff have already begun to establish the airline as the most reliable and efficient cargo operation at the airport.

"Shippers are not accustomed to good service here, so we have maintained a very high percentage of repeat business because of the excellent service we provide," Mendiola said. Zettler added, "We probably have the best service on the airport — we have all the necessary documents processed promptly, and we keep shippers informed on the status of their shipments. We can also handle outsized shipments and restricted articles, which other airlines can't handle."

Mendiola noted that planned improvements in customs procedures should enhance Flying Tigers' ability to provide good service, "which should heighten the demand for airfreight transportation in and out of Mexico," he said.

Diverse Market

Mexico represents a diverse market for Flying Tigers, both inbound and outbound. Some of the commodities presently being shipped into the country include automotive supplies, computers and computer components, oil industry equipment, medical supplies and laboratory equipment, plastics and rubber, optical goods, textiles and toys. "One-third of the Mexican population is children, and there's not much toy manufacturing in Mexico, so toys are popular inbound items," Mendiola said.

Present outbound business includes automotive equipment, handicrafts, textiles and clothing, electronics, chemical prod-

ucts and perishables.

In February, Flying Tigers transported its first shipment of fruit out of Mexico. Packed in dry-ice in specially insulated containers, the 2,300-pound shipment of the native fruit "mameyes" was transported to Miami. According to Mendiola, such shipments could result in 150,000 pounds of outbound traffic a year.

"The automotive industry in Mexico also represents a great potential for outbound business," he said, in addition to charter operations.

Rewarding Struggle

"Although the road may be a little rocky along the way, I am optimistic about the future of Flying Tigers-Mexico," Mendiola said. "We will continue to meet new challenges with the same enthusiasm and determination that has helped us come this far. The promise of capturing the yet untapped Mexican air cargo market makes the struggle worthwhile."



Luck of the Tiger — GM Marco Mendiola shows off tiger "mask" that adorns his Flying Tigers office, a "good luck" gift from members of his staff.

viated those problems and have sparked new hope for continued progress.

Of utmost importance, in February, the Mexican government issued Flying Tigers its much-hoped-for and needed-business license. In addition to validating the airline's operation in Mexico, the license is "hopefully the first step toward allowing Flying Tigers to develop a longer term operating plan," said George Zettler, vice president-Latin America.

In another encouraging move, the Mexican government recently authorized Flying Tigers to begin limited advertising, sales promotion and direct mail activities.

Also reconfirming Flying Tigers' presence in Mexico, Customs has announced plans to reorganize and expand its airport facility (where all inbound and outbound freight is received

ola oversees all activities at MEX. Before joining Flying Tigers last July, Mendiola had chalked up 11 years with CP Air and seven years with Mexicana Airlines. In the two years prior to joining Flying Tigers, he operated his own trucking company.

Antonio "Tony" Reyes, manager of finance, was the first staff member hired by Mendiola. Reyes spent three years with Mexicana Airlines before joining Flying Tigers.

Bringing 18 years of air cargo experience to Flying Tigers, Javier Rodriguez joined the staff seven months ago as customer service supervisor. Rodriguez worked with Mexicana Airlines for seven years and CP Air for 11 years. He is responsible for telephone sales, as well as maintaining forwarder and customs relations.

Operations Supervisor Angel Adame joined the company with



Turn-around — On arrival in Mexico, Flying Tigers DC-8 jetfreighter is off-loaded and loaded, photos above, generally in one to two hours for the return flight to the U.S.

Milestones of Service

Flying Tigers Review salutes the following Flying Tigers, who reached milestones with the airline in 1981. Silver Tigers — 25-year employees — are featured on pages 6 and 7.

Five Years

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Ten Years

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Patrick A. Simmons
Gregory R. Slack
Joseph B. Slad
James F. Welton
Anthony L. Wilk

DALLAS/FORT WORTH

Robert Rizzo

DETROIT

Gerard B. Blake
Michael Bradish

HOUSTON

Leonard L. Dolney
David Lynn

JFK

Alfred Apruzzi
Richard Baumann
Robert W. Chatterton
Michael J. Coakley
Bobby E. Cox
Neal V. DaVanzo
Mario A. DiStasio
Jose D. Estrella
Domingo Figueroa
Peter Ford
Henry S. Gorski
Robert M. Henning
Frank C. Hilpert
Teiji Kamio
Edward J. Kochie
Paul Li
Thomas B. Perdikoyle
Richard M. Peterson
Robert D. Reynolds
William H. Reynolds
Carmelo Rivera
Takeshi Sasano
Ronalee A. Shipman
William P. Smith, Jr.
Louis A. Wabshinak

LOS ANGELES

Jeffery Bartley
Clifford H. Brown
Leopoldo Cangas
Richard Carson
John Colavito
Stephen Colet
John G. Coyne
Michael Cronin
Carl T. Davis
Dilbert C. Evelyn
Gerald W. Garrett
Craig A. Lord
James G. May
Susan E. Moir
Pierre L. Roux
Robert T. Schempp

Manuel Sousa
Richard H. Therien
Tommy L. Thornton
James T. Wallace
Steven J. Wernick
James Wilson
Tony Yap

MIAMI

Dale E. Lakin

PHILADELPHIA

Russell Bowen
John C. Gaughan

SEATTLE

Craig L. Dimick
Gilbert R. Engel
Gregory W. Foster
William M. Lennox
David M. Russell
Harlan G. Turnbull
Edwin A. Wilhelm, Jr.
Timothy E. Wolfe

SYRACUSE

Donald F. Gilbert
Frederick Jennings, Jr.
Frederic J. Rath

WORCESTER

Robert Moore

MANILA

Carmelita Nepomuceno

NAGOYA

Yutaka Fukunaga
Hiromi Yasuda

OKINAWA

Seikichi Higa
Fusae Hokama

NARITA

Naoshi Arikawa
H. Masaaki Arimoto
Morihiro Chiba
Yasuo Fujisaki
Masanori Hayashi
Teruo Higuchi
Hiroshi Honma
Minoru Ishida
Takehiko Ishimoda
Ikuko Ishiyama
Mineo Iwasaka
Masanori Iwazaki
Hitoshi Kamo
Eiji Kato
Nobuyoshi Kazama
Shigeru Kijima
Kazuhide Matsumoto
Toshiro Miyoshi
Hiroshi Noumi
Hirotugu Ogawa
Yoji Ogawa
Takashi Okano
Yasuo Okii
Kiyoshi Osawa
Hideichi Saito
Mikio Saito
Hideyuki Satoh
Saburo Shoji
Kuniaki Sonoda
Osamu Suzuki
Masanori Takahashi
Yoshimi Takagi
Nobumi Takechi
Shigekazu Tanaka
Yoshiaki Tokai
Osamu Uno
Takashi Use
Kanzunori Yasui
Toshiuki Yumoto

OSAKA

Shuji Miyazaki
Yoshio Nagatani
Teruko Nishiguchi

SEOUL

Myong Sun Yeum

SINGAPORE

Toh Sew Kim

FRANKFURT

Jose Colado Y. Alvarez
Brigitte Franz
Reinhold Gniss
Albert O. Hicks
Robert Nurse
Jochen Schnabel
Ibrahim Yildiz

LONDON

Harold W. Crowley
Eric Godbehear
Anthony B. Hill

ZURICH

Ruth Erzinger

PILOTS

Marion J. Barnwell
Kenneth F. Cox
Jean-Claude Demirdjian
John Lester Dewey, Jr.
Karen Irene Dillon
Joseph J. Dovener
John R. Drake
Terry Lee Ermer
Michael E. Henriksen
Jon K. Hill
David A. Morris
Thomas E. Pierchala
Andrew J. Smith
Michael D. Solway
Bernard Szymaniak
David D. Tarr
Robert G. Taylor
Gary R. Weaver
John M. White

FLIGHT ATTENDANTS

Laura Harrington

Fifteen Years

HDQ

Ralph W. Adams
John T. Adcock
Lloyd L. Allison
Donald F. Alumbaugh
Lanny A. Babich
Juanita A. Bacon
Raymond J. Baczewski
Kenneth W. Barton
Barbara A. Bates
Dennis Boyle
Joseph F. Brady
Philip L. Brekke
Eugene Brown
Eloise B. Bryan
James C. Butts
Clifford W. Chaney, Jr.
August P. Cirrito
O.J. Crummie
John A. Davis
Lawrence B. DeLoach
Allie Dortch
Chester E. Draski
Thomas N. Finney
Robert Y. Fleming
John Fletcher, Jr.
Ethel M. Fox
Arnold F. Gamez
Andrew F. Geist
Roosevelt Godley
David G. Goss
Harold L. Graves
Stephen P. Gurney
Edmund Hernandez
Daniel C. Hoppe
Jack M. Hudson
Robert C. Huntington
Gerald Ian Jackson
Wallace R. Jones
Jerry S. Kalick
Lark S. Koch
Dorothy G. LaFave
Darrell L. Levy
Stephanie J. Litou
James J. Maloney, Jr.
Velma Mason
Dennis S. McMahon
Ernie N. Meza
George Miller
Malcolm F. Miller
Robert C. Moore
Terry E. Moore
Billy Mosley
Cyril D. Murphy
Richard Myer
Carl S. Nielsen
Paul L. Nowaske

Basil M. Pepper
Julio E. Perez
Wesley P. Pitman
Michael M. Pliego
Anthony Ploszaj
Friedrich Redlich
Paul L. Reed
Geneva Robinson
Paul F. Rogers
Benjamin Romero
Donald Ross
Daniel Salas
Victor R. Schneider
Robert L. Spencer
Nelson M. Stinson
Charles J. Suit
Grant B. Swartz
James R. Thurman
Stephen Toth
Gordon S. Trivers
Hoan K. Truong
Harold R. Tucker
Clifford S. Vaughn
Frank A. Veyrasset
Boyd E. Wach
Edwin H. Wallace
Charles A. Wick

ANCHORAGE

Donald M. Moore

ATLANTA

Clifton O. Barnes
John E. Dixon
John Elkins, Jr.
Richard Hoffman
Richard W. Hoover
Edward L. Izzo
James R. Margrave
Michael Shenker

BOSTON

Thomas Elliott
Leonard J. Ruzzo
John J. Tortorelli
Anthony J. Tumbarello

CHARLOTTE

Katy M. Holloway

CHICAGO

Jessie D. Gillespie
Wallace Spain

CLEVELAND

Donald L. Novak
Ronald A. Windt

CINCINNATI

Joseph Williams

DALLAS/FORT WORTH

Kenneth Bartlett
John T. Doty
John Rowe, Jr.
John J. Stilwell

DETROIT

Cecil Blanton
Samuel C. Jeffers
Nicholas A. Leone
Sara Montemurri

HOUSTON

Jesse L. Benton
Nelsey H. McGrath

JFK

Marian P. Adrat
Murray Aftel
Frank J. Agostino
Mahurley Alston
F.E. Walter Bernhold
William Bertuglia
David G. Bowe
Chester Burke
William G. Carpenter
Frederick Cohen
Thomas B. Davin
John L. DuBerry
Pierre Duquella
Brian E. Eagleson
Filippo Fabrizio
Wilbert F. Gee
Joseph F. Gonzales
Selvin Greaves
John H. Greene
Edwin S. Havens
Alfred A. Imondi
Steve E. Karras
Peter D. Kinder
Vincent Liano

Robert J. McKay
Charles Millman
John J. Nicoll
Ronald F. O'Brien
Timothy O'Brien
Edward E. Orlando
Frank W. Otto
Ralph A. Pantaleone
Richard W. Pellnitz
James B. Prior
Richard Rachunas
George Radnoti
Jeffrey Robinson
Logan Sanders
Eligio Santiago
Anthony Santoro
Gunter Schmidt
Edward Skehan
Phillip F. Snyder
Warren F. Stellwagen
Gladys Titus
Donald A. Totland
Frank A. Troncoso
Robert D. Urdegar
Joseph Villegas
Leonard P. Vollkommer
Cecil L. Wilson
Noemi Winter
Guenter Wolf
Winslow W. Wood

LOS ANGELES

Bruce E. Amstutz
Helga Boettger
Steven J. Hydeuke
George D. Meade
Atsuko Nakajima
Raymond H. Porter
George Preftes
Edward D. Streeter
Marv J. Swigart
Pedro Villa
Joseph Wright, Jr.

MIAMI

Luis Gonzalez

NEWARK

James J. Carroll
Lorin C. Korbett
William G. McDonough
Clifford Verdier, Jr.

SAN FRANCISCO

James H. Dearborn, Jr.
Thomas Fraser
Dorothy Lennon
Dominic A. Maffeo
Rina Negretti
Edzard B. VonStentzsch
Ben R. Woods

SEATTLE

Ronald D. Jarvis
William E. Kain
Joe C. Kanke
David W. Kent
Joe Maddux

SYRACUSE

Henry W. Kaczynskie
Robert O. Miller

NARITA

Naoshi Adachi
Kotaro Akiyama
Shizuo Hasemi
Kenjiro Nakajima
Fukutaka Nakamura
Iwataro Ohya
Tohru Saito
Mazumi Sakurai
Frank L. Riggins
Teruo Yoshihara

YAKOTA

George Kosen

BELGIUM

Gilbert DeVleeschouwer

FRANKFURT

Peter Bohlscheid
Harlan W. Jordan
Klaus Jordan
Renate Schomburg
Richard K. Vasen

LONDON

Brian R. East
Edward Frith
Rudolph M. Gomes
Anthony B. Isaac
Edward Mumford
James Tooley

MILAN

Anna Sozzi

PARIS

Carmello Ciaramella
Annie Dagnone
Leon Jacqueline

ZURICH

Hans-Peter Moor

PILOTS

Dale O. Alexander
Richard I. Andrews
Alfred A. Avey
James M. Baldwin
Larry D. Barrow
John R. Bell
Harold N. Bemis
John A. Binikos
Walter D. Boleware
Glen R. Borchard
Nicholas J. Bouja
Warren E. Bouvier
Edmund L. Bowen
Barney J. Boydston
Morgan T. Brandt
David Buckner
James P. Carey
Lawrence T. Chase
Frank T. Christian
Dale E. Christy
John A. Ciganko
Jay Cotting
Richard L. Crawford
Kenneth D. Crutcher
Charles C. Culver
Charles L. Cumiford
Kenneth E. Daniels
Arthur D. Del Nero, Jr.
Lawrence C. Drake
Wayne S. Elliott
Harold H. Ewing
John Franzone
James G. Gohm
Robert E. Gordon
Alvin P. Grant
Marvin J. Griffith
Douglas E. Happ
Howard L. Hawkins
William T. Heaphy
James C. Hengehold
John R. Henrichs
Michael D. Howe
Robert A. Iverson
Ralph T. Jarvis
Michael P. Johnsen
James R. Kroon
John S. Kuhn
Ray A. Lamb
Hilary H. Leiss
James R. Levrett
Edmund X. Loughran
James M. Madison
David A. Mankowski
Gene Martin
William Mayfield
Don McComas
James R. McCulloch
Francis J. McGreal
James E. Montgomery
Peter A. Okicich
Bruce W. Oswald
Gene Pagley
Randall E. Patterson
Rory G. Pendley
Charles F. Peterson
James Prescott
Armstead Pritchard
Solomon J. Pusey
John L. Ragsdale
George M. Rayner
Louis F. Romanos
Weldon W. Schweigert
Jeffrey L. Seideman
John E. Shields
Ralph S. Simpson
Douglas H. Skaggs
Ronald A. Smith
Eugene J. Snow
Gary G. Stearns
Arthur A. Stolling, Jr.
Laurence F. Sullivan
Gordon L. Swanson
Arthur A. Taylor
Richard L. Tyler
Arthur S. Vance, Jr.
Gary D. Venable
Onielio Viera
James H. Vinson, Jr.
William R. Weldon
Joseph G. Wight
Gaylord A. Wynters

Twenty Years

HDQ

William L. Bonnell
Raymond S. Cambalik

David A. Emley
Mary D. Guidara
Mary D. Guidara
Verel R. Harold
Miles J. Harris, Jr.
Robert T. Johnigan
Annie Dagnone
Mariano C. Marquez
Larry T. McCalla
Thomas W. McClung
Ronald F. Miller
George Patrick, Jr.
Kenneth Roe
Paul W. Rosczyk
Angel B. Sanora
Peter Tarpinian
Jerry J. Wholey

ANCHORAGE

Douglas Shaw

ATLANTA

Richard H. Davis
Algimantas Mikulskis

BOSTON

Liddell Pan

CHICAGO

Charles J. Beck
John R. Carlino

DETROIT

Stanley Rusinek

JFK

Solomon Briet
Joseph Cohen
David Croom
Shirley Daddario
Joseph C. Gaudino
Richard L. Levin
Vincent Lobascio
John Ludwig
Jerry P. Palladino
John Russo
Joseph J. Sanchez
Harry J. Shields
Edward W. Speidell

LOS ANGELES

Howard M. Doyle
Kevin J. Dunne
Hubert Roberts,
George Smith

SAN FRANCISCO

Harrie W. Griffin, Jr.
Richard A. Johnson
Delvin T. Konrai
Norman Mathis

SEATTLE

Thomas L. Powell

HONG KONG

Ronald C. Anderson

YAKOTA

Takashi Satake

FRANKFURT

Gert Kochlowski

LONDON

William R. Drain
Patrick J. Long
Arthur R. Hughes

PARIS

Michel Maze

PILOTS

Bradley D. Bowers
Dan E. Briggs
William R. Brunton
Kenneth H. Conrad
Daniel C. Cork
William Dukich
Charles E. Griffith, Jr.
Richard J. Hettenbaugh, Jr.
David E. Hooker
Merle E. Kleen
Dwight J. Metcalf
Gene L. Petrie
Robert H. Poindexter
Frank R. Therian

FLIGHT ATTENDANTS

Linda Dillingham
Diane Morgan
Ethel Payne

Twenty-five Years Silver Tigers

See pages 6 & 7.

Thirty Years

HDQ

E.E. Aro
Lenon Blackmon
James L. Bray
Al Cormier
Albert Cuadros
Albert E. Fielding
Andrew W. Formanack
Clayton L. Grogan
Walter F. Hendrick
Carl J. Kenny
Harry P. Luepnitz
D.J. McDonald
Gerald P. Nallen
Edward C. Platt
Fred W. Reeves
Robert J. Scoble
J.E. Stowell
Richard T. Tirre
Joseph J. Urda
Alvin White
John C. Whitelaw
Thelma Williams

CHICAGO

Ervin J. Pilewski

JFK

William A. Cooper
John S. Kuncewitch
Ladislaus Seder

LOS ANGELES

Mourad S. Boyajian
Paul Icardi, Jr.
Charles Williams

MIAMI

Leonard J. Fronzak

PORTLAND

Robert A. Beckman

SAN FRANCISCO

Robert J. Bennett

WORCESTER

Elizabeth McCann

PILOTS

Arnet D. Bredon
Mark Devereaux
Harold M. Ferrara
Mennen Iadonisi
Jack F. Pugh
Al Silver
Robert B. Straley
George Sund
Richard A. Taggart
Gerald L. Towne
W.H. Vanover
John C. Webb
Richard G. Wilson

Thirty-Five Years

HDQ

A.C. DeStefano
John P. Ferlazzo
Leon F. Johnston
C.L. Lockerby
Robert B. McNally
F.W. Robinson
J.L. Thomas
C.W. Thompson

SAN FRANCISCO

Olan E. Meador

PILOTS

John C. Grago
R.H. Martin

Thirty Years 1977-1981

Flying Tigers began recognizing employees with 30

years of service and more for the first time in 1981. Flying Tigers who completed 30 years of service between 1977 and 1980 include:

HDQ

E.J. Abraham
Howard D. Anderson
Don Bacon
Robert M. Bennett
Ferdinand Broussard
Clarence Brown
William H. Cashon
Harley A. Chambers
Jack H. Coveny
Donald E. Conley
Robert W. Cornell
Don Eatchel
McGary L. Edwards
L. Russell Emerson
W.N. Ferguson
R.W. Fillion
R.S. Gracia
Charles E. Hambright
Ernest A. Hickman
Marion S. Howell
Arthur A. Ives
Leonard E. Jarvis
Joseph L. Murphy
Walter M. Mroczek
Joe M. Pallotti
Allen E. Penrose
Dorothy E. Phillips
Ernest W. Rodriguez
Joseph B. Runyan
Garland A. Sherry
Harold D. Singleton
W.C. Skaggs
Douglas R. Smith
O.C. Stubbs
Elvin Taylor
Robert F. Vickery
Bruce L. Waterman
George A. Zettler

CHICAGO

Sam J. Cravatta

DALLAS/FORT WORTH

C.K. Doty
William P. White

DENVER

John J. Walsh

JFK

Russell W. Haines
Henry J. Haszko
Peter R. Moskowitz
J. Nemiroff
Anthony Vono
Walter H. Wilkinson, Jr.

LOS ANGELES

Holden Brooks
William M. Curan

PHILADELPHIA

Robert Griffenberg

SAN FRANCISCO

E.L. Frasier
Joseph Gaudino

SEATTLE

Howard R. Bell

WORCESTER

Robert M. Schipper

PILOTS

Douglas K. Balfour
H.V. Bayne
Richard L. Bentley
John H. Bliss
Andrew Chambers
John R. Dobson
Douglas Dorman
Mel W. Ellsworth
Joseph P. Felczak
Murray R. Foster
Donald K. Hopkins
Elgen M. Long
Lawrence F. Luccio
James Martin
Ralph F. Mitchell, Jr.
George F. Morrow
Wilfred D. Parsons
Joseph F. Pickerel
Richard P. Petrick
Oakley M. Smith
Starr K. Thompson

Silver Tigers — 1981

Twenty-five years. It's a special milestone at Flying Tigers. In January, more than 125 Flying Tigers were initiated into the airline's "Silver Tiger Club" for 1981, marking their 25 years of service with the airline. Honorees were invited to join President Tom Grojean at modest celebrations held in Los Angeles, San Francisco, Detroit and New York where each received the traditional Silver Tiger plaque and watch.

"This is an important event," Grojean told honorees. "Right now, times are hard for the airline, and these celebrations are not the lavish events they should be; but we wanted, nonetheless, to recognize you and your years of service and dedication."

On these pages are the new Silver Tigers and some photos from the four locations.

DETROIT

Donald C. Butski
Alfred Demond
Marshall H. Maier
Howard Schmittling
Malcolm F. Smith
Edward M. Szable
Alexander J. Vincent

Frank Farella
Daniel Feimmel
James J. Hamill
Donald D. Hasler
Carlos Jones
Norman Lalancette
Gerry G. Losasso
Arthur O. Losee
Joseph E. Maselli
Daniel J. Meade
Luca A. Mercogliano
John Mingoelli
Cosimo S. Mollo
Pat Napolitano
Richard Newton
Leonard A. Peluso
Herbert Pollack
Paul H. Robison
Nicholas Russolillo
Frank Shaffer
Ada M. Shields
Anthony Tarantino

Harold C. Tarkanish
Frank T. Tassone
Rudolph Tessmer
George H. Thompson
Bernhard D. Trey
John L. Winkelman
Jerry Zounek

LOS ANGELES

William Berliner
Dale W. Camonile
Walter K. Carruthers
Gerald Elikann
Rosemary P. Fitzwater
James Haggerty
Kenneth Ham
George T. Hammond
Billy G. Hansman
Stanley Heller
Daniel H. Hogan
Max Hollingsworth

JFK

Michael A. Arnone
Richard J. Batista
Alfred W. Braxton
John R. Brown
Joseph Bulavinetz
Gus Chechakos
John P. Cox
Dominick De Gennaro
Arthur Denfeld
Moshe Dombek
Robert Ellison

William L. Johnson
Arthur M. Kealy
Guy F. L'Allemand
Lenbert Mack
George McGown
John L. McLarty
Lester G. Moore
Marjorie A. Schuett
John C. Stenik
Ryoji Tanji

SAN FRANCISCO

Melvin Bergman
George A. Deshaies
James J. Hunt
Paul C. Schroeder
William E. Schuler
Harold L. Zentz

PILOTS

R.L. Bixler
Kenneth Boyd
Lloyd Churchey
Charles R. Clarke
Harold Colton
Joseph L. Delazerda
Ronald R. Elliott

Derrel T. Gibbons
William Greentree
P.S. Griffis
Kenneth Halls
Marvin W. Hays
Arthur C. Jacobs
Richard Kaehn
J.T. Keenan
D.E. King
George A. Kocisko
Alfonso Lopez
Robert J. McAllister
L.J. Moldrem
Gerald Norian
Frederick J. Ognan
Eugene D. Olson
Nicholas N. Pohronezny
Rayford L. Powell
Robert E. Prichard
George Riemer
D.A. Saltrese
Don Singer
Ralph E. Smith
R. Vindeni

FLIGHT ATTENDANTS

Diane Hernandez
Treso J. Koken

25 Years in 1980

Former Seaboard World Employees reaching 25-year anniversaries during the fourth quarter of 1980 — when they had become Flying Tigers employees — were also honored:

Luis M. Ambrico
Vito Amella
Stuart Baumgardner
Sylvester Curti
Alfred F. Gaudiosi
Raymond Gray
Seymour Groubert
Abraham Heitner
Alan Heller
Henry Holthusen
Henry J. Hudecek
Warren E. Johnson
Frank L. Meleney
George E. Ranzette
William M. Schuller
Bernard Seidner
John J. Smith
Andrew Stroligo

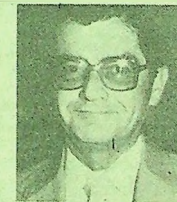
LOS ANGELES



At Los Angeles celebration, Marge Schuett, left, above left, receives plaque and watch from President Tom Grojean. Above right, l-r, Jim Budd, director of base maintenance, with honoree Guy L'Allemand.



Above left, l-r, among those at the LAX dinner, honorees George McGown and John Stenik, Senior Director of Maintenance Ed Hale, and honoree Stanley Heller. Above right, new Silver Tiger Lenbert Mack.



Silver Tigers, above l-r, William Berliner, Captain John Keenan, Billy Hansman and Max Hollingsworth.

SAN FRANCISCO



SFOers at Silver Tigers awards luncheon included, above left, l-r, SFO terminal Services Director Ron Pfefferle with new Silver Tiger Hal Zentz; George Deshaies, above center; and Bill Schuler, above right. At right, Melvin "Moon" Bergman, left, receives watch and plaque from President Tom Grojean.



Above left, l-r, Gerry Elikan and Daniel Hogan. Above right, l-r, John McLarty and Les Moore.



Above left, l-r, Second Officer Don Singer and Captain George Kocisko are among new members of Silver Tiger Club. Above right, l-r, Rosemary Fitzwater is congratulated by President Grojean.

JFK



JFK Silver Tigers celebrate 25 years of service. Above, l-r, are Harold Tarkanish, Jerry Zounek, Seymour Groubert, Richard Newton, Norman Lalancette and Daniel Feimmel.



Above left, l-r, JFKers Vito Amella, Luke Mercogliano, Gerry Losasso, Bill Schuller and Tony Tarantino. Above right, l-r, Danny Meade, Bernie Trey, Mo Dombek and George Thompson.



Above left, l-r, Henry Holthusen, Warren Johnson and Michael Arnone. Above right, l-r, Frank Farella, Richard Batista and Frank Tassone.



Above left, l-r, Gus Chechakos, Bernie Newton and John Brown. Above right, l-r, John Mingolelli, Len Peluso, Lou Ambrico and Arthur Losee.



Above, l-r, Rudy Tessmer, Paul Robison, Don Hasler, Sal Curti and Andy Stroligo.



Above left, l-r, Cosimo Mollo, Joseph Bulavinetz, Pat Napolitano and Nicholas Russolillo. Above right, l-r, John Cox, Stu Baumgardner, Nicholas Pohronezy and Bernie Seidner.



Above left, l-r, Silver Tigers Al Braxton and Ada Shields. Above right, l-r, Henry Hudecek and John Smith.



At left, Silver Tiger Ralph Smith, right, gets congratulations, plaque and watch from President Tom Grojean. Above left, l-r, Silver Tigers George Ranzette, Jerry Zounek and Joseph Maselli. Above right, Carl Jones.

DETROIT



Honors in Detroit — District Manager Sam Jeffers, above left, congratulates DTW Silver Tigers, l-r, Ed Szable, Howard Schmitling, Don Butski and Al Demond, as they show off their 25-year plaques and watches.



On the job, Silver Tiger Malcolm "Smitty" Smith, above.



DTW Silver Tiger Hoagie Maier, above.



JFKers, above, l-r, Ray Gray, Lloyd Churchey, Danny Meade and Alan Heller's brother Stanley also has 25 years with Flying Tigers and received his Silver Tiger award at the Los Angeles event (facing page).



Above, l-r, John Winkelman and Herb Pollack with President Grojean.

Destination Warsaw

Relief for Poland via Flying Tigers, Operation California

by Alan Kelly
Public Relations Representative

On Wednesday, March 10, a chartered Flying Tigers stretched DC-8 jetfreighter delivered 81,333 pounds of American medicines, medical supplies, vitamins, disinfectants and staple foods to Warsaw, Poland. It was the first airlift of relief supplies to reach Poland since the imposition of martial law there last November.

Clearance for the unprecedented landing was gained by Richard Walden, executive director of Operation California, whose Beverly Hills, California-based non-profit organization has been cited for its extraordinary accomplishments in aiding the needy in many parts of the world.

Goods Coast-to-Coast
Some \$1 million of privately donated supplies were amassed



Public and private interest in the Operation California Flying Tigers airlift was evident as news media, representatives of participating charitable organizations and private citizens turned out at Flying Tigers terminals in Los Angeles, Chicago and Boston in support of the event. Above, organizer Richard Walden is interviewed at LAX by TV reporter Tawny Little before departing with the cargo. At right, Paul Malarik was at LAX with members of the Unitarian Universalist Services Committee.



in Los Angeles, Chicago and Boston. A scheduled Flying Tigers' B747-200 jetfreighter, flying Monday night, March 8, from Los Angeles and Chicago, brought the Poland-bound goods together in Boston.

On a snowy Tuesday, March 9, Flying Tigers ramp crews in Boston loaded 17 cargo positions aboard the stretched DC-8 jetfreighter to its volume capacity of over 10,000 cubic feet. Nine seats were installed in the rear of the aircraft to accommodate Operation California volunteers.

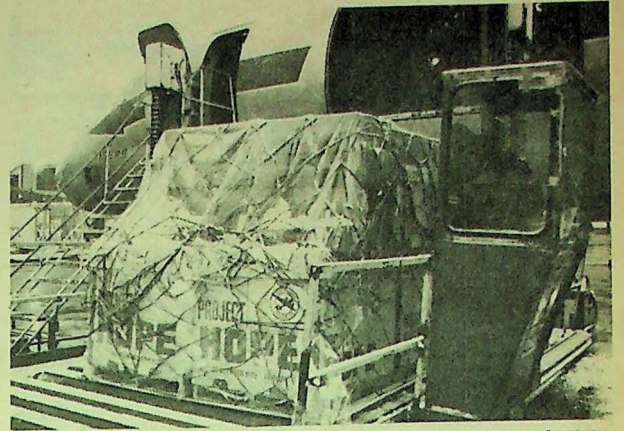
Departing that night, the weighty airplane made the transatlantic trip to Warsaw in 12 hours, with a fuel stop at Shannon, Ireland. Its contents of emergency supplies would later be distributed to aid stations in six Polish cities.

One of Many

For Flying Tigers, it was one of many historic airlifts flown by the airline through 37 years that have brought essential goods to the needy in West Berlin, Somalia, Malaysia, Vietnam, Cambodia and other stricken areas of the world. Among those airlifts were a number involving Operation California, including celebrated 1979 Thanksgiving and Christmas Day charters of goods for the besieged people of Kampuchea, formerly Cambodia.

For the Poland airlift, Walden noted that only Flying Tigers, with its versatile aircraft fleet and scheduled route structure, could have affordably and quickly delivered the Polish cargo.

"With freight spread from coast to coast, it was cost effective to bring it all together via our scheduled services," said Nissen Davis, Flying Tigers vice president-public relations & advertising. "Then with everything in Boston, Operation California contracted



Medical supplies, staples are loaded on board a chartered Flying Tigers DC-8 jetfreighter for delivery to Warsaw.

for a Flying Tigers' charter flight to Warsaw.

"Operation California makes our job easy," Davis said. "Before they name the cause, they carefully research the needs of a particular area as well as the political red tape that an airlift might involve."

"Dealing with Operation California has been like dealing with our familiar professional freight forwarders — cargo is collected from private corporations and civic groups and delivered as a single shipment; scheduled or charter space is purchased; and the cargo is flown to its destination."

"Relief Forwarder"

Having earned the title "Relief Forwarder", Operation California also approaches prospective shippers in the same way that it approaches the carrier.

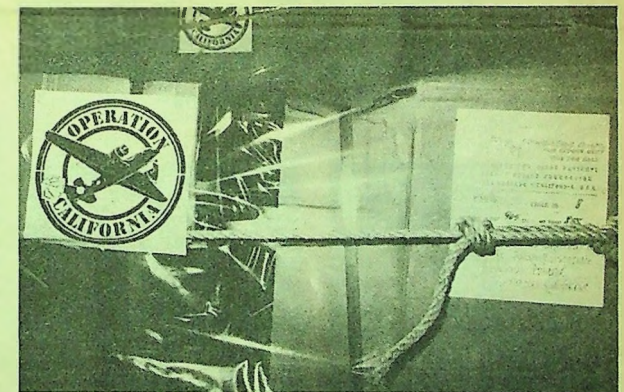
Executive Director Walden's

idea hits upon the concept that existing large corporate surplus inventories can be donated more easily and willingly than corporate dollars.

"To ask for money from a General Motors, with all its trucks, or an Exxon, with all its fuel, borders on the ridiculous," Walden said.

With that in mind, Walden persuaded ten charitable, religious and cultural organizations, including Project Hope and the Unitarian Universalist Service Committee, to help fill the Poland charter with readily useful corporate surplus supplies. Funds are raised primarily to pay for transportation of the goods.

Since its founding in 1979, Operation California has successfully flown 15 relief missions, mostly with the help of Flying Tigers, transporting over 1,200 tons and \$12 million of relief supplies throughout the world.



Operation California — Helping others again.



Seminar Satisfaction

Excerpts from the "Participant Questionnaire" of a Flying Tigers Hazardous Materials Seminar held recently in Atlanta, Georgia. The participant gave the seminar an excellent appraisal and added the following comments:

• Michael Yim (hazardous materials instructor) is an excellent instructor with a thorough and

extensive knowledge of the subject. Although I am responsible for internal training with my company, I do not offer outside training. I took this course so that I would be in a position to answer questions and recommend training to outside personnel, such as shippers and IATA agents.

I would certainly recommend this training to any interested party within the industry.

John Cahill
Cargo Operations Training & Procedures Manager
Air France

Bravo, Flying Tigers!

• As much as I complain when Flying Tigers mishandles a Storage Technology airfreight shipment, I felt it necessary to express my appreciation for the excellent service provided on February 25, 1982, for a machine shipped from Greensboro, N.C. via Charlotte to Denver. When I discussed the routing and noted the transfer times which had to be met, I was skeptical that connections would

be made.

Contrary to my skepticism, the connections were made and the machine arrived on schedule.

I would like to say "thanks" to **John Walsh** (district manager), **Summer Boyd** (sales representative) and **Jim Giffin** (senior operations supervisor) in Denver, and all those people in Charlotte, Atlanta and Chicago who made Flying Tigers look good. It was an excellent job well done.

Please pass on my comments to the appropriate people.

Paul Puttkammer
International/Offshore Traffic Manager
Storage Technology Corp.
Broomfield, Colorado

From Bad to Better

• I would like to extend my thanks and appreciation for the superb help **Therese Wheeler** (customer service representative) extended to me on Friday, February 5.

Our company sent some equipment to Norristown, PA, via

Flying Tigers, and it wasn't until 3:00 p.m. Friday I found out the shipment had not been delivered. One of my servicemen was leaving on the 5:00 p.m. flight to install the equipment on a weekend; he could not be reached easily, so his travel arrangements were committed.

I thought that 3:00 p.m. on a Friday was a hopeless time to expect to find out what had happened with the shipment and still get things back on track. I spoke with Therese, and by 4:30 p.m., she had the problem corrected and guaranteed delivery by 8:00 a.m. Saturday — just one hour before my serviceman was scheduled to arrive.

The equipment arrived intact, and the customer was very impressed and relieved. Without Therese's help, this whole situation could have ended in bad feelings between our customer, Flying Tigers and ourselves.

I am involved in customer service with my own company and have first-hand knowledge of what these types of situations are like and how it takes a special

type of person to handle these cases.

I hope such situations can be avoided in our future business, but it is good to know there are people like Therese working for your company who can handle the problems when they arise.

My thanks for a job well done.

Karl Hoffmann
Senior Field Service Engineer
Keithley Instruments
Cleveland, Ohio

Courtesy Counts

Note to **Rosemary Insalaco**, customer service representative-Syracuse.

• Just a word of appreciation for your kind, courteous way of doing business. I imagine you have a good sense of humor. You make an excellent representative for Flying Tigers — it was a pleasure talking with you.

Donald R. Paulson
Traffic Manager
Xerox Corp.
Rochester, N.Y.