

## World Service Center Opens

Flying Tigers' new World Service Center, located on the ninth floor of the Robert W. Prescott World Headquarters building, started operation the week of March 22 under the direction of Gene Ochi, new director of customer service.

Initially, the Center will support the airline's expansion of service to domestic off-line locations, providing booking and tracking of freight and pickup and delivery information.

The in-company number is (213) 646-7466, or 67466 on the hotline system. Off-line customers should use the Center's toll-free telephone numbers — in California, (800) 242-1101; everywhere else in the U.S. except Alaska and Hawaii, (800) 421-3901.

## Six Are MSP Winners

Six winners have been named in the Minneapolis/St. Paul "MSP Awareness Sweepstakes" (*Flying Tigers Review*, February 8, 1982).

Winners receiving MSP T-shirts or sweatshirts are: Adeline Uva, training & development-HDQ; Chris Donovan, customer service-London; Shinso Tanaka, export secretary-Narita; Hans-Peter Stocker, operations-Zurich; Tony Baldino, operations-Chicago; and Dave Smith, sales-Newark.

Some 200 employees filled out the MSP answer form included in the *Review* article and sent it in for the prize drawing, said Michael Bratek, MSP district manager. All contestants received an MSP button.

## Aircraft Gets Fuel-Saving Mod

B747 jettfreighter N812FT received a modification to its horizontal stabilizer leading edge the weekend of March 27, performed by the airline's headquarters maintenance team.

The modification is projected to save 60,000 gallons of fuel per year. All Flying Tigers B747 aircraft except jettfreighter #803 and the three passenger planes now feature the fuel-saving mod.

## March Busiest For Training

March 1982 was the busiest month in the history of Flying Tigers' training & development department. During March some 700 students were trained in 54 classes — 34 at headquarters and 20 in 15 cities in Europe, Asia, North America and Mexico.

In addition, said Don Ashbrook, director of training & development, 52 new account executives and 44 new customer service representatives were trained in support of our new guaranteed door-to-door service.

**CAPTAIN'S DECK**  
Our premier class. Start with separate check in. Then make your way to a comfortable upper deck, and sink into one of only 16 seats that feel more like armchairs. Relax in your private lounge. Order a drink from our open bar. Choose from an array of superb entrees. And when you land, our special baggage handling will have your baggage there first. Captain's Deck. It's everything you'd expect from first class except for one thing: The price. Fly it, and you'll be going places in style.

**ECONOMY CLASS**  
A lot of comfort for a little money. Reserved seating in either smoking or non-smoking sections. A choice of meals. Plus first run movies and stereo for only a slight extra charge. Economy class. Fly it, and you'll be going places in comfort.

**METROPOLITAN CLASS**  
Metro's answer to business class. Separate check in. Guaranteed window or aisle seating with the middle seat vacant. Open bar, movies and stereo. A choice of deluxe meals. Special baggage handling. Everything you'd expect except for one thing: You guessed it, the price. Metropolitan class. Fly it, and you'll be going places in style.

**Metro's "Really Going Places" — With Class!**

*Metro International Airways took off March 25 on its first scheduled B747 flight from New York to Brussels, Belgium. With the new U.S. Europe scheduled service come three classes of service — Economy, Metropolitan Class and Captain's Deck. For more on the new passenger service see page 3.*

## General, Administrative

### Policy Changes Help Save

In keeping with the airline's continuing efforts to cut costs and increase productivity, immediate personnel policy changes have been made affecting all clerical and administrative employees, updating the previously announced personnel policy changes that applied to Grade 14 and above employees only.

The measures now in effect for all clerical and administrative employees include immediate salary freeze at existing levels, and adjustments in vacation and discretionary days and group insurance. Increases on salaries related to promotional actions are not affected.

In addition, all general and administrative employees are being asked to continue to volunteer an extra hour of work a day.

The new policy includes more equitable vacation and discretionary day policy for the period July 1, 1981 through June 30, 1982 than was previously announced for Grade 14 and above.

Changes incorporating Grade 13 and below employees will produce savings of approximately \$110,000 per month in addition to the approximately \$850,000 per month effected by previously announced Grade 14 and above policy changes, agreement by the pilot group for wage reduction and productivity improvements and cost-saving work rule modifications among flight planners.

In addition, negotiations with the International Association of Machinists and Association of Flight Attendants will commence shortly.

## Forward March Results

*Our "Forward March" campaign is over and the results are in. We made a good effort, especially in the latter part of the month — but we didn't hit our domestic revenue goal of \$14,950,000 for the month — or an average of \$650,000 per business day. Domestic revenues for March were approximately \$13,600,000 — \$1,350,000 short of our goal.*

*We've set \$14 million as our domestic revenue goal for April — and with all our best efforts enhanced by reinforcements, including a direct mail campaign, second wave of advertising starting up and more cities on line with the new guaranteed door-to-door service, we should be able to sail right past the figure and make up for the shortfall in March.*

## Flying Tigers On the Move

### Kansas City Service Set; Door-to-Door Expanding

Flying Tigers inaugurated jettfreighter service at Kansas City, Missouri, March 29.

B727 aircraft, operated by Interstate Airlines, connect the Kansas City area with our worldwide system through our Chicago hub. Flights depart Kansas City — MCI — Monday through Friday and return Tuesday through Saturday.

Routing is Kansas City-Chicago-Dallas/Fort Worth-Kansas City, providing additional lift to Texas, as well, said Executive Vice President John Flynn. Kansas City has also been added to the airline's growing list of origin points for guaranteed door-to-door service.

**Expanding Door-to-Door**  
Effective April 1, our guaranteed door-to-door service is being offered to any point in the United States except Hawaii and Puerto Rico. In some areas, guaranteed service will be limited to

economy level with delivery guaranteed by the close of the third business day instead of the second.

All door-to-door shippers can now also use the short form airbill, said Tom Harwood, director of domestic pricing and tariffs.

#### More Origin Points

In addition, U.S. cities to become origin points for door-to-door service include Allentown and Harrisburg, Pennsylvania; Bakersfield, Modesto, Oxnard, Stockton, Santa Barbara and Santa Rosa, California; Austin, El Paso and San Antonio, Texas; Albany and Buffalo, New York; Chattanooga, Memphis, Tri-City and Knoxville, Tennessee; Oklahoma City and Tulsa, Oklahoma; Charleston, South Carolina; Reno, Nevada; Norfolk and Richmond, Virginia; Peoria, Illinois; South Bend, Indiana; Toledo, Ohio; Omaha, Nebraska; Montgomery, Alabama; Wichita, Kansas; Eugene, Oregon; Des Moines, Iowa; and Augusta, Georgia.

Door-to-door volumes have increased steadily since the onset of the program in January, and have made significant gains in the past several weeks. Reliability continues to hold above 98 percent.

## Grojean Sets EEO Policy

Flying Tigers President Tom Grojean has delineated the airline's Equal Employment policy for 1982.

As an Equal Opportunity employer, Grojean noted, Flying Tigers encourages the employment and advancement of qualified persons at all levels and all segments of the work force without regard to race, color, religion, sex, age, national origin, handicap or Vietnam era veteran status.

#### Standards

He further explained that it is Flying Tigers' policy to apply only job-related standards in selecting individuals for a job vacancy or evaluating job performance. Each department, through its supervisors, is responsible for implementation of these policies.

As an indication of the importance Flying Tigers attaches to the pursuit of Equal Employment Policies, Grojean pointed out, EEO management seminars were given at headquarters and field locations during 1981 and will continue during 1982.

#### Everyone's Responsibility

"While the overall responsibility for planning and coordination of our Affirmative Action Programs lies with Philip Hamilton, manager EEO in our corporate headquarters, the success or failure of the programs themselves depends ultimately upon their implementation by the operating managements of Flying Tigers' divisions," Grojean said.

"Our progress to date is a tribute to their efforts; our determination to achieve further improvement is their challenge. I expect each Flying Tigers employee to support our continuing efforts toward Equal Employment Opportunity for all," he concluded.

## U.S./Japan Talks Adjourn

U.S./Japan bilateral talks, in session when *Flying Tigers Review* went to press last issue, have adjourned without resolve. No date has been set for resumption.

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## IT TAKES TWO TO TAXI.

By using the new less-than-four-engine taxi procedures we can save over \$2,000,000 in fuel costs this year.



A TIGER INTL. RELATIONAL C/AF/AV/AV

## Fuel Poster Program

Fourth in a series of fuel conservation awareness posters, produced by Flying Tigers and displayed prominently throughout our system, centers on one fuel savings measure the company is employing whenever practical — the reduced engine taxi.

The poster, at left, reminds our pilots of the importance of using the reduced engine taxi procedure.

"Prior to incorporating the procedure," said Senior Vice President-Operations Lewis Jordan, "a thorough study was made on an airport-by-airport basis to assure its feasibility in our operating environment." Since then, he noted, a reduced engine taxi checklist has been published, B747 and DC-8 operating manuals have been changed and bulletins sent to all pilots recommending use of the reduced engine taxi procedures when conditions permit.

Profit Plan statistics show Flying Tigers aircraft will spend 11,500 hours taxiing during 1982. With an average four engine taxi, fuel consumption is 700 gallons/hour for the DC-8 and 1,000 to 1,100 gallons/hour for the 747, amounting to more than 10 million gallons of taxi fuel during 1982. A reduction of less than 20 percent translates into savings of more than \$2 million. Less-than-four-engine taxi is just one way of reducing fuel cost.

Below, one of the earlier posters — featured in the August 24, 1981 issue of Flying Tigers Review, turned up in an Italian trade publication recently, translated into Italian, of course. Theme of this poster was "Our planes aren't the only things that keep going up."



The response to the fuel conservation posters we've released to date has been very encouraging," said Lewis Jordan. "Their display has been excellent, showing everyone is genuinely concerned about reducing costs and helping Flying Tigers' profitability."

### Life Membership

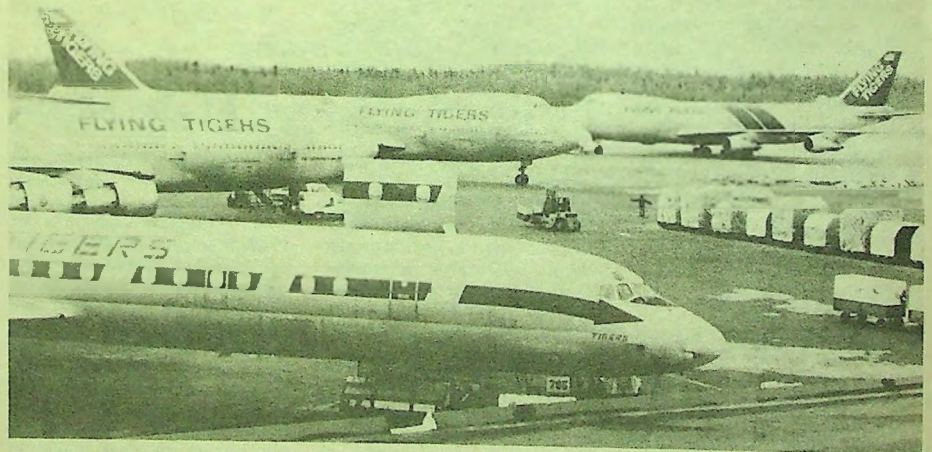
## Honors for Bob Bennett

Bob Bennett, Flying Tigers' manager avionics-engineering, was honored by the Aeronautical Frequency Committee of ARINC — Aeronautical, Radio, Inc. — recently with a Lifetime Honorary Membership. Bennett is a 35-year Flying Tiger.

"We were saddened to learn that Bob Bennett will be retiring soon and thus no longer participating in AFC activities," current AFC Chairman William B. Stine II wrote to Flying Tigers Vice President-Maintenance &

Engineering Harold Woody. "Mr. Bennett has long been a key member of the AFC, serving twice as chairman, and frequently heading or participating in key working groups. He is appreciated for his knowledge, expertise and dedication."

The AFC is responsible to ARINC for formulation of civil aviation recommendations and policies relative to the allocation assignment and utilization of the radio frequency spectrum and associated national and international radio regulatory matters.



### Traffic Jam in Anchorage

Flying Tigers' unofficial "line photographer" Captain Bob Martin caught this traffic jam of jetfreighters, above, at Anchorage, Alaska recently. Anchorage is a stopping point for most of the airline's transpacific traffic.

### Airfreight Up In February

The U.S. scheduled airlines recorded a 2.0 percent increase in airfreight in February 1982 compared with February 1981, the Air Transport Association reported.

In domestic service, airfreight was down 8.0 percent from February of last year. International airfreight increased 21.2 percent.



Life member Bob Bennett, second from left, above, displays certificate from Aeronautical Frequency Committee of ARINC conferring upon him Lifetime Honorary Membership. Congratulating the long-time Flying Tiger are colleagues, l-r, Chuck Steeves, senior director-engineering; Lewis Jordan, senior vice president-operations; and Harold Woody, VP-M & E.

## FLYING TIGERS *review*

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First Flight March 25

# Metro's Scheduled to Brussels

On Thursday, March 25, Metro International Airways, Flying Tigers' passenger division, launched low-cost scheduled 747 passenger service between New York and Brussels, Belgium, marking another important milestone in the Topsy-like growth of the commercial passenger operation.

Founded as a passenger charter carrier in December 1980 by Flying Tigers, Metro International is expanding its service to include twice-a-week, scheduled passen-

Johnson, general manager for Metro International. "Both vacation and business travelers can benefit from our inexpensive, but comfortable service."

**Inexpensive**

Fares from New York range from \$239 to \$524 one-way, and from \$479 to \$945 round trip.

Beginning March 25, Flight 30 departs New York's John F. Kennedy International Airport Thursdays and Sundays at 8:30 p.m. and arrives at Brussels International Airport at 9:15 a.m. the following day. From Brussels, flight 31 departs the Belgian capital at 12:30 p.m. Mondays and Fridays, arriving in New York at 1:30 p.m. the same day.

**Three Levels of Service**

Metro International offers three types of passenger service:

Captain's Deck has 16 first class seats on the upper deck, a choice of entrees, free cocktails, separate check-in and special baggage handling.

Metropolitan Class has business seating on the forward main deck. Special services include guaranteed window or aisle seats with the center seat vacant, a choice of entrees, an open bar, free movies and stereo, separate check-in and special baggage handling.

Economy Class features reserved seating in smoking or non-smoking sections, a choice of meals, and movies and stereo for a modest charge.

The favorable response to Metro International's inauguration of new 747 passenger service to Brussels was underscored by officials at the Belgian National



Metro boarding passes, above, are in red, white or blue depending on passenger's class of service — Economy, Captain's Deck or Metropolitan.



Walter Johnson, General Manager-Metro International.

ger flights between the U.S. and Europe. The carrier will continue to operate passenger charter flights to Europe, the Middle East, the Caribbean and Hawaii. "Metro International Airways is the only United States carrier providing widebody 747 service to Brussels," said Walter H.

Tourist Office. Frederique Raeymaekers, director-U.S.A., expressed pleasure that Metro International would be flying between the United States and Belgium.

"The United States dollar is particularly strong against the Belgian franc," she said, "which gives excellent purchasing power to our visitors."

Mrs. Raeymaekers said that Belgium's renowned art history, folklore and cuisine make it the ideal country for Americans wishing to enjoy European culture and diversity.

"Located in the heart of Europe, Brussels is an ideal gateway city," she said.

**Why Now?**

Why is Metro International Airways starting scheduled passenger service when other airlines are cutting back frequencies, and in some cases terminating service altogether across the Atlantic?

"It's a matter of utilizing aircraft," explained Johnson. "In 1979, another division of Tiger International purchased three 747 passenger airplanes for eventual sale or lease in the commercial aircraft market. Shortly thereafter, the price of fuel went up, followed up a jump in the cost of money, and a national recession set in. There were no buyers, and we considered parking the airplanes in the desert until the economy changed."

Flying Tigers, also a Tiger International Company, was asked to explore a possible market for these airplanes. Flying Tigers had the capabilities readily available with experienced 747 flight crews, maintenance personnel and existing facilities.

Since Flying Tigers' birth in 1945, the airline has operated numerous civilian and military charter flights to points throughout the world.

"We have always played a key role in the military contract field, flying one-third of the U.S. government's Military Airlift Command charter flights," said Ned Wallace, vice president-contract programs at Flying Tigers. "We asked them about their transportation needs, and they came back to us with a request for a wide-

body aircraft, and now one 747 passenger aircraft is devoted to the movement of military personnel.

In 1980, Flying Tigers merged with Seaboard World Airlines, and with that merger gained additional experienced management personnel who had knowledge of the passenger industry.

Management analyzed the passenger market, saw a need for a low cost, reliable passenger charter capability — and Metro International was born.

"Because the name Flying Tigers is known for cargo, we needed to separate that from our new passenger business," said Wallace. "So we named the passenger division Metro International Airways."

**Refugees, Pilgrims**

"In addition to our history of transporting military and passenger charter groups, we have also performed passenger charters for the world's refugees. We have carried refugees from Southeast Asia, Berlin, Hungary and other European points, as well as refugees from Yemen and other African locations," Wallace said.

"And every year, Flying Tigers generally serves the hadj — carrying Islamic pilgrims from Moslem countries to Mecca. We also operate cargo charters to transport their excess baggage."

Soon after Metro International took off in the passenger charter field, an opportunity was found in the scheduled passenger transatlantic market.

"When Braniff pulled out of the U.S.-Brussels market, it left a need for full-service, low-cost transatlantic transportation," Wallace said. "With many American companies, as well as NATO headquarters, located in Brussels, our entry into the market was a natural. We also expect to draw traffic from sections of Northern France and Germany."

**Prime Gateway**

Wallace noted that Belgium's liberal bilateral policies offered no legal impediments to Metro International starting up scheduled passenger service. And Brussels' prime location makes it an attractive gateway for Euro-

pean travel. "Additional flight attendants were hired to support Metro International's scheduled passenger operations," Wallace noted. "These young men and women meld well with the experienced flight attendants who have served our passengers over the years."

Metro International's two flights a week to Belgium will increase to three a week in May, four in June and back to three in September.

In addition to the U.S.-to-Europe service, the U.S. State Department has given Metro International the nod to operate scheduled passenger service between the U.S. and Israel, pending approval by the Israeli government. Metro International currently operates charters between the United States and Israel.

Metro International's city ticket office is at 90 Park Avenue, New York, NY 10016-1348. Metro International's sales and executive offices are located at John F. Kennedy International Airport in New York. The telephone number is (800) 221-2500 (outside New York state) and within New York: (212) 953-6400. In Southern California, Metro's phone number is (213) 203-8748.

**THE PRICE:**  
**\$239.50**  
 EACH WAY WITH ROUND TRIP PURCHASE

**THE PLACE:**  
**BRUSSELS**

**THE PLANE:**

Metro International Airways is really going places. We'll fly you to Brussels, Europe's legendary gateway, for just \$239.50\* each way, based on your round-trip economy fare.

We're really going places with big planes, not just low price alone. The plane is a luxurious wide body 747 where you can choose from three classes of service. You'll have a choice of complimentary meals, and stereo and first run movies are available. Your holiday begins the moment you step aboard.

Metro International. Take our scheduled flight to Brussels, no restrictions whatsoever. For reservations, call your travel agent, Corporate Travel Department or Metro International in New York State at (212) 953-6400, (outside New York) (800) 221-2500. Fares subject to change without notice.

**Metro International Airways**

**WE'RE REALLY GOING PLACES.**

DELIVER FIRST

DEBARQUEMENT PRIORITAIRE

SPOEDAFLEVERING

EILZUSTELLUNG

**Metro International Airways**

WE'RE REALLY GOING PLACES

Advertising like the example above, draws passengers to Metro's low transatlantic prices between the U.S. and Europe. Bookings are looking good in both directions.

Metro's "really going places" as bag tags proclaim, above, with its new scheduled service between the U.S. and Belgium.

## North American Terminal of the Year

# DTW — Moving Right Along In the Motor City

Last year was a tough year all-around for Flying Tigers in Detroit. Besides a tremendous drop-off in business (a loss of approximately 70 percent of the terminal's total business) due to the slump in the American automobile industry, 1981 also brought the "Motor City" one of its coldest and snowiest winters in history.

As one DTW Flying Tiger said, "We could have rolled over and played dead because of the situation." But showing true "Tiger Spirit", the terminal rallied together to tackle the problems head-on, and as a result claimed the domestic title for 1981 "Terminal of the Year," as well as "Central Region Terminal of the Year."

### Winning Ways

According to Russ Emerson, senior vice president-scheduled services, DTW captured the do-

mestic "TOTY" on the basis of four criteria: revenue growth achieved in 1981 versus 1980; service (i.e., efficient recovery of bulk and by-pass traffic); terminal expense ratio; and accuracy and completeness of KIACentry. (Emerson said the measurement system to be used for determining 1982 TOTY awards will be announced shortly.)

In addition to these quantifiable criteria, Sam Jeffers, district manager, attributed a significant part of the win to spirit and teamwork. "We have an enthusiastic group that works hard and really believes in the company and its future. At the beginning of last year when we established our objectives for the year each department set a goal to be the best they could be. We wanted to be as good, or better, than the larger terminals. I think everyone was determined to win "Termi-

nal of the Year" — and everyone worked together to make it happen."

### Senior Terminal

As one of the most "senior" terminals in the system, most DTW employees have worked together for many years. According to Jeffers, of the terminal's 33 employees, 12 have accrued 25 or more years of service with the company. "The average seniority here is at least 15 years — and everyone is from Detroit," he said.

"I'm a 26-year employee, and I'm not the most senior lead," quipped Malcolm "Smitty" Smith, lead ramp serviceman. "Anywhere else in the system I could work dayshift, but here I have to work swings or graveyard." Smith added that 28-year Flying Tiger Howard Orth is the terminal's most senior employee.

As such a senior terminal, DTW

employees have seen good times and bad times. These experiences have helped them be better prepared to deal with present hardships.

"Before Flying Tigers started flying DC-8s, we were the 'hub' — we had all the transload here. In 1968, when we started flying the DC-8s, Chicago became the hub," Malcolm Smith explained.

"Things have really changed here," Jack Yee, chief operations supervisor, said. "We used to have about 60 people on night-shift — now we have 13. We used to have six flights in and out a day — now we have one. We went from 30 million pounds a month to about two million."

"Despite all this, everyone has managed to maintain good morale. It's a great group. Whatever it takes — these guys will do it," Yee added.

Having learned from past ex-

periences, DTW looks toward the future resolved that nothing will keep it down.

### Optimistic for '82

So what plans does the 1981 TOTY have for '82? "We want to win it again," was the consensus among DTW employees.

Jeffers conceded that 1982 would probably be more difficult because of the shutdown of more automobile and related plants in the area. But, he added optimistically, "We don't believe in dwelling on the bad times. We take each day at a time and look forward to new opportunities on the horizon."

Highlighting some of those anticipated opportunities, Jeffers noted the company's new door-to-door program. "We have high hopes for the door-to-door program. 'It's a little early to tell — we came on-line February 22, and advertising started March 8 — but I expect the program to be very successful in Detroit.' Jeffers added that the program got off to an encouraging start with six outbound shipments representing 2,500 pounds during the first week. "And that was without advertising," he said.

Expressing a common feeling among DTW employees, Malcolm Smith said, "It's going to go. Detroit is going to make the door-to-door program work. Flying Tigers has been good to us, and we want the company to succeed."

Most DTW Flying Tigers also agreed with RSM Don Butski who said that the new program and advertising campaign was long overdue. "We should have done this a long time ago. We all want it to work," he said.

"We've finally got something to sell," Jerry Blake, account executive, said about the program. Account Executive Bernie Smith added, "I think we've had an identity problem around here — people equated Flying Tigers with the automotive industry. With the new program and advertising campaign, the public is becoming more aware of who we are and what we do. It's a great help to our sales effort."

Jeffers added that in addition to the new program, Priority Air Service (PAS) continues to be successful at the terminal. "In 1981, we shipped 337 priority shipments representing 621,154 pounds, and we expect higher volumes this year," he said.

Looking toward the future, Jeffers said that he hopes efforts by Michigan state officials to attract new businesses, like the developing "robot" industry, will result in improved economic conditions as well as business growth in Detroit — providing new opportunities for Flying Tigers.

"We've got a super group of people with a 'never say die' attitude and a great product. With this winning combination, we can only go up. You can bet we will be a strong contender for 1982 Terminal of the Year."



Detroit District Manager Sam Jeffers, above left, Sales Secretary Valerie Drause, above right.



Part of the Detroit team, RSM Ronnie Tompkins, above.



Flying Tigers DTW terminal, above, piled high with snow.



Sara Montemurri, above, administrative clerk; RSM Bernie Hibbeln, right.



Winners! At celebration of Detroit's victory as 1981 domestic Terminal of the Year, DTW Flying Tigers, above l-r, Malcolm Smith, lead RSM; Sam Jeffers; and John Overatis, RSM and IAM committee chairman, show off trophy.

**Detroit** — home of Flying Tigers' North American Terminal of the Year.



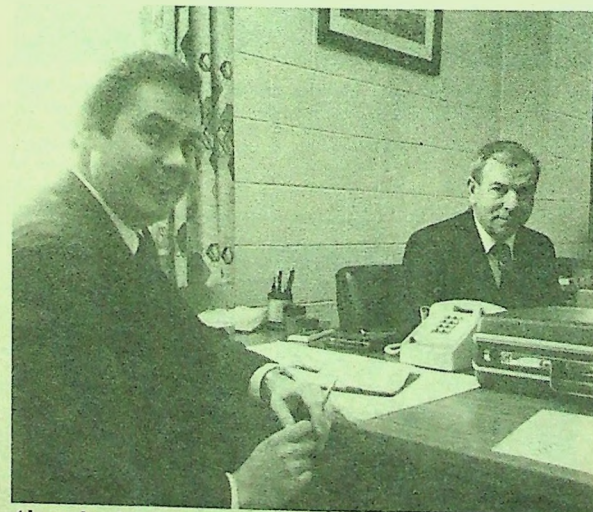
*DTWers, above l-r, Traffic Agent Dennis Pijanowski and Secretary Lora Walton.*



*Above left, l-r, Howard Orth, lead RSM and Al Demond, maintenance representative. Above right, l-r, Chief Operations Supervisor Jack Yee and RSM Bobbie Stephens check labeling on priority shipments.*



*Above, l-r, Traffic Agent Laura Sobczak, Lead Ramp Serviceman Don Eaton.*



*Above, l-r, Jerry Blake and Bernie Smith, account executives.*



*Lola Nestor, above, customer service supervisor.*



*Top left, Howard Swathell, account executive. Chief Operations Supervisors Joe Zboyan, bottom left, and Jack Yee, above right.*



*Stu Gibbs, above, lead RSM. Far left, Doris Karol, DTW customer service representative. Near left, Kristie Bussel, administration clerk.*

Flying Tigers in

# ASIA

*"Kinka Mimai"*

## Japanese Custom in Wake of Fire

By Yasuko Yamaguchi-TYO

The Hotel New Japan, located next to Flying Tigers' downtown Tokyo office, caught fire in the early hours of February 8, 1982. The fire spread rapidly, and it took many hours to put it out. Thirty-three people were killed and many injured. The street along which the building is located was full of fire equipment, police trucks and ambulances throughout the day.

In the wake of this tragedy,



News photo of fire, above, in hotel next to Flying Tigers TYO offices.

Tokyo Flying Tigers received a number of gifts from customers, agents and others observing the Japanese custom called "Kinka Mimai" — inquiry after a fire in the neighborhood. The tradition reflects people's concerns that the "neighbors" of a fire have been troubled by such things as noise, uproar, and water splash from fire extinguishers, as well as fear, worry and mental disturbance.

In the case of the New Japan Hotel fire, Tokyo staff were troubled by the disturbance and experienced inconvenience in traffic — neither cars nor people could gain access to the street — but did not worry that the fire would spread to their building, since there was quite a distance between the two structures.

In keeping with the custom, Tokyo Flying Tigers received numerous inquiries after the fire by phone or telegraph, visits, and gifts of sympathy including rice wine, cakes and cookies.

## From Agent to Accountant

# SEL's C.K. Park is On the Move

By Hyon-Sook Yoo-SEL

Chang Kull Park, Flying Tigers' manager payroll and accounting in Seoul, was graduated on February 25 from the graduate school of business administration of Donkuk University, his alma mater. He finished graduate courses of business administration in one year.

### Agent to Accountant

Park joined Flying Tigers in June 1970 after serving at the Ministry of Transportation as an air traffic controller and a flight information service agent. He was promoted to manager payroll and accounting last February. In his eleven years with Flying Tigers he has served as cargo operations agent, customer service representative and most recently supervisor accounting before attaining his current post.

### Loves Company, Family

His goal at work is very common for an accountant, which is "always keep accurate numbers." Park's love for his company and his concern about company prosperity are as great as his love and concern for the four women who are living with him — his wife Hwa-Jin and three daughters. He smiled. "My love for women is too great to have a son."

In his leisure time Park enjoys swimming and listening to classical music.



C.K. Park in Master's robes, above left, receives certificate from the Dean of graduate school of business administration.

## MNL's "Mailman"

# Jojo Medina Monitors Mail

By Carmela Bartol-MNL

The AMT — or the Aerial Mail Terminal — is the U.S. postal unit based in the Philippines which handles military mails to and from the Philippines, specifically Clark Air Base and Subic Naval Base.

Flying Tigers, Pan Am and Northwest Airlines are the three official carriers of U.S. military mail to the Philippines.

### Mail is Important

Flying Tigers considers military mail to be an important source of revenue. In 1981, the airline's Manila terminal handled 1,856,000 pounds of mail to and from the basis, and a growth of ten to fifteen percent is anticipated for 1982.

### Jojo Handles It

MNL's Rogel "Jojo" Medina, recently promoted from ramp serviceman to traffic agent, is Flying Tigers' representative to AMT. Jojo delivers mail to and from the aircraft and the AMT; checks out irregularities (i.e., misrouted or damaged mail); and keeps a record of the assigned mail volume — which averages 800 to 900 pieces per month. He segregates outgoing mails according to their destinations and promptly boards them on the earliest flight, and brings inbound mails to the AMT for trucking to Clark and Subic.

With Jojo's efforts, Flying Tigers-AMT relations have never been better. They make it a point to have monthly meetings to solve problems and work out the most efficient methods for mail handling and distribution.



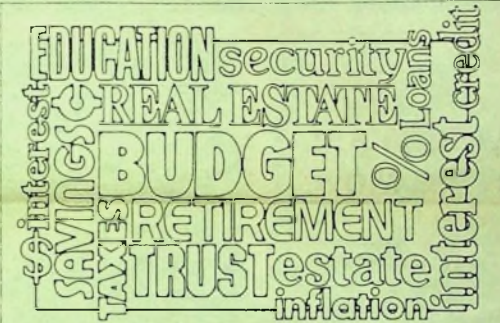
Manila's "mailman" Jojo Medina, traffic agent, looks after mail shipments including seeing that they get on and off flights properly, above.



## On Display at Baraki

Flying Tigers was one of nine airlines represented at the Mitsui Koku Baraki Terminal Opening and Exhibition recently. Some 400 guests attended the exhibition and grand opening ceremonies of the new, five-floor Baraki facility. Above, l-r, Flying Tigers Naruhito Matsumoto and Toshio Sugimori of Tokyo sales represent the airline at the event.

## Dollars & Sense



### Share Draft Ready Cash — A Good Combination

An open ReadyCash account, when combined with a share draft account at Flying Tigers Credit Union, gives you the peace of mind of automatic overdraft protection and the knowledge that when that "good buy" comes along, you can write a convenient share draft and walk away with your purchase... without a wait to process a new loan. If you have an open ReadyCash account and a share draft account at the credit union already, you can contact the loan department to set up your account for this service (requires a new share draft agreement form). If you don't have these accounts set up, call or drop by the nearest credit union office and see about signing up for the convenience of the winning combination of share drafts and a ReadyCash account.

For those members who are already on this service please remember that any addition to your ReadyCash account automatically refinances the entire loan balance at whatever interest rate is in effect at the time of the new advance.

If you are a Californian who lives outside the (213) area code, and would like to see toll-free service extended to your area, please drop us a line and let us know. Include your name and your employee number and any comments you might have about phone service, and send them to the attention of the credit union's marketing officer, Dick Cooper, at HDQ-X3. Your comments will help us make this important decision.

### OFFICE HOURS/LOCATIONS PHONES/SERVICES

#### LOS ANGELES AREA

Locations and Hours  
8636 Sepulveda Blvd.  
Westchester  
8 a.m.-5 p.m. M-F  
Full Service Office

Flying Tigers Headquarters  
LAX—Lo-Tiger Bldg.  
8 a.m.-3:30 p.m. M-F

Teller Services Only

#### NEW YORK AREA

Locations and Hours  
Flying Tigers Building #178  
JFK  
8:30 a.m.-3:30 p.m. M-F  
Computer Hours 10 a.m.-3:30 p.m.  
Full Service Office

Mailing Address:  
Flying-Tiger Employees FCU  
P.O. Box 92854  
Los Angeles, CA 90009  
Co-Mail Code X-03

Phones:

Los Angeles ..... (213) 646-3084  
New York ..... (212) 632-7775  
Toll Free ..... (800) 421-2184  
(except AK, CA, and HI)

### Californians... Want a

### Toll-Free Number?

The credit union's toll-free phone service has proven to be one of the most popular services we have ever introduced. Unfortunately the current service does not include California.





ton. With the efforts of Bruce Schoen and Pat Balek, senior operations supervisors-ORD, Dennis Bird, manager service assurance-HDQ, and SFO operations, the shipment was flawlessly handled. This type of effort should not remain unpublicized, and everyone involved should be commended.

**Anthony J. Tumbarello**  
District Sales Manager/  
Wholesale  
Flying Tigers - Boston

#### We Care!

• The children in my unit at Public School 205 in Brooklyn are very special. They are all learning disabled with minimal brain disfunctions. This letter is in regard to a **Captain John Morreale** of Flying Tigers, based at JFK International Airport, New York, who unselfishly gave his time to instruct our children.

They were eager, attentive and highly motivated. Captain Morreale spoke to them with understanding and genuine feeling. What a wonderful man he is. Your airline is indeed fortunate to have in its employ so caring and feeling a human being.

We hope the captain will again visit our "special children".

**Sandra Magaziner**  
Unit Teacher  
Public School 205  
Brooklyn, New York

#### Forwarder Praise

• I recently received a telephone call from Mr. O'Connor of PKO Ltd., a local Boston forwarder, who had nothing but praise and congratulatory remarks for Flying Tigers for a job well done.

On January 21 and 22, Flying Tigers moved an 18,000-pound Priority Air Service shipment for PKO from Boston to San Francisco, CA. This shipment was sold by **Pat Shaw**, wholesale sales representative-BOS, who diligently coordinated the move with **Bruce Curran**, senior operations supervisor, **Lou Calvano**, chief operations supervisor and the operations servicemen in Bos-

## One Employee's View

# Let's Go for the Future

That the economy and our company are not in the best of shape is news to hardly anyone at Flying Tigers. Or is it? I've heard moans and groans around the company lately from people who think they're being financially sidelined, or worse.

If anyone cares to look around, they will see that thousands of people have left their place of business in the auto industry, maybe never to return. Many of the products they once worked on were shipped on Flying Tigers. Major forwarders have chosen to operate their own aircraft, so again, our revenues have been curtailed. The self-destructive price wars over the Atlantic have taken their toll, too. Carrier undercuts carrier in an attempt to garner a larger share of the market.

Well, it's a historical fact that Flying Tigers has had to work through slim times in the past. At one point, some 25 years ago, the airline nearly folded. But a large number of employees — like ourselves — came forth and expressed their desire to endure some sacrifice rather than let the airline be grounded forever. The company was at that time still

not much more than a fledgling; however, its people showed their fighting spirit like true Tigers, and our company survived.

These Tigers hated losing; that's what has made our company great. During the past year I have done a fair amount of travel for the company and have found that the carriers I came in contact with consider Flying Tigers to be number one in cargo. They respect us for our expertise, and our tenacity. Well, they should. We've earned our top spot through 37 colorful years.

While it's not a happy situation we now find ourselves in, we're certainly not alone, particularly in our industry. Many other carriers' employees are not only working longer hours for the same pay, they're taking pay cuts and being furloughed in large numbers.

"So," you say, "I'll go to work for a bank, or maybe an insurance company. They're more stable." Don't bet on it. They're feeling the pinch, too. Besides, they're boring; when was the last time a bank or insurance company offered its employees the chance to see the Orient, Europe or the Middle East — for plea-

sure or on business — the way Flying Tigers does? And consider the career opportunities here.

Flying Tigers is a pretty stimulating place to work, availing you of almost limitless possibilities to expand your horizons, both career and personal. But without the support of all of us, it will be tough to make it through our current difficulties. It isn't "business as usual" these days; we need to act — to give a little, sacrifice a little — in earnest.

Without a real personal commitment from each of us to do our part to turn our company around financially, things won't get better. Perhaps George W. Cecil expressed it best when he wrote, "On the plains of hesitation bleach the bones of countless millions who, at the dawn of victory, sat down to wait, and waiting — died."

I'm for moving off the plains and acquiring that victory. What about you?

**Victor Grandier**  
Systems Analyst, Weight and  
Balance Project  
Flying Tigers  
Informations Systems

## Flying Tigers On the Move

Promotions and new positions around the system:

### Workman to New Financial Post

Steve Workman has been promoted to director-financial planning, replacing Steve Sorell, who resigned to take a position with another company.

He will be responsible for budgeting, estimating/forecasting, monthly operations analysis and various presentations and special projects.

Workman joined Tiger International in 1977 as a senior analyst and advanced to various positions including manager corporate planning before transferring to Flying Tigers in 1981, where he was most recently manager financial planning.

### Koehler Manager Labor Relations

Al Koehler has joined Flying Tigers as manager of labor relations, filling the position vacated by Don English.

Koehler comes to Flying Tigers from Republic Airlines, where he most recently served as manager labor relations/personnel.

### Realignment in Info. Systems

To provide Flying Tigers with better data processing support and to improve communications between information systems and its users, a number of activities have been functionally realigned:

— **Jim Carolan** is responsible for systems and programming. Reporting to Jim is **Mike Bloore**,

responsible for corporate systems; **Stan Balcomb**, responsible for KIAC; **Karen Fremon**, responsible for operations systems; and **Mike Prentice**, responsible for systems programming.

Reporting to **Mike Bloore** is **Warren Hanke**, manager financial systems; **Jim Lowry**, manager distributed data processing; and **Bill Giragos**, manager special projects.

Reporting to **Stan Balcomb** is **Jim Thrush**, manager ACP systems programming; and **Heidi Amling**, manager KIAC applications.

Reporting to **Karen Fremon** is **Jesse Ketcham**, manager maintenance and engineering systems; and **Ren Kalstrom**, manager marketing and management information systems.

— **Pete Petrie**, manager data center operations, is responsible for all data entry, data control and computer operations.

— **Bob Schnepf**, manager of planning and control, is responsible for information systems planning, control and support activities.

— **Lee Mitchell** is senior director information systems.

Promotions and new positions around the system:

**HEADQUARTERS**  
**William Broucek**...to supervisor world service center, from CSR "II"-LAX. **Georgia Colley**...to credit rep. "II", from credit rep. "I". **Scott Hibbard**...to senior crew controller, from crew controller. **Steve Jeffries**...to manager crew scheduling, from supervisor crew control.

**CHICAGO**  
**Mary Kerr**...to CSR "I", from terminal administration clerk. **Edward Miehke**...to CSR "I", from general clerk.

**INDIANAPOLIS**  
**Aletha Ciaccio**...to CSR "II", from CSR "I".

**JFK**  
**JoAnn Rubin**...to ops. supervisor, from terminal administration clerk. **Robert Benito**...to

supervisor charter operations, from supervisor passenger operations.

**PHILADELPHIA**  
**Nancy Madison**...to supervisor customer service, from CSR "II".

**SACRAMENTO**  
**Ronna Hazel**...CSR "I", from CSR "II"-HNL.

**SAN FRANCISCO**  
**Tamara Gumina**...to CSR "II", from CSR "I". **Bruce Lam**...to CSR "I", from terminal administration clerk.

## Welcome

Flying Tigers welcomes the following new employees:

**HEADQUARTERS**  
**James Carolan**...director systems & programming. **Mary Jodziewicz**...systems analyst. **Manzoor Khatana**...flight planning systems support. **Alan Koehler**...manager labor relations. **Sandy Litwin**...supervisor employee insurance. **Patricia Olson**...customer service coordinator. **Catherine Romps**...confidential secretary. **Ed Zvanovec**...material planner.

**BALTIMORE/WASHINGTON, D.C.**  
**Jerry Guthrie** and **Bernard Norton**...account executive.

**CHARLOTTE**  
**Beth Thomas**...terminal administration clerk. **Virginia Berry**...CSR "I".

**CHICAGO**  
**Joan Bennett**...secretary. **Linda Eurich**...terminal administration clerk. **Mitzie Heldt**...senior clerk.

**COLUMBUS**  
**Kay Combs**...CSR "I". **Wheeler Foster**...account executive.

**DALLAS**  
**Kathleen Nemetz**...account executive.

**DAYTON**  
**David Renner**...account executive. **Iris Spornhauer**...CSR "II".

**HOUSTON**  
**Robert Erdrich** and **Nancy Gould**...account executive.

**INDIANAPOLIS**  
**Mark Dennison** and **JoAnn Davitto**...CSR "I". **Lisa Schmadeke**...account executive.

**JFK**  
**Peter Howell**...director interline sales. **Elaine Freilich**, **David Katzman** and **Sherry Trow**...account executive. **Mark Allen**...ops. supervisor. **Valerie Mazur**...secretary. **Norman Sullivan**...general clerk. **Edgar Rochelson**...manager industry affairs.

**KANSAS CITY**  
**Kathleen McGown**...account executive. **Thomas Sloan**...CSR "II".

**LOS ANGELES**  
**Elizabeth Honey**...secretary.

**MEXICO CITY**  
**William Hull**...sales manager.

**MILWAUKEE**  
**Mary Kelliher**...CSR "I".

**MINNEAPOLIS**  
**Stephanie McElroy**...secretary. **Edward Thompson**...account executive.

**ORLANDO**  
**Wayne Kline** and **Dave Noell**...account executive. **Brenda Mimnaugh** and **Sandra Witt**...CSR "I".

**PHILADELPHIA**  
**Paul Kearney**...senior ops. supervisor.

**PITTSBURGH**  
**Dennis Pennington**...account executive.

**PORTLAND**  
**Janis Clark**...CSR "I". **Patricia Turner**...account executive.

**SAN FRANCISCO**  
**Sandra Chaussard**...confidential secretary.

**SAN JUAN**  
**Lorenzo Robles-Diaz**...account executive.

**SEATTLE**  
**Charles Armontrout**...CSR "I". **Karen Hilde**...secretary. **John Kegley**...account executive.

**SAN DIEGO**  
**Karen Hennequin**...CSR "I".

**SOUTH BEND**  
**Thomas Beres**...account executive.

**TAMPA**  
**Russell Stevens** and **Anne Tripp**...account executive. **Deborah Touchton**...CSR "I".

**TULSA**  
**Tony Bennett**...account executive.

## In Memoriam

**Steven Barabasz**, ramp serviceman in Chicago, died March 10. He was 22. He began working for the airline in January 1979.

**Hugh Herndon**, St. Louis senior station agent, was killed in an automobile accident March 15. He was 48. Herndon joined Flying Tigers in St. Louis, February 22 and had just returned from two weeks of training at headquarters.

# The Inside Story

Shipments, Charters, Worldwide

## Flying Tigers, Project Hope Helping Polish Children

Flying Tigers recently carried a shipment of medical supplies for Project Hope, the U.S. health foundation, to Frankfurt, West Germany, where the material then continued by land to Krakow, Poland. The medical shipment was required for urgent cardiovascular operations to be performed on children in Poland. Project Hope (Hope: Health Opportunities People Everywhere), based in Washington D.C., has been involved in Poland since 1975 when it established, together with the Agency for International Development (AID), the Krakow Institute for Pediatrics. At Flying Tigers' Frankfurt terminal, below, Mark J. Wientjes, left, traffic manager for Project Hope, is handing over the documents for the special Poland bound supplies by Dieter Weckesser, marketing manager for Flying Tigers Germany.



## 35,000 Pounds ZRH-U.S.

# BOBST Uses Flying Tigers for First of Line

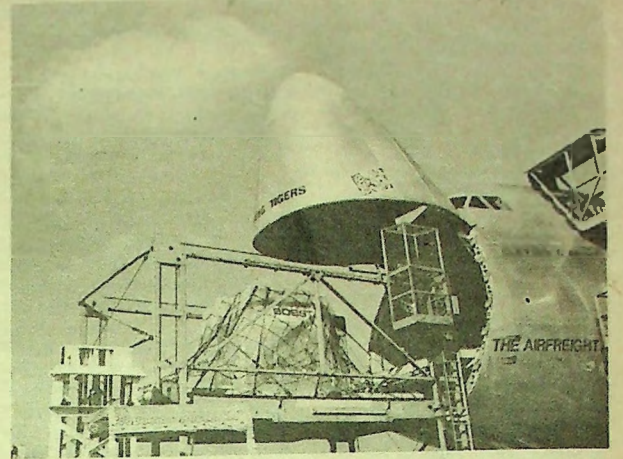
BOBST S.A. of Lausanne — a beautiful city in the French part of Switzerland — has a worldwide reputation for its top-class stamping and embossing presses.

These machines are fully automatic and produce very attractive and colorful packing and wrappings in any conceivable form.

"It's amazing to see what can be created from plain cardboard or paper when one of these sophisticated machines gets at it," said Rene Werner, Flying Tigers sales manager for Switzerland.

Since they are very expensive and in high demand, BOBST entrusted Flying Tigers with carriage to the U.S. of 35,000 pounds of the first of a new line some weeks ago. The heaviest single piece in the shipment weighed 20,000 pounds.

"Thanks to the fine Flying Tigers teamwork on both sides of the Atlantic everything went smoothly — as usual — and to the customer's full satisfaction." Werner reported.



Top-class equipment from BOBST of Lausanne is loaded on board a Flying Tigers B747 jetfreighter in Zurich for flight to the U.S.

## Antenna to ORD

A 32-foot TV antenna destined to pierce the Chicago skyline atop the Sears Tower — the world's tallest building — arrived recently at O'Hare International Airport via Flying Tigers.

Manufactured in Sacramento, Calif., the 7,000-pound structure was trucked to Los Angeles and flown direct to Chicago on a Flying Tigers B747 jefreighter.

The antenna, purchased by Chicago television station WLS, occupied five pallet positions inside the cargo aircraft.

Because of its length, the antenna required special nose-loading and handling operations.

## Flying Tigers

# After Hours



Encore — Flying Tigers' Barbara Speake, third from left, above, on the stairs, takes a well-earned bow with the cast of "My Cousin Rachel", played recently in Manchester, England.

# Get Away!

Your guide to interline travel.

two flights weekly through May 13; three flights per week May 13 through June 9; and four flights per week June 9 through Sept. 21. Schedule of flights after Sept. 21 will be available at a later date.

### How to Apply

To apply for tickets on Metro's scheduled flights, submit form FT12101 — Application for Travel — to Flying Tigers Pass Bureau, HDQ K16. Specify clearly "Metro — Service Charge", and attach a personal check payable to Flying Tigers. Processing requires 5 work days.

### Listing

To list for a scheduled flight or inquire about arrival or departure schedule, call Metro International at (212) 953-6400 in the New York area; toll-free (800) 221-2500 outside the New York area; and (02) 217-1717 in Brussels. Remember, you will be a space available passenger.

### Check-in

Check-in for Metro flights at least two hours prior to departure at JFK British Airways ticket counter, Terminal 5; and in Brussels at Belgavia check-in at International Terminal.

Baggage limitations on Metro flights allow only one carry-on piece no larger than 39 inches in total dimensions; and two pieces of checked baggage, total weight not to exceed 55 pounds.

If you have questions about travel on Metro International airways, contact: Employee Pass Bureau at headquarters in Los Angeles, HDQ K16; or call (213) 646-7363.

## Traveling on Flying Tigers

# Employees Get Annual Passes No More International Limit

Effective immediately, all employees with at least one year of service who request space available personal travel authorization on company aircraft will be issued a *Personal Travel Annual Pass* on Flying Tigers.

The pass, to be used in conjunction with company I.D., is valid through December 31 each year for travel on all domestic and international routes.

As part of the new procedure, the limit of one international trip pass per year has been suspended.

Priority boarding authorization for vacation or emergency travel should be requested through the Employee Pass Bureau at headquarters.

Procedures for processing requests for employee travel on company business or family member travel on the DC-8-63s remains the same, with the Employee Pass Bureau at headquarters issuing the authorization.

If you have any questions about

travel on company aircraft, contact: Employee Pass Bureau, HDQ K16, (213) 646-7363; or the Benefits Coordinator at your local terminal.

## Employee Fare — \$30 on Metro Scheduled Flights

With inauguration March 25 of Metro International Airways first scheduled service between the U.S. and Europe, Flying Tigers employees with six months of service or more can now travel **space available, economy class** between JFK and Brussels, Belgium for a \$30 per person service charge. Also eligible for the special fare are employee's spouse, dependent children under 21, parents of employees and retirees and their spouses.

Metro's scheduled flights between JFK and Brussels include

## Drama in Manchester

# Barbara Speake On Stage

In the north of England, amateur theater is probably one of the largest leisure hour fillers — apart from sports. Numerous

operatic and dramatic societies vie for audiences, and the standard of production and performance is very high.

Flying Tigers' Manchester Sales Agent, Barbara Speake, has been involved with both operatics and dramatics for a number of years now and has played many parts for various societies. Among her operatic favorites have been Anna in "The Merry Widow", Margot in "The Desert Song" and Carrie in "Carousel".

More recently, Barbara has concentrated on drama, playing a wide variety of parts from the comedy of Noel Coward's "Blithe Spirit" to the part of Rachel in Daphne Du Maurier's "My Cousin Rachel", recently played for a society in the Manchester area.

The production played to packed houses each night and, although Barbara was very reluctant to pass on their remarks, we are informed that the Northern press was very enthusiastic in their praise.



Barbara as Rachel, above left, with co-star.