



Among the lucky November sweepstakes winners was LAX RSM George Preftes, above right, with his supervisor, Holden Brooks.

## 33 Win in November Incentive Sweepstakes

FM/AM electronic digital clock radios have been presented to 33 employees who were winners in the November sweepstakes drawing held in conjunction with the fourth quarter "We're Out For Results" domestic Employee Incentive Program currently underway.

Incentive Program Sweepstakes winners for December will be announced in early January. November sales goal results and points awarded under the Incentive Program have been posted around the domestic system with several terminals again earning 120 percent or more of goal for the

maximum number of merchandise points.

November Sweepstakes winners were Russell W. Haines, mechanic and Jerry Kokkinos, ramp serviceman - JFK; Delbert Mayse, RSM - Anchorage; Bernard Hibbeln, Jr., RSM - Detroit; Mike Rourk, lead RSM - Cincinnati; George Phillips, traffic agent - Cleveland; George S. Wudarski, RSM - Newark; Van L. Searcy, RSM - Atlanta; Frank W. Jones, operations supervisor - Dallas/Fort Worth; Kenn Dunn, RSM - Charlotte; Charlie Wick, maintenance representative and Sharon Penak, clerk - Hart-

*Continued on Page 2.*

## Five DC-8s are Sold to Emery

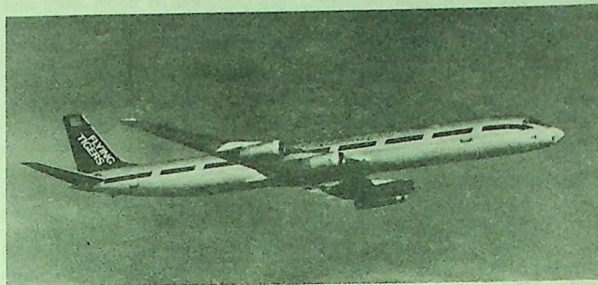
Flying Tigers has announced the sale of five "stretched" DC-8-63 jetfreighters from its fleet to Emery Aircraft Leasing Corporation, a wholly owned unit of Emery Air Freight Corp.

One of the aircraft—N792FT—was delivered to Emery this month and the other four—791, 794, 795, and 796—are scheduled for delivery in March, April and May of 1984.

The five aircraft, which have been operated by Flying Tigers since the late 1960s, were purchased from two lessors.

The planes will be re-engined by Emery with quiet, fuel-efficient CFM-56 engines, utilizing Flying Tigers' re-engining "positions".

The DC-8 sale relieves Flying Tigers of a sizable capital commitment, said President John Flynn, and puts us in position to consider other mid-sized aircraft for our fleet to meet 1985 noise regulations.



Flying Tigers' DC-8 63F, above, one of five sold to Emery.

There are a number of other aircraft that meet the 1985 noise standards include the Airbus A-300, Douglas DC-10 and the Lockheed L-1011 as well as the re-engined DC-8-71s and 73s.

## Door-to-Door Hits \$3 Million

Flying Tigers' guaranteed domestic door-to-door service topped the \$3 million mark in weekly revenues heading into December. Reuben Rosenthal, vice president of sales-North America, called the milestone a significant achievement in less than two years of service, noting that in March of 1982 our then-fledgling door-to-door service was bringing in the equivalent of \$6 million in revenues a year.

"It is difficult to accomplish this kind of progress in the highly competitive door-to-door market," Rosenthal said. "Congratulations to both sales and service staff for making our design for a successful door-to-door product a solid reality."

## 806 is Back

B-747 #806 - the Robert W. Prescott - was test flown November 26 and returned to service for the airline the following week.

The aircraft had been out of service and under repair since October when it was damaged during take-off in Frankfurt. The plane returned to the fleet in time to provide much needed additional capacity to help meet the demands of our burgeoning Asia-U.S. traffic, including a recent increase in traffic from Hong Kong.

## 727s Returned to Wien

The two B-727 freighter aircraft previously on lease from Wien Air Alaska were returned to Wien

December 3 to be sold to another carrier.

Adjustments around our domestic system to cover service commitments have included leasing an L-100 Hercules aircraft to provide sub-service; re-arranging existing feeder operations; and adding DC-8 service back into Charlotte to cover feeder operations re-deployed to other routes.

The first of seven B-727 freighters we plan to lease from Aviation Sales will go into service in January.

## Fringe Benefit Taxation Issue Now on Hold

The U.S. Congress has recessed until after the first of the year without resolving the issue of fringe benefit taxation.

The current federal moratorium prohibiting taxation of employee fringe benefits expires December 31, 1983, but no developments in the matter are expected until mid-1984.

The current administration in Washington has indicated it will leave the matter to Congress, which reconvenes January 23.

Employees' letters to elected representatives have had a profound influence in protecting our fringe benefits, said President John Flynn, and we will keep you posted if further communication is necessary when the matter is again under consideration.

## Record Load

Vice President of Asia Paul Stokes reported a new record revenue load in Asia.

B-747 flight 76 of December 16 carried a payload of 261,539 revenue pounds from Hong Kong to Narita.

Congratulations to all Flying Tigers who had a hand in effecting this new record load.

## CAB Awards Cargo Authority

The U.S. Civil Aeronautics Board has awarded Flying Tigers scheduled all-cargo authority between the U.S. and Colombia and the Dominican Republic and between the U.S. and Trinidad/Tobago.

## New Performance Appraisal Plan

Performance appraisal forms usually distributed at this time of year for general and administrative employees will be delayed until after the first of the year while our performance appraisal system is reviewed and revised, said Sue Heinberg, senior director of personnel relations.

The new system will facilitate more direct and frequent communication between employee and supervisor with regard to performance, Heinberg said, and will provide for specific goal setting.



## Airbus "On Display" at HDQ

Flying Tigers got a hands-on view of a freighter version of the European-built "Airbus" twin-engine wide body aircraft recently. LAX terminal employees off-loaded the aircraft, above, operated by the German company, Hapag-Lloyd, which had flown to Los Angeles from Germany with a fuel stop in Bangor, Maine carrying an 85,000 pound charterload of automobiles including eight Mercedes, three Porsches and one Rolls Royce. The aircraft was then towed to the headquarters hangar for informal employee viewing before it departed for a return flight to Europe. The visit was in keeping with Flying Tigers' continuing evaluation of various aircraft as possible replacements for the DC-8.

**Sales Awards**

**AE, DSM of Quarter Named**

Bill Logue, account executive in Boston, has won the "Account Executive of the Quarter" award and Tony Avella, district sales manager-retail at JFK in New York has won the "District Sales Manager of the Quarter" award for the third quarter, 1983.

Logue was 37 percent over his revenue quota and 76 percent over his shipment quota. Other top account executive finishers for the quarter were Tom Beres, South Bend; Alex Suarez, Miami;

Ignacio Diaz, El Paso; and Sonny Fuchs, Newark.

Other top finishers in the District Sales Manager of the Quarter competition were Bob Hull, Dallas/Fort Worth; Tony Tumbarello, Boston; Betty Berryman, Los Angeles; and Brian Finnerty, Baltimore/Washington.

The Account Executive and District Sales Manager of the Quarter programs for U.S. sales personnel are designed to boost sales and highlight outstanding sales achievements.

**Sweepstakes**

*Continued from Page 1*

ford; David Webster Potts, traffic agent - Boston; Roger W. Bauer, RSM - Houston; Anthony DiNatale, maintenance - Syracuse; Gail Gagnon, traffic agent - Miami;



Winner Beverly Broadstone, HDQ, above right, with supervisor Doug Seapara.

Todd J. Mumbleau, RSM - Minneapolis; Dave Spillet, services supervisor and Josh G. Brown, shipping & receiving - Kansas City; Robert S. Tingley, RSM - Seattle; Richard Clark, RSM - San Francisco; Robert Griffenberg, senior services supervisor - Philadelphia; Gary L. Speer, freight handler - Portland; Audrey M. Marshall, secretary and Kim Kisellus, mechanic - Chicago; Connie Randazzo, secretary - St. Louis; M.S. Boyajian, lead RSM and George Preftes, RSM - Los Angeles.

At headquarters, Beverly Broadstone, credit representative; James Norden, mechanic; Donald J. Steuwer, flight controller; and Iliana Carrillo, senior accountant.

**Pins for Employees**

Currently en route to all employees is your personal Flying Tigers Olympic pin set, reflecting the airline's participation as the official air cargo carrier for the 1984 Winter Games in Sarajevo, Yugoslavia and a sponsor of the 1984 U.S. Ski and Swim Teams. "I hope you will wear them with pride and determination as we 'Go for the Gold' in air cargo in 1984," said President John Flynn.

**Communications Bulletin  
December 1983**

Please make the following changes to your Winter 82/83 Communications Directory.

- Page 21

South Bend-SBD has a new address -  
1657 Commerce Drive  
South Bend, IN 46628

Toledo-TOL has a new address and phone number -  
633 Matzinger Rd.  
Toledo, OH 43612  
(419) 729-0866

|                  | Name           | D/F | Hot Line Ext. No. |
|------------------|----------------|-----|-------------------|
| Customer Service | Valerie Drause | CS  | NA                |
| Sales            | Harry Bushway  | SS  | NA                |

- Page 17

Louisville-SDE has a new address -  
4263 Produce road  
Louisville, KY 40213

Miami-MIA Latin America Division update--hot line extension is 3054, reached through Atlanta.

- Page 22

Wichita-ICT has a new address -  
3930 W. 29th St. South, Suite 5  
Wichita, KS 67217  
(316) 945-0224

While other companies are busy promising on time performance for their over-the-counter package service.

Flying Tigers puts their money where their mouth is with another air cargo industry innovation. Airport Package Service.

With Airport Package Service you get a 100% money back guarantee that your package will be available for pickup within 30 minutes of our flight's arrival.

What also makes Flying Tigers' airport-to-airport service different is you won't have to push your way through crowded passenger terminals either.

Instead, you'll make quick, easy pickups and drop-offs at any one of Flying Tigers' air cargo facilities across

the country. Just drop your package off 30 minutes before our scheduled departure and it will be on its way.

The maximum weight for any package is 70 pounds!

Only Flying Tigers gives you a 100% money-back guarantee for delivery at over 100 major cities nationwide.

But then only Flying Tigers backs their commitment to provide the best expedited airport-to-airport package service with a 100% money-back guarantee.

**IT'S ON TIME OR IT'S ON US.**

\*Contact your local Flying Tigers Customer Service Office for details on rates and package size restrictions.

**NOW BIG GUARANTEES  
COME IN SMALL PACKAGES.**

Circle No. 12 On Reader Service Card

**Ads Support  
New Airport  
Package Service**

*Flying Tigers' new guaranteed Airport Package Service--APS--which has reflected steady growth since its start up in August, is now being supported by print ads like the full page ad at left, appearing in various industry and consumer publications. APS is a domestic airport-to-airport small package service designed to compete with over-the-counter package services offered by passenger carriers. Flying Tigers' service offers a 100 percent money-back guarantee, is available to and from all Flying Tigers airport cities in the U.S. and charges a flat rate for single shipments--\$45 for up to 50 pounds and \$65 for 51 to 70 pounds.*

**From Tiger International**

**GECC Subsidiary Takes on Part of NAC**

Tiger International, Inc. has announced that G.E. Railcar Services Corp., a wholly-owned subsidiary of G.E. Credit Corporation (GECC) has taken over the operation and management of the railcar leasing and repair business of Tiger's wholly-owned subsidiary, North American Car Corporation (NAC), effective December 15.

This is the first step in a two step transaction which could include the purchase by GECC of as many as 4,175 railcars and the majority of the assets of the railcar repair division for as much as \$100 million in cash and approximately \$40 million in notes. In addition, GECC has an option to purchase the remaining railcars owned by NAC, under certain conditions.

Wayne M. Hoffman, Tiger's chairman and chief executive officer, stated: "We have concluded that our profit objectives for the future can best be met by concentrating our management and capital resources in our air freight, truck and multimodal transportation businesses and by de-emphasizing activities such as leasing and repair which are ancillary to transportation and which are capital intensive and require high debt levels."

Hoffman also stated that since its acquisition by Tiger in 1970, NAC has grown rapidly and its market share and competitive position have improved impressively. He noted that its assets have increased from \$330 million in 1970 to \$1.3 billion at June 30, 1983, and that the size of the railcar fleet under its management has grown from 25,000 to 63,000. However, he added that the railcar leasing business is primarily a financial service business which requires a continual infusion of capital and a heavy proportion of debt.

Also, the business generates tax credits and tax depreciation in excess of the consolidated company's ability to utilize them. Tiger's inability to take advantage of these tax benefits is a significant

competitive disadvantage. Hoffman said that the intended effect of the proposed agreement with GECC would be to enable Tiger to concentrate on its core freight transportation businesses.

The corporate entity, North American Car Corporation (NAC), will continue to be a wholly-owned indirect subsidiary of Tiger International. By reason

of the transfer of the management and operation of the business to GECC, Tiger will account for NAC on either an equity or discontinued operations basis, reflecting only its net investment in NAC, and eliminating NAC's assets and debt from Tiger's consolidated balance sheet. NAC's debt at September 30 totalled \$785 million.

**Personnel Updates**

Ray Kmak has been named director of international market development effective December 19, reporting to Dick Brannon, senior director-marketing services.

Kmak, most recently director of North Atlantic pricing, replaces Charles Malone, who has moved to the position of director-multi-national accounts reporting to Jack Kane, VP-corporate sales.

Reporting to Kmak will be Marketing Managers Dick Vasen, Europe; Bob Fogarty, Latin America; Robert Lo, Southeast Asia; Paula Peisner, North America; and two open positions.

Tom McAndrews has been appointed manager of federal services, reporting to Bob Vickery, director of government programs.

McAndrews will be located at Flying Tigers' offices at Baltimore/Washington International Airport and will be responsible for generating revenue from federal agencies, most of which are headquartered in the Washington, D.C. area.

McAndrews has been with Flying Tigers since 1968 in various sales and sales management positions, most recently as sales manager for the BWI/DCA district.

**FLYING TIGERS review**

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*Flying Tigers is a Tiger International Company*

The "Inside" Story

Mixed Menagerie

Pigs, Dogs, Horses to SIN



20-Ton Tank to Australia

A 20-ton tank, above, was flown from Los Angeles to Australia recently on board one of Flying Tigers' weekly scheduled B-747 jetfreighter flights "down under". The shipment originated in Houston. Flying Tigers' expert planning and handling capabilities were required to load the heavy, oversized piece for the long flight.

-Photo by Mark Taylor, training department

A Flying Tigers jumbo jetfreighter arrived in Singapore recently carrying a consignment of four-legged goods that might have seemed more at home down on the farm than up in the air.

On board the chartered B-747 from the United Kingdom were 680 pigs, 26 dogs and 65 racehorses. Pigs have flown into Singapore on Flying Tigers before, and racehorses and dogs have been air travel companions in the past, but having dogs, pigs and horses on the same flight into Singapore is a first for the world's largest all-cargo airline.

Early Morning Arrival

The jetfreighter arrived in Singapore in the early morning when the temperature is usually cool enough for the animals to get acclimatized. Most of the pigs will be used by Singapore Agriculture and Livestock Enterprise Pte. Ltd. for breeding purposes, in line with the Singapore government's Pri-

mary Production Department's efforts to encourage the country's pig farmers to upgrade local stock.

Eleven of the dogs—including German Shepherds and Roadrunners—debarked in Singapore and, like the pigs, will be used for breeding.

Special Care

The Singapore Turf Club pro-

vided a fleet of horseboxes on the tarmac at Changi Airport for the 24 racehorses off-loaded in Singapore. The boxes were used to transport the horses to the quarantine center before releasing them. After the 680 pigs, 11 dogs and 24 racehorses were offloaded in Singapore, the flight, carrying the remaining 41 horses and 15 dogs, proceeded to Penang.

Animals to New Desert Home

Nearly 300 animals travelled from the U.K. to a new home in the desert December 5 on board a chartered Flying Tigers B-747 jetfreighter, coordinated by Flying Tigers and Air Brokers International.

The animals, from the Zoological Society of London, travelled from Heathrow Airport to Doha in the Arabian Gulf and a new life in a zoo park owned by the Qatar Royal Family.

Special Accomodations

Specially built crates were constructed at Whipsnade Park Zoo, Bedfordshire, for the eight-hour long Flying Tigers' Boeing 747 charter flight from Heathrow Airport, London.

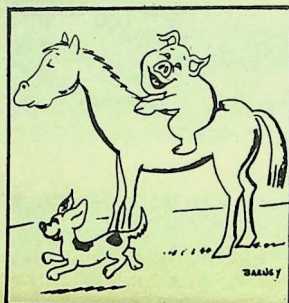
Three veterinary staff from Whipsnade also travelled with the animals, which included Asian camels - the kind not normally found in desert regions - seven zebra, two cheetah, two white rhino, six ostrich, seventeen buck,

six wallaby, eight deer plus ten toads, ten monkeys, six owl and assorted birds, swans, lizards, bush babies, rabbits and pheasants.

"Noah's Ark"

Flying Tigers' general manager, U.K. and Ireland Robert C. Wetherill said: "The animals arrived at our Heathrow warehouse the evening before departure so the special crates could be loaded overnight on to ten pallets. It looked and sounded like Noah's Ark in there, particularly at feeding time. The only animal, in fact, missing from the consignment was a partridge in a pear tree, but as a pheasant was included in the airlift, I guess that counts."

Mike Rule of Air Brokers International, later reported: "In spite of the complexity and variety of this shipment every single bird and animal arrived in Doha in good order; a tribute to the way they were expertly crated and airfreighted."



-Illustration by Earl "Barney" Bernard, Plant Protection.

Accommodating the Cabbage Patch Craze



Those famous and coveted "Cabbage Patch Kids" much in demand this holiday season have been making their way to stores across the U.S. in time for Christmas with the help of Flying Tigers. Los Angeles International Airport customs inspector Carl Rizzo, above, checks a Cabbage Patch doll—one of 67,000 that arrived that day on board a Flying Tigers B-747, at right. Each cargo pallet in the photo contained approximately 2,400 of the sought-after Cabbage Patch Kids.

Some people waited in line for as long as 14 hours to buy them. Across the U.S., people are rioting in the malls for a chance to cuddle the dolls that have become this season's best selling item: the Cabbage Patch Kids.

The Cabbage Patch Kids have indeed taken the U.S. by storm. According to Mr. M.J. Kravit, Director, Far East Operations of Coleco Industries in Hong Kong, manufacturers of the dolls, "we started our production in Hong Kong in April this year. The demand was both immediate and unexpected. Up until November we shipped 1.5 million dolls to the U.S., most of them on Flying Tigers. By the end of this year, more than 2.5 million will have been airlifted."

Demand for the Cabbage Patch Kids is expected to continue to increase even after the Christmas season. Coleco has now doubled its production capacity to satisfy demand and maintain shelf position. At the same time, due to the Christmas season and the uptrend in export trade, available air cargo space has been tight in Hong Kong. Coleco has been using a weekly Flying Tigers B-747 charter with 100,000 dolls on each flight.

The success of the Cabbage Patch Kids can probably be attributed to the unique features of the dolls. Each of these engagingly homely dolls comes with a set of adoption papers and a name, assigned by computer to prevent duplication. A whole line of accessories is now in planning for production.



# Happy Holidays for Tiger "Cubs"



Above: Carole Karnofsky, international rate specialist, gets a hug from Bingo the Clown.

## 450 Cubs, Parents Enjoy Kid's Party

Holiday cheer was in abundance as some 300 children of Flying Tigers headquarters and LAX employees gathered for the annual Flying Tigers Cub Christmas Party, held December 3 at the Pacifica Hotel in Culver City, near headquarters.

The day's festivities, which were sponsored by the Flying Tigers Employees Association and the Credit Union, had a carnival theme. Carnival games, cartoons and bingo provided a bustle of activity. Drawings were held and prizes awarded to several tiger cubs. Bingo the Clown, popular Star Wars character Darth Vader and, of course, Santa Claus, portrayed again this year by Russ Kissinger, enthralled the children with their presence. Santa Claus appeared after lunch, presenting each child with a gift and lending an ear to hear each cub's Christmas wish.

The volunteers who contributed to the event's success include Al Cormier, manager-special projects; Pat Derrenbacher, accounting clerk; Canda Gray, supervisor-revenue and input control; Nancy Bain, international rate specialist-traffic audit; Susan Sandoval, international rate specialist-international billing; Russ Kissinger, manager-flight training services; Nancy Kissinger, customer finance, and Sandy and Susie Kissinger, daughters of Santa Russ; Kate Matchette, customer finance; Linda Goodber, customer finance; Al Lindeman, seat shop; Bob Smillie, stock clerk; Jenny Malisos, accounting clerk; Carole Karnofsky, international rate specialist-rate quotes; Dan and Christy Karnofsky, Carole's husband and daughter; and Melody Martens, friend of Flying Tigers.

On these pages, photos from the grand event.



Among those assisting with the carnival games was Nancy Bain, international rate specialist, above.



Above: Nancy Kissinger, customer finance, passes out balloons.



Above: "Santa's Helper" Susan Sandoval, international rate specialist. At right, "Santa" Russ Kissinger, manager-flight training services, and friends.



Above left: Joe Puleo, ramp serviceman, with his wife Pat, a former Flying Tiger, and daughter Kathy, two years old. Above right: Adrienne Smith, daughter of O.J. Crummie, facilities maintenance, and "cub."





Above: Canda Gray, supervisor-revenue and input control, works the bingo game booth.



Above left: Shery Wong, sister of Flying Tigers employee Terry Wong, with, l-r, daughters I-Wen and Aileen. Above right: Bonnie Willis, rating specialist, with daughter Nicole.



Above left: Jerry Skopek, mechanic, with, l-r, sons Ryan, six, and Rory, four years old. Above right: Larry Young, industrial engineering, with wife Wendy and daughter Robin, six years old.



Above Left: Jenny Malisos, accounting clerk, sells carnival tickets. Above right: Paul Volattorni, mechanic-sheet metal shop, and son Christopher, 16 months old, enjoy the day's events.



Above left: Denis Kalscheur, vice president-treasurer, with daughters Kristin, six, and Lisa, five years old. Above right: Sammie Bird, wife of T. Bird, maintenance, with daughter Elizabeth, son Michael.



Above left: Lwana Puett, left, daughter of James May, ramp serviceman, with daughter Brianna, and friend Edith Long with her daughter Shannon.



Above top: Ray Baczewski, manager-technical records, and daughter Jennifer. Above: Peggy Watkins, advertising, with son Billy. At left: Santa passes out a gift.

## Around Our World

### Proud in Atlanta

# 24 Earn Praise for Perfect Attendance

Mark Harris, manager of terminal services in Atlanta, is justly proud of his ATL team. Mark reports that 24 ATL Flying Tigers recorded perfect attendance for a period of 120 days at the time of his tally in mid-November.

"These employees recognize that one of the keys to our service is dependability," Mark says. "They have recorded perfect attendance at a time when it is most important to our company, and they can also be counted on to deliver dependable performance."

Those always-on-the-job Flying

Tigers are: Bernie Adams, Vinnie Massa, Marv Stallings, Kay Bozeman, Charlie Bryant, Amy Bailey, Melissa Drew, Denise Palmer, Glen Takekawa and Ralph Urbas, traffic agents; Mark Castilla, John Dixon, Rich Hoffman, Tom Owen and Charlie Kidd, lead ramp servicemen; and Charles Dobozy, Mike Felix, Norwin Wiedmann, Charlie Lewis, Robert Bowers, Bobby Catchings, Lehman Smith, William Talley and Johnny Williams, ramp servicemen.

Let's go for another 120!

### In Memoriam

**Elvin Frasier**, lead inspector at HDQ, died November 26. He was 69 and had been with Flying Tigers 33 years.

**Richard Dalton**, aircraft mechanic in Boston, died December 9. He was 38 years old, and had joined Flying Tigers in 1979.

### Help "Little Buddy"

## BUE Responds to Boy's Dying Wish

The hearts of Flying Tigers in Buenos Aires went out to a little boy in Scotland recently sparked by an article in a local newspaper, and they thought Flying Tigers around the system would be similarly touched.

The article was about "Little Buddy" of Paisley, Renfrewshire, Scotland who is nine years old and is dying—stricken with incurable leukemia.

Little Buddy has one dream—to see his name in the *Guinness Book of Records* as the person to have received the most postcards ever.

The little boy's plea was transmitted from the United Kingdom by ham radio operators and has been picked up and responded to by individuals and organizations around the world.

"This moving story has generated a good deal of public interest and sympathy in Buenos Aires," said Flying Tigers Vice President of Latin America George Zettler, who submitted the item to *Flying Tigers Review*. "Flying Tigers around the world could make a large contribution to Little Buddy's success."

Little Buddy has a life expectancy of less than six months. You can help make his dream come true by sending a postcard today to:

**Little Buddy**  
P.O. Box No. 76  
Paisley, Renfrewshire  
Scotland

## Retirements

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

**Edward Armstrong**, mechanic-HDQ. 15 years.

**Jack Finn**, second officer-JFK. 28 years.

**George Mulcahy**, second officer-JFK. 23 years.

**John Mahoney**, vice president and advisor-JFK. 22 years.



John Mahoney



**Milestones**--Veteran Flying Tigers Captains Dick Wilson, above left, who is also VP of flight operations, and Jim Martin, above right, made their last flights for Flying Tigers recently upon reaching the mandatory pilot retirement age 60. Wilson remains with the airline as VP of flight operations. The two celebrated together recently at a gathering in their honor.

# JFK--The Big(gest) Apple



JFK Director of Terminal Services John Rovello submitted the impressive snow-covered view at left of our freight facility at JFK International Airport in New York, along with the suggestion that the facility, covering 36 acres and offering more than 300,000 square feet of warehouse, office and maintenance space, just might be the largest single airline freight facility in the world.

The compound includes Building 262, center right in the photo with aircraft in front; Hangar 6 to the left connected by a bypass (which, since this photo was taken, has been enclosed); and maintenance Hangar 3, top right. Building 262 handles domestic and all export traffic including Asia, Europe, South America, Australia and the Middle East and boasts 62,000 square feet of warehouse space; 250 ETV storage positions; 25 front delivery doors and two ETV cars.

Hangar 6 handles all import traffic and has 75,000 square feet of warehouse space; 798 storage bins; 13 SPA (small package area) racks; 149 ETV storage positions; 118 warehouse transfer positions (bypass area between the buildings); 15 front delivery doors; six bulk pallet doors; and two ETV cars.

On average each week at JFK, Rovello reports, 4,800 shipments are processed; 1,270 trucks are served; and 5,300,000 pounds are processed. The import facility breaks down 320 units, transfers 270 warehouse units and processes 1,060 carriers and TACMS (transfer air cargo manifests).

Watch for more on our JFK operation in an upcoming issue of *Flying Tigers Review*.



## Saved by Service

• I am presently employed by Flying Foods International, located in Long Island City, New York. As your records will verify, we have utilized your door-to-door service quite often in the past. As the general manager of Flying Foods, I can honestly say that I have not been totally satisfied with your success rate. In fact for a number of months we dropped your service altogether. However, since last January, I have once again resumed doing business with Flying Tigers. During this time, I have been nothing but pleased.

This is attributed to the fact that **Joanne Karazia**, an employee of customer service in New York, has provided me with a very personalized service. Since the time that Joanne has taken an interest in my shipments, I have had virtually no problems. She does a thorough follow-up on each and every shipment from beginning to end.

She takes the time to call me every day to record all the necessary information she needs to assure proper service to my clients.

To be very frank about it, without Joanne, I would not be doing business with Flying Tigers today.

Employees such as Joanne are an extreme rarity and such a pleasure to work with. I only wish my employees were half as efficient and caring.

It is for this reason I shall continue to do business with Flying Tigers as often as I possibly can.

Thank you for taking this time out to allow me to express my appreciation for the excellent service Joanne has provided for my business.

**Kevin T. Kelly**  
General Manager  
Flying Foods International, Inc.  
Long Island City, New York

*Letter to Mary Camacho, customer service representative-LAX:*

• It behooves me that you should be congratulated for your courteous efforts to bring about a happy ending to an ill-favored situation. You represent your company and its reputation very well.

The fact that the shipment did not reach its destination in an efficient and timely manner is certainly unfortunate for everyone involved, but the constant contact and immediate energy on your part to correct this mishap and effect a safe delivery is most commendable. And true to your byword, the Flying Tigers "no charge" shipment soothed a very disgruntled receiver, who with an AOG (aircraft on ground) situation, was waiting anxiously for this shipment of the aircraft engine.

Your vigilance has secured a continued good faith business relationship between all parties concerned. Thank you once again.

**Lorraine N. Dailey**  
Contracts Administrator  
Volpar, Inc.  
Van Nuys, California

• I wanted to drop you a line to sing the praises of the customer service representative in Greensboro, **Susie Howard**. On a Sunday, we had a shipment in GSO that was destined for White Sulphur Springs for a conference that was to commence at 0800 on Monday morning. The freight was to have been delivered by Saturday morning; needless to say, when my shipper called me at home to tell me the freight was not delivered, I was concerned.

I called the World Service Center and they gave me Susie's home number. I called her and she went into her office and devoted a couple of hours of her weekend toward helping me get the freight moved. She got a van to special deliver the freight Sunday night.

I truly appreciated her efforts. It would have been too easy to tell me that it was Sunday and nothing could be done. But, she immediately volunteered to go in and help me. Thanks to her, we have a satisfied shipper and will retain the account.

**Philip Newson**  
Account Executive-Kansas City  
Flying Tigers

## Aloha Accolades

*Letter to Carol Callison, district sales manager-Honolulu:*

• This is a short note to commend **Danny Almodova** (truck driver-HNL) of your offices, who made a delivery to our facility recently.

This guy comes in spreading Aloha (and great PR for Flying Tigers) around, and he unloaded a sizeable antenna without a grumble.

His good-spirited outlook with customers can only mean benefits for your firm.

We do not require air shipment often, however, we did not believe performance like his should go unrecognized.

Thank you for the timely delivery and good service. I trust you will take the time to show this to the employee involved.

**Glenn Johnson**  
Mobile Radio of Hawaii  
Honolulu, Hawaii

• We would like to express our appreciation to **Danny Almodova** for taking a personal interest in making sure the East-West Center received its delivery of electrical components over the weekend. We appreciate his courteous calls and expeditious delivery. In today's world, where work has become a strictly eight-hour day, we are impressed by a worker such as Danny who believes in meeting the customer's needs. Thanks Danny for your help.

**Raleigh S. Awaya, Administrator**  
Management and Computer Services  
East-West Center  
Honolulu, Hawaii

## Pampered Pets

• I would like to express my gratitude to several of your employees for assisting me in receiving my animals from Dallas, Texas to Anchorage, Alaska: **Anita Sims** (customer service representative-DFW); **Corinne Olivera** (customer service representative-SFO); and all personnel in Anchorage who assisted in making the connecting flight into Bethel, Alaska on Wein Air Alaska.

These company representatives all have gone through a great deal of time, effort and research in providing me with information and assistance.

I am requesting from your company that each one of these employees receive a copy of this letter for a job well done.

**Patti M. Haltom**  
Mt. Village, Alaska

## Well Done!

*Letter to "all station personnel" for Flying Tigers at Harrisburg International Airport, Middletown, PA:*

• Your cooperation and assistance last week in providing pick up service and delivery on such a short notice was and will be appreciated.

In the few times I have called upon your firm for service, you have come through admirably.

Thank you once again for your help.

**Ken Sharples**  
Manager, Traffic Services  
Rates and Audits  
AMP Incorporated  
Harrisburg, Pennsylvania

• I rarely bother to make a written comment to a firm relative to their

product or services; however today your **Beverly Bolin**, customer service representative at LAX, so impressed me that I feel it deserves this mention.

I had two small packages of "Dangerous Goods" to be shipped, one domestic and the other international. She personally led me through the awesome forms and inspections in a most pleasant and patient manner. Her attitude I am sure has influenced me to use Flying Tigers for any of our air freight needs in the future.

**Robert G. Holst**  
Vice President  
Los Angeles Air Conditioning, Inc.  
Los Angeles, California

• Yesterday I had occasion to phone your company to book a large piece of freight on your flight to New York for delivery to the Bronx. I was concerned about delivery due to the unusual size and urgency of the shipment, and my mind was put at ease immediately due to the help extended to me by your customer service representative, **Mary Kerr**. I commend her for her efficiency.

I have used most of the air carriers out of Chicago for the past 15 years and have always received courteous service, but Mary extended herself above and beyond what is normally expected. Mary is a credit to Flying Tigers. There should be a lot more like her. She certainly made my job a lot easier.

**Helen L. Miller**  
Section Head  
Traffic & Shipping  
United Technologies-Packard  
Downers Grove, Illinois

• I would like to bring some recognition to a couple of your employees in Cincinnati--**Bonita Weimer** and **Pam Reed** (customer service representatives). They were both extremely helpful in scheduling some critical company shipments.

I had three shipments that were sent out on Friday, all needed to be delivered on Saturday, for about 1,500 people to panel. Bonita and Pam quoted me a time of delivery for each shipment. I passed that time to our personnel and they set up everything according to those times. All shipments were delivered on time and in great shape.

I would just like you to know how pleased Procter & Gamble and I am for the fine job that your company and Pam and Bonita has done for us.

**Jeff Becker**  
Procter & Gamble Co.  
Cincinnati, Ohio

*Letter to Kay Combs, customer service representative-Columbus:*

• I want to let you know how much we appreciate your assistance in helping us with our shipment to Caribbean Chemicals and Agencies, Ltd., Port of Spain, Trinidad, West Indies. The shipment was picked up by your Dayton division.

Since this is our first experience with exporting, your assistance was invaluable. We would not have known where to start.

As we have another export prospect in Malaysia, we may need to again call on your expertise.

Again, thank you for your expert advice, patience and friendly manner.

**Sue Brockett**  
Plant Check  
Urbana, Ohio

*Letter to Hugh Prather, account executive-Charlotte:*

• I would like to take this opportunity to thank you, **Candy McKinnon** (customer service supervisor-CLT) and all the personnel at Flying Tigers for doing such a super job with our five shipments of day-old chicks to Manila this month. The mortality on each of the five shipments was average or below average which says a lot to me considering the hot temperatures we were experiencing.

**Cheryl Tomlin**  
Assistant Export Manager  
Pilch, Inc.  
Troutman, North Carolina

## The Wine's in Time

• We recently had a shipment of Beaujolais Nouveau flown by your company from France to us in New Orleans. I know that Flying Tigers did its utmost to secure French governmental proration to permit you to export these wines on an equal footing with Air France but in the line of true spirit of free trade and international fraternity the French government maintained its favoritism towards Air France.

The staff at your New Orleans office was aware of our anxiety regarding the rapid movement of this shipment as any delay would have put us at a great disadvantage against our competitors in the market, especially those distributing wines of large French corporations brought over by Air France ahead of the official release date.

I wish to say that your staff performed magnificently. Our contact in New Orleans was **Butch Foster** (customer service representative-MSY) but we spoke with several members of the staff and all alike were kind in their treatment of our anxieties, polite and most helpful. Furthermore their outward display was no mere facade, it reflected the efficiency with which they performed their jobs. Despite having to break the wine out of its original containers at the behest of U.S. Customs in New York, the shipment proceeded down the line exactly per the initial telex sent to me by Mr. Dorfman in Paris. To him, too, we owe our thanks.

The wine arrived exactly as promised on Friday, November 18th in time for the weekend sales of the Beaujolais Nouveau. I might add in passing that I know from our competitors that wines booked with Air France and flown to Houston ahead of time were so delayed at the Air France terminal that it took two or three days to sort out the mess! Another importer never even received his shipment of 1,000 cases. I have not been backward in lauding the services of Flying Tigers to these people!

May I take this opportunity to wish all of you at Flying Tigers the very best for the holiday season from all of us at North American Suppliers and again a hearty thanks for a job well done.

**Philip Woollam**  
North American Suppliers Ltd., Inc.  
New Orleans, Louisiana

## Above and Beyond

• We wish to thank you heartily for all your staff's kind assistance and cooperation in shipping GE Engine--removed from a damaged Lufthansa Boeing 747 aircraft--to the U.S. onboard your carrier.

Your **Mr. K.L. Lee**, (manager terminal operations-HKG) was very helpful in this operation on Saturday afternoon and without your staff's diligent endeavor, the engine would not have been dispatched so efficiently and effectively, particularly at this peak moment of air traffic.

The engine was shipped on request of the Civil Aviation Department of Hong Kong and Deutsche Lufthansa AG. Your excellent work is appreciated by all parties concerned.

**S.C. Chan**  
Supplies Controller  
Hong Kong Aircraft  
Engineering Co. Ltd.  
Hong Kong

## Keeping Them Happy

*Letter to Jodi Herlich, customer relations representative-HDQ:*

• First of all, thank you for acknowledging our request for credit. I want to express my personal appreciation for a very professional and expeditious handling of our claim.

We are going to be needing air freight service in January and due to your handling of this matter we will be utilizing your company again.

**Robert Karau**  
Financial Manager  
Home Computer Magazine  
Eugene, Oregon

## Get Away!

### Try Paris This Winter

Almost everything is special about Paris—even in winter. Weekly departures to this exciting, romantic and beautiful city are being offered this winter through Interline Representatives, Ltd.

The Paris tour includes 6 nights and 7 days in Paris at either the Cayre Hotel on the Rive Gauche (left bank) or the Ambassador Hotel, located close to the Champs Elysees and within easy reach of many major sights; service charges and taxes; continental breakfast daily; Seine cruise; a half day sightseeing tour; the services of a tour hostess during your stay; 10 to 20 percent discounts at selected restaurants; discounts at various stores; and a 20 percent discount on Avis car rentals.

The Paris tour rates range from \$179 to \$248 in the Cayre Hotel and from \$218 to \$298 in the Ambassador Hotel. All rates are per person double occupancy. Single and triple rates are available.

For complete details and reservations, contact: Interline Representatives, Ltd., 25 West 39th St., New York, NY 10018, (212) 840-6727.

### Visit Israel

Here's your chance to see Israel. Interline Tours and Olympic Airways is offering a 9-day land and air package to Israel. Per person prices are \$640 single occupancy or \$547 double occupancy. The cost includes positive airfare on Olympic Airways from New York to Athens round trip and space available from Athens to Tel Aviv round trip (the JFK flight departs on Saturdays); 7 nights hotel accommodations; full Israeli breakfast daily; 5 full transfers; portage; entrance fees and service charges; and all motorcoach transportation.

Airline employees, spouses, dependent children under 21 and parents are eligible. Retirees may travel at a \$100 supplement.

For details, contact: Trailblazer Safaris, P.O. Box 660066, Miami Springs, FL 33266-0066, (305) 594-0810.

### It's A Jungle Out There!

Do you have a taste for the exotic? Then this may be right up your alley. Tours to Ecuador, the Galapagos Islands and the Amazon Jungle Basin are being offered by Interline Representatives, Ltd., with positive space air on Ecua-

tiana. The list includes 12-day tours, which encompass a 7-day cruise of the Galapagos Islands (all 7 days are spent in the Galapagos), and 5 days in Ecuador for prices ranging from \$1,189 to \$1,229 inclusive. Also offered are 7- and 8-day tours to Quito, with 3 or 4 days in the Amazon Jungle Basin, priced at \$489 to \$539, land and

air. These tours give the participants a unique jungle experience in physical comfort. You may also choose the 7-day tour featuring Quito, the Otavalo Indian Market and Hacienda La Cienega, a beautiful 17th century hacienda at the foot of the world's highest active volcano, Cotopaxi. While at the hacienda, participants will be taken on a tour of Cotopaxi National Park and have opportunities to go horseback riding. The tour rate for this package is \$389, land and air. A 10-day tour of Ecuador featuring Quito and Cuenca is also available for \$559, land and air.

For complete details, contact: Interline Representatives, Ltd., 25 West 39th St., New York, NY 10018, (212) 840-6727.

### Spain, Greece With "El Greco"

Inflight Tours, Inc., has added a new Spain-Greece combination program to its tours.

This 9-day program, called "El Greco", includes round trip air transportation on Iberia from New York; 5 days in Athens, with accommodations at the deluxe Chandris Hotel; 2 meals daily; sightseeing in Athens; a full day tour of Peloponnesus and Delphi; 2 nights in Madrid, including sightseeing in Madrid. All transfers, sightseeing by deluxe motorcoach. English speaking guides, portage and local taxes are included.

Departure dates are February 20, March 5, March 19, March 26, October 22, October 29, November 5 and November 12, 1984. The tour price per person is \$647 for February and March and \$665 for October and November.

All U.S. based airline employees, their families, parents and retirees are eligible.

For further information, contact: Inflight Tours, Inc., 63-11 Queens Blvd., #A4, Woodside, NY 11377, (212) 651-3154.

### Egypt Escape

Pakistan International joins with Ventures Extraordinaire, Inc., in offering Egypt packages with positive space airfare from New York. An 8-day itinerary, which includes Cairo, Aswan and Luxor, is \$545 per person. Also available is an 11-day package to Cairo, Aswan, Luxor and a 5-day Nile Cruise for \$880; or a 15-day package with an 8-day Nile Cruise for \$1260.

Rates are per person sharing a twin room. Single and triple rates are available. Packages include positive space airfare between New York and Cairo and within Egypt; first class hotels; most meals; sightseeing throughout; and airport transfers.

Airline employees, spouses and dependent children are eligible. Blackout periods on Pakistan International air are during December and January. Parents and retirees are eligible for land-only portion.

For additional information, contact: Ventures Extraordinaire, Inc., 940 Emmett Ave., Suite 12, Belmont, CA 94002, (415) 592-2629.

### Scenic China

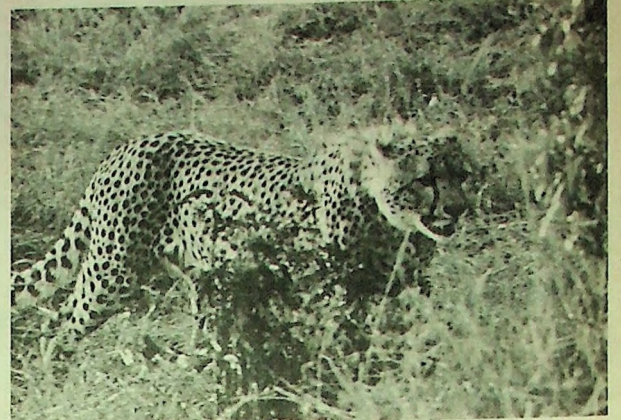
Interline Representatives Ltd., is offering 17-day tours to China through April 1984. The price is \$1,699 and includes round trip, space available air transportation from New York, Los Angeles and San Francisco to Hong Kong; 11 nights in China divided between Shanghai, Xian, Peking, Guilin and Canton; round trip transportation to China from Hong Kong; all meals; hotel accommodations; sightseeing; transfers and transportation within China; and 4 nights in Hong Kong.

Complete details may be obtained by contacting: Interline Representatives, Ltd., 25 West 39th St., New York, NY 10018, (212) 840-6727.

### South African Adventure

Inflight Tours, Inc. is offering a tour called "South African Adventure" to all U.S. based airline employees, their families, parents and retirees.

This 15-day program, priced at \$1395 per person, double occupancy, includes round trip air transportation on Iberia from New York or Miami; 4 nights in Madrid, Spain with city sightseeing; full day tour of Toledo, Spain; excursion to the Escorial and special farewell dinner; 8 days in South Africa, visiting Johannesburg with an excursion to the



See wild animals "in the wild" on a South African Adventure.

--Photo by Captain Jeff Seideman

Heja Safari Ranch for game viewing; Transvaal, Swaziland, Mbabane, and the Kruger National Park. Also included are first class hotels; most meals; game drives; portage; transfers and extensive sightseeing. Participation in the program is limited to 20 passengers per departure date. Departure dates are: January 18, February 1, February 22, March 7 and October 24.

For more information, contact: Inflight Tours, Inc., 63-11 Queens Blvd., #A4, Woodside, NY 11377, (212) 651-3154.

### Travel Guide

Numerous interline airfare, tour, lodging, and cruise offerings like

those above are listed in the ASU Travel Guide.

To subscribe and begin a year of travel savings with each of four quarterly issues, mail a check or money order for \$22, or your VISA or MasterCard number, to: ASU Travel Guide, 1325 Columbus Ave., San Francisco, CA 94133. For faster service (subscription orders only), call (800) 443-0100, extension 666.

#### World-Wide Closes

World-Wide Interline Tours, Inc., has closed its College Park, Georgia Office, effective December 1, 1983.

## Credit Lines

This is the first installment of *Credit Lines*, a new Flying Tigers Review column offering information from and about the Flying Tiger Employees Federal Credit Union.

When your Credit Union opened its doors 35 years ago, we had only seven charter members . . . depositing a total of \$50.00. We had high dividend savings, low interest loans and the determination to make it "fly."

Today, Flying Tiger Employees Federal Credit Union is almost 11,000 members and \$34 million strong. This success is due to you, our member-owners.

Your participation has allowed the Credit Union to grow and offer the best and broadest range of financial services anywhere. During this 35th year of service alone, four new services have been added to help meet your financial needs.

- **Investment Checking** (Target Account) . . . an insured market rate draft account, minimum balance required only \$2,500.00 interest is earned daily, credited monthly.
- **Silver Flyers** . . . a special club for Credit Union members 55 or over offering free drafts for Share Draft Accounts, free NARCUP membership, (National Association for Retired Credit Union People) and more.
- **The Exchange** . . . now you can get cash from your Share Draft Account in 12 states with The Exchange automated teller machine. If you live in Arizona, California, Florida, Georgia, In-

diana, Kentucky, Louisiana, New Jersey, Oregon, Texas, Virginia or Washington, there may be a machine near you . . . and the list grows everyday!

#### • VISA/Share Draft Guarantee Card

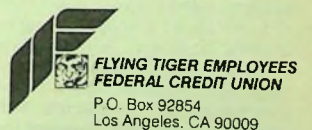
. . . this internationally recognized card costs you less at Flying Tiger Employees Federal Credit Union.

If you choose to maintain a Share Draft Account, VISA is free. Even if you don't have a Share Draft Account, the annual fee is only \$8.00 for our VISA card!

If you haven't joined your Credit Union yet, perhaps one of these

four new services will spark your interest! Also, once you join as a Flying Tiger, any of your relatives as well as anyone living with you may also join.

If you'd like to inquire about joining the Credit Union or one of our services, just fill out and send the coupon below. We'll send you the information you need along with a 35th Anniversary coffee mug. Hope to hear from you soon!



#### SEND ME A MUG & INFORMATION ON:

- How to become a member
- Current Certificate & Target Account Rates
- ReadyCash Loan Application
- Western Union Commercial Money Orders
- Share Draft Sign Up Kit
- Target Account Sign Up Kit
- Direct Deposit/Silver Flyers
- I'd like to sign up a family member
- IRA Program Sign Up Kit
- Group Legal Service I.D. Card
- Service by Mail Envelopes
- List of Current Loan Rates and Terms
- VISA
- The Exchange ATM Card
- Other

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Account # \_\_\_\_\_

Mail to: F.T.E.F.C.U., P.O. Box 92854, Los Angeles, CA 90009