

Agreements Reached With Employee Groups

Integrated Strategy Gets Nod

Asia Anniversary



On September 15, Flying Tigers marks a very special milestone in its colorful 39-year history--the fifteenth anniversary of scheduled all-cargo service between the United States and Asia. When the first scheduled DC-8 jetfreighter touched down at Tokyo International Airport 30 minutes ahead of schedule, Flying Tigers' Route #163 became a reality after 10 years of proceedings with the Civil Aeronautics Board and 21 years after the airline's first transpacific operation. The 747 jetfreighter on approach at Hong Kong, above, symbolizes the growth of air cargo on the Pacific since that significant September day 15 years ago. There will be more on our transpacific operations past and present in the next issue of Flying Tigers Review.

--Photo by Captain Bob Martin (retired)

On Tuesday, August 28 Flying Tigers' International Association of Machinists (IAM) employees ratified an agreement with the company that represented the final step needed in order for the airline to proceed with implementation of its "Integrated Strategy" - "the strategic plan we believe is essential to our longterm growth and profitability," said Executive Vice President Lewis Jordan.

The IAM action followed agreement reached previously with the airline's pilot group also containing elements facilitating imple-

\$60.8 Million MAC Contract

Flying Tigers has been awarded a \$60.8 million contract by the United States Air Force's Military Airlift Command-MAC to provide cargo and passenger services during fiscal 1985.

The contract, set to begin October 1, 1984, constitutes a major amount of MAC's total projected commercial airlift requirements for the year. Adjustments will be made as additional projections become firm military requirements.

The multi-million dollar contract calls for transpacific B-747 passenger and transatlantic B-747 cargo flights.

mentation of the Integrated Strategy.

Teamwork

"The IAM and pilot agreements prove that we are working together as a team to achieve our mutual goals - sustained profitability and continued growth and expansion for our company," Jordan said.

Jordan noted that immediate steps would be taken toward implementation of the plan, and developments would be communicated as they occur.

The Integrated Strategy combines Flying Tigers' international operations with a domestic network focusing on a core customer base feeding its international system.

New Hub

A significant element of the Integrated Strategy is the relocation of the airline's U.S. hub operations from its current Chicago location, and the resulting refinement and efficiency of our domestic operations.

A hub planning task force including staff and field experience is currently participating in development and design of a new hub facility, with Rickenbacker Air National Guard Base in Columbus, Ohio as the leading candidate of several location consider-

The August issue of Flying Tigers Review was held over to include this late-breaking news.

ations. Chicago will remain as a major origin and destination terminal.

"The new hub," said Pete Hubbard, senior vice president of sales and service, "will allow us to offer strongly competitive services unique in our industry."

"We will be able to condense our aircraft and freight handling requirements by having a facility large enough, and specifically suited to our needs," he said.

"A new, proper facility will eliminate the many difficult situations which our people in Chicago now face on a daily basis," Hubbard continued. "Even though our ORD team does an excellent job, it fights a very restrictive physical environment."

Much earlier customer shipment availability at destination will be possible, Hubbard said, as a result of the new hub operation.

He added that there will be specialized data entry capability at the hub, as well as integrated truck hub operations.

The streamlining of our U.S. operations will enhance the qual-

Continued on Page 2.

Jordan, Employees Meet in JFK, BOS

While on the East Coast for the recent JFK Open House (pages 4 and 5 this issue), Executive Vice President Lewis Jordan and other officers were invited to participate in employee open forums at JFK and Boston similar to the airline's "face-to-face" forums held recently in Los Angeles.

Jordan and the officers met with JFK employees on Monday, July 23 and with grave and day shift employees in Boston Monday night and Tuesday, July 23 and 24.

They were also invited to attend the East Coast pilot's Local Exec-

utive Council (LEC) meeting in New York and to exchange thoughts and ideas with representatives of the airline's East Coast-based crew members. Carl Asmus, senior director of marketing and customer communications, made a presentation to the LEC on the airline's strategic plan.

While in Boston members of the officer group also met with officials of Massport, including the director of aviation, regarding Flying Tigers' Boston facility requirements.

"These activities, especially the opportunity to meet and exchange ideas with employees throughout our system, have once again reaffirmed our belief in the value of good two-way communication in our mutual efforts on behalf of our company," commented Lewis Jordan. Jordan said that he will continue to travel to Flying Tigers facilities and meet with employees whenever possible.

Olympic Winners!



And the winner is . . . Traffic Files Computer Recorder Mary Magrum, above right, draws a winning ticket from an entry box held by Executive Vice President Lewis Jordan during a recent Los Angeles employee drawing for tickets to major Olympic events. For more on the drawing and another Olympic-related employee "event" in L.A., see page 2 of this issue.

CAB Gives Venezuela Nod

Flying Tigers has been granted Civil Aeronautics Board authority as the sole U.S. carrier to provide all-cargo service between the U.S. and Venezuela. The CAB order now goes to President Ronald Reagan for approval.

Executive Vice President Lewis Jordan had congratulations and thanks for all employees whose efforts over a number of months held helped establish Flying Tigers as the clear choice to serve the U.S./Venezuela market.

The airline is currently seeking landing rights from the Venezuelan government.

**Big Apple
Open House!
See Pages 4 & 5**

Sixth, Seventh 727s are On-Line

The last two of seven B-727 jet-freighters Flying Tigers has leased from Aviation Sales Company have been delivered to the airline and placed in service on Syracuse-Detroit-Chicago and Cincinnati-Chicago routes. The SYR/DTW/ORD route was previously served by DC-8 aircraft, and the CVG/ORD route by contract feeder service.

"Tiger Spirit" In Action During Seoul Flooding

Flying Tigers in Seoul, Korea showed special "Tiger Spirit" in the first week of September, overcoming disaster-level weather conditions to operate all Flying Tigers flights in and out of Korea with no delays, in spite of a number of personal weather-related ordeals among employees.

Record rain fall in Korea over a four-day period caused extensive flooding in the Seoul area but even under these adverse conditions Flying Tigers teamwork allowed a smooth running operation with no damage done to the airline's equipment or facilities.

This is especially significant since at the same time, a number of employees suffered varying degrees of flood damage to their homes with some having to evacuate their residences.

Monetary contributions amounting to more than \$1,000 were made by fellow employees to aid their colleagues. All employees who evacuated have now returned to their homes to begin clean-up and restoration.

"Flying Tigers will be working through its Asian management to assist in any personal hardship cases among SEL employees," Executive Vice President Lewis Jordan said.

Profit Building: All Efforts Count

Cost savings of approximately \$135,000 per year will be realized as a result of the recent renegotia-

tion of Flying Tigers' handling, facilities and air rights agreements that apply to the airline's service between Detroit and Toronto.

This action, achieved with the cooperation of Flying Tigers facilities, marketing, sales and properties departments, "underscores our continued emphasis on the value of teamwork and attention to detail in our ongoing efforts to reduce costs and increase productivity," said Executive Vice President Lewis Jordan. "Congratulations and thanks to all Flying Tigers who had a hand in the completion of this project."

Dangerous Goods Embargo Lifted From U.S. to HNL

The embargo prohibiting the movement of dangerous goods shipments from the mainland United States to Honolulu has been lifted, providing Flying Tigers with a unique opportunity to generate additional revenue. Flying Tigers operation currently operates the only scheduled freighter service from the U.S. to Honolulu.

"Let's increase our customers' awareness of our expertise in handling these sensitive shipments—not only those destined for HNL but to all of our locations," said Executive Vice President Lewis Jordan.

Digital Contract Received Again

Flying Tigers has again received, through a competitive bidding process, a year-long contract with Digital Equipment Corporation for transport of electronic equipment from the U.S. to Shannon, Ireland and Prestwick, Scotland.

Approximately 7.3 million pounds will be moved from October this year through September, 1985 on board the airline's scheduled flight #8 operating Boston-Shannon-Prestwick. Flying Tigers has served this Digital business for the past five years, initially as chartered freight.

"This longterm association em-

phasizes the rewards that result from providing continued top service to all our customers," said Executive Vice President Lewis Jordan. "Congratulations and thanks to all Flying Tigers who have contributed to serving this valued customer."

The Dominican Republic Grants Landing Rights

Civil aviation authorities in the Dominican Republic have approved Flying Tigers' application for landing rights. The United States government had previously granted the airline all-cargo authority between the U.S. and the Dominican Republic. Plans for commencement of service there are now under review.

B-727 On Display In Columbus

Thousands of spectators attending the first annual air show at Rickenbacker Air National Guard Base in Columbus, Ohio in August got a close look at a Flying Tigers B-727 jetfreighter which was on static display at the show along with a Flying Tigers truck.

The aircraft, which is idle on weekends, transmitted Rickenbacker en route to Cincinnati, Ohio on a Saturday and departed Sunday to resume its scheduled operations Monday.

Operating the aircraft to and from the show on their own time were Captain Lincoln Dexter, First Officer John O'Connell and Second Officer Daniel Wilson. Columbus and Cincinnati Flying Tigers were on hand to greet visitors and answer questions.

"We are pleased that our employees volunteered their time and we were able to participate in this show at practically no company cost," said Executive Vice President Lewis Jordan.

Teamwork Aids Special Olympics

Flying Tigers in Chicago, London and New York showed what teamwork can accomplish recently with the timely movement of urgently needed equipment for the Paraplegic Olympic Games at Stoke Mandeville Hospital in London, England.

As a result of these efforts the shipment, moving Chicago-New York-London, arrived just in time for the event.

Horses to Japan For "Film Roles"

Fifty-three American quarter quarter horses traveled to Fukuo-ka, Japan recently on board a Flying Tigers charter flight from Seattle to appear in Japanese film director Akira Kurosawa's current production, "Ran" (Rebellion).

This newest film from the noted Kurosawa is billed as a "blockbuster production" costing approximately \$7 million to make. Production is on schedule and the Toho Film Corporation plans its nationwide debut in June, 1985. The film will also be shown at the Cannes International Film Festival next May.

Flying Tigers used its innovative "AirStable" system to transport the equine cargo.

Laura Hoffman is Olympic Envoy For Yugoslavians

When Laura Hoffman, wife of Flying Tigers Chairman Wayne Hoffman, told Olympic organizers some time ago that she would like to help out at the Summer Games in Los Angeles, specifically with the Polish Delegation, as she speaks Polish fluently, she didn't know what she was ultimately in for. But now that it's over, Mrs. Hoffman says, she wouldn't trade the experience—serving as the official Olympic Envoy for the Yugoslav Delegation.

After the Polish team pulled out of the games along with other Communist Block countries, Mrs. Hoffman was asked to assist with the Yugoslavs—whose Serbo-Croatian language offered a much greater challenge.

As the delegation's sole envoy, Mrs. Hoffman was "on duty" seven days a week and virtually around the clock from July 1 through the close of the Olympics, assisting with various needs, accommodations and arrangements required by the 220-strong group of Yugoslavian athletes and del-

egates. These special participants were among the Yugoslavians who served as hosts at this year's Winter Games in their home country.

The Yugoslavian team took seven gold, four silver and seven bronze medals at the Summer Games.

After the midnight calls, meals on the run, airport adventures and bridging the language barriers, not to mention the weight of the responsibility for making these special guests feel at home, would she do it all again?

"No question about it," said an enthusiastic Laura Hoffman. "If I could be of assistance at upcoming games in Korea, or Calgary, I would get involved. It was a wonderful experience—one I will cherish."

"Cub" Competes in Olympic Handball

Among the world's top athletes competing in the 1984 Summer Olympic Games in Los Angeles this past summer was Elke Blumauer, daughter of Erika Kremer, Flying Tigers payroll accounting supervisor in Germany. Elke competed as a member of the National German Women's Handball Team.

Integrated Strategy

Continued from Page 1.

ity of our international service, and provide us with a competitive edge over our growing international competition. Other carriers, Hubbard pointed out, cannot offer the U.S. services we are able to for their international customers.

In essence, Hubbard said, the Integrated Strategy allows us to provide our customers the best possible service, with strong domestic presence that complements our growing international capabilities.

Hubbard noted that every new international market added to our system will be enhanced by the improved service capability of an integrated network.

The Integrated Strategy will focus on a concentrated number of accounts with international affiliation, as well as significant domestic-only customers.

Other elements of the plan will be delineated throughout the coming weeks and months, and will be closely monitored and guided by a Strategic Planning Task Force.

Making It Work

"A great deal of time and effort has gone into the development of this plan combining our international and domestic strengths, and we are gratified to have the support needed from our employee groups," Lewis Jordan said.

"The Integrated Strategy is a key ingredient toward the objective we all seek to achieve - a position of financial strength taking best advantage of our leadership position in the air cargo industry," Jordan added.

Jordan cautioned, however, that the establishment of the Integrated Strategy is only one step in what remains a difficult uphill course toward a position of sustained financial health for Flying Tigers.

"We've come a long way in a short amount of time," Jordan said, "and we can be proud of that. But we still have a long way to go, and top performance now is essential to the success of our strategic plan."

"In order to make it work, we must give our best efforts in our jobs every day, and concentrate on controlling costs, increasing productivity and providing the best possible service to our customers."

Jordan emphasized the importance of controlling costs, and noted that the airline will be intensifying its efforts in this area, "to profit the most we can from the revenues we are able to generate."

It won't be easy, Jordan cautioned, "but I am confident that together we will make this plan work. I will continue to keep you informed about developments as they occur."

New Brazil Regulations Aid U.S. Carrier Access

The ability of U.S. carriers to compete in the U.S.-Brazil air cargo market increased significantly as a result of recent aviation negotiations between the two countries, according to George Zettler, Flying Tigers' vice president-Latin America.

"The Brazilian government has issued new regulations that narrow the scope of preference traffic that must be transported on Brazilian air carriers and open up all airfreight forwarder consolidations to carriage by U.S. airlines," Zettler said. "Additionally, private subcontractors of federal government agencies may now use U.S. carriers, and freight from Brazilian state and municipal government agencies is no longer covered by the preference regulations. Moreover, U.S. carriers will be able to carry preference traffic in those instances where appropriate Brazilian carrier capacity is unavailable."

The requirement that U.S. airlines obtain a specified copy of the import documentation from the

consignee in order to process their currency remittance applications is another area that will receive much needed relief, Zettler pointed out. He noted that Brazilian authorities are issuing regulations which will allow another copy to be used for remittance. "This new procedure will eliminate what has been a cause of needless friction between U.S. carriers and their customers," Zettler said.

Brazilian government officials have claimed that these changes will "free up" more than 90 percent of the cargo market, allowing U.S. carriers much greater access than in the past.

"Flying Tigers will continue its efforts to open up the entire market to U.S. carriers, because it is in the interest of the entire shipping public to have the widest selection of competitive air cargo services available," he said. "We will also aggressively pursue the new opportunities being made available today and look forward to serving this additional segment of the market."

FLYING TIGERS review

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Flying Tigers is a Tiger International Company

Tickets, Torch-Watching: Olympic Involvement at HDQ, LAX

Two Win Tickets in Employee Olympic Drawing

Two Los Angeles employees won tickets to top Olympic events in Flying Tigers' recent Olympic ticket drawing for L.A. area employees.

Roger Eisenzopf, director of national accounts, won two tickets to track and field finals, and Linda Godber of customer finance won two tickets to men's gymnastics finals in a drawing held just prior to the opening of the 1984 Summer Games in Los Angeles.

In addition four employees won

Flying Tigers Olympic pin sets: Dana Lec, confidential secretary -LAX sales; Ginny Maiolo, instructor - training and development; Russell Solub, systems analyst - information systems; and Armand Trujillo, electrician.

Thanks!

As a sponsor of the U.S. Swim Team, Flying Tigers had acquired a limited number of tickets to various Olympic events just prior to the games and planned to use them to say thank you to some of the airline's major customers.

The company also took the opportunity as one way of saying thank you to employees for their Olympic-calibre efforts and support that help provide the service Flying Tigers customers expect.

L.A. Event

All headquarters, Los Angeles terminal and Los Angeles based employees were eligible for the drawing, which was held Tuesday, July 31 at noon in the headquarters cafeteria.

While logistics and timing did not allow employees in other locations to participate in this event, Executive Vice President Lewis Jordan said that the company will strive to take advantage of similar opportunities for employees as they occur in various field Flying Tigers cities.

Flyers explaining the drawing were distributed throughout headquarters and LAX terminal with a tear-off coupon to be deposited in specially provided collection boxes.

Noontime Event

Lewis Jordan conducted the drawing, assisted by Los Angeles Employee Task Force members Karen Bollow, group manager - information systems, and Dennis Boyle, lead mechanic.

The entries from LAX and headquarters - several hundred in all - were combined into one box and volunteers at the informal noontime event were asked to draw the winning names. Only one entry was permitted per employee.



Assisting with the employee Olympic ticket drawing in the cafeteria at headquarters were, above, l-r, Los Angeles Employee Task Force members Karen Bollow, group manager in information systems; and Dennis Boyle, lead mechanic. The two combined entries from LAX and headquarters into one box for drawing. At left, Executive Vice President Lewis Jordan calls a winning name. Two sets of tickets, four sets of Flying Tigers Olympic pins were given.



Olympic ticket winners were, above, l-r, Roger Eisenzopf, director of national accounts, and Linda Godber, customer finance.

Flying Tigers Get a Touch of "Torch Fever"



One of the early captivating aspects of the 1984 Summer Games was the Olympic Torch Relay, run across the U.S. to the Olympic Coliseum in Los Angeles in time for the spectacular Opening Ceremonies. When it became evident that the torch would be passing along the Coast Highway near Flying Tigers headquarters one afternoon during the final days of its course, many employees expressed a desire to be numbered among the millions witnessing the relay along city streets and rural highways across the nation. In response, Executive Vice President Lewis Jordan issued a memo encouraging headquarters and LAX employees who were interested, and who could be away from their work areas for a brief time without disrupting operations, to take part in the historic event. Armed with a Flying Tigers banner, some enthusiastic employees stake out a vantage point, below, and, a few minutes later, cheer on the torch runners, left.



"Big Apple" Open House

JFK Flying Tigers hosted an Open House at their facility on Sunday, July 22, and just like you'd expect from our "Big Apple" colleagues, they did it in a big way. More than 2,200 employees, their families and friends attended the festivities, having the opportunity to view Flying Tigers' aircraft on display as well as Air France's SST Concorde and four 1930s vintage aircraft. Plenty of refreshments were available as attendees walked through JFK's Hangar 3, focus of the event, enjoying entertainment provided by two musical groups, clowns, a magician, rides for the kids and a drawing for airline passes. The Open House, sponsored by the JFK Employee Task Force, followed similar successful events at headquarters and Chicago. Congratulations are due the many employees who had a hand in the coordination of this successful JFK event.



Acting as mascot for the Open House was "Tiger" Jim Kittler, ramp serviceman, above.



Helping serve hot dogs to hungry visitors were, above, l-r, Marian Adrat, personnel; Sheila Spence, timekeeper; Marie Gidaro, administration; and Digna Faris, timekeeper.



Above left: Mechanic Andy Buttafuoco, a JFK Employee Task Force member, assisted in organizing and coordinating the successful event. Above right: Juan Junco, ramp serviceman, and his wife.



Above left, l-r: Mechanics Henry Hudecek and Francis Marino. Above right: Mark Harris, director of terminal services for JFK, and his wife Carol were among those in attendance.



Above: Eastern Region Chief Pilot Ron Hall and his wife Mae "toast" the day's camaraderie. Below: The New York Port Authority Police donated time and services to fingerprint young visitors, providing parents with a fingerprinting chart of their child.



Above left: Liddell Pan, eastern region director of maintenance, far left, and Executive Vice President Lewis Jordan, second from left, assisted in administering the drawing for airline passes. Jordan congratulates one of the winners, above. Above right: One of two clowns that entertained visitors.





Above: Tony Avella, regional sales director, chats with Sue Heineberg, sr. director of personnel relations, who traveled from headquarters to attend the Open House.



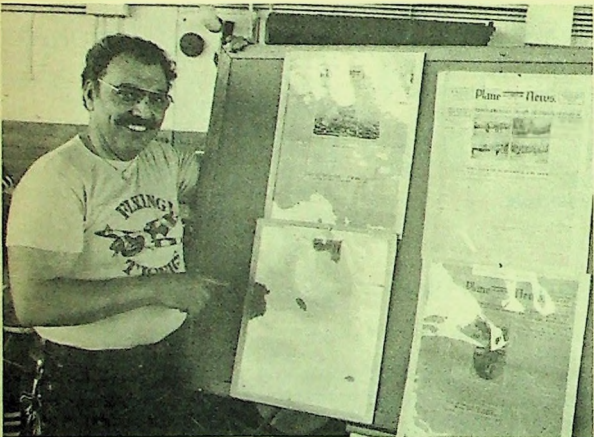
Below left, l-r: Regina Buttafuoco, wife of Andy Buttafuoco, mechanic, presented roses to Peggy Jordan, wife of Executive Vice President Lewis Jordan, upon her arrival at the Open House. Below right, l-r: Diane Bottazzi, terminal administration clerk, with "Tiger" and Ellen Hunter, customer service representative.



Above left: Emily Stonitsch, crew control, served coffee to attendees. Above right, top: Frank Troncoso, ramp serviceman. Above right, l-r: Grady Jones and JoAnn Karazia, customer service representatives.



Some of the entertainment for the day was provided by "The Innocence", above. Two of the group members are the daughters of Grady Jones, customer service representative.



Above: Joseph Mazza, traffic agent, points to issues of a newspaper called "Plane News", all published in 1918, that he had on display. Joe is a collector of World War I memorabilia. Below: Lead mechanic Al Gaudiosi exhibited a 1930 vintage aircraft model he built. The model, made of spruce, balsa and plywood, weighs 20 pounds and flies and is one of several models Al has constructed.



Above left: Enjoying the festivities were Stock Clerks Jerry Palladino, left, and Bob Lombardi, with Jerry's wife Lee. Above right, l-r: Blanca Baquero; Gonzalo Guevara, account executive; and his wife Ibelisse.



Above left: Brian Paliwoda, traffic agent. Above right, l-r: Officers attending the event included Larry Nagin, senior VP-administration & general counsel; Ned Wallace, VP-operations & charter programs; Harold Woody, senior VP-air operations; and Pete Hubbard, senior VP-sales & service.



ANC Accolades

• We had a very heavy piece of machinery shipped from Seattle to Anchorage via your airline, to be transferred to Alaska Airlines for shipment to Cordova.

Greg Beckman (sr. services supervisor) and his staff in Anchorage were most helpful in getting the machinery unloaded and to Alaska Airlines to make connections.

We want to thank them and we are most appreciative for their service. Thank you.

Maxine Asp
Office Manager
North Pacific Processors, Inc.
Cordova, Alaska

Above and Beyond in Boston

• The purpose of this letter is to commend Flying Tigers' Chief Services Supervisor-BOS **Edward J. Reardon**.

I shipped my dog from Logan Airport in Boston to Los Angeles on June 22. I was naturally nervous about sending my pet in a kennel (cage) on an airplane. Mr. Reardon took the time to answer my questions as well as to make suggestions on how to calm the dog before his trip.

I left Logan knowing Mr. Reardon was going to personally check on my dog and feeling that the dog was in good hands.

I would highly recommend air transportation for pets on Flying Tigers to anyone if all the employees are as caring and considerate as Mr. Reardon.

Thank you for your attention.
Mrs. Eileen Casey Dougherty
Mission Viejo, California

• I would like to express my sincere appreciation and the thanks of the Massachusetts Port Authority for the highly professional and thoroughly cooperative assistance rendered to Massport by the Boston Flying Tigers' organization during the recent noise test at Logan International Airport South.

Finding a 747 aircraft to serve as a stationary noise source for these technical studies was extremely important to the Port Authority—especially one available during the busy evening hours. The studies are designed to provide objective data on aircraft ground noise levels as part of the Authority's ongoing discussions with neighborhood groups about the impact of future operations at Logan South. Thanks to Flying Tigers and the assistance of **Tom Elliott** (maintenance manager-BOS) and his assistants **Ray Gallant** and **Jack Sullivan** (maintenance representatives), we now have the information that we need.

Again, my sincere thanks to all involved.

William C. Coleman
Director of Aviation
Massachusetts Port Authority
Boston, Massachusetts

Shipshape Service

• I just had an opportunity to utilize the services of Flying Tiger Line for the first time. This was brought about by the fact that on taking delivery of a racing sailboat, the mast was destroyed by the

trucker delivering it. We found ourselves under a horrendous time frame in order to make a very important race series.

The mast was built in Denmark and we availed ourselves of Flying Tigers to fly it from Frankfurt to Newark. Needless to say, we encountered many obstacles along the way. Perhaps the brightest moment in an otherwise arduous ordeal was a lady in your organization named **Ronnie Shipman** (customer service representative—JFK).

Ronnie took a great interest in our problem, constantly monitored the situation and always kept us advised of what was happening. She was always cheerful and ever willing to inaugurate some action that might help us.

Perhaps the nicest part of all, she even had the thoughtfulness to make a follow up telephone call to see if everything went all right.

It was indeed a pleasure working with her and you should be proud to have an employee such as she. My heartiest thanks.

George Kessel
Bergenfield, New Jersey

SEA Service is in The Bag

• I would like to express my appreciation for the terrific job done by **Kurt Mahoney** (services supervisor-SEA).

My daughter was en route to Europe via Washington, D.C., when we realized she had left part of her luggage at home. I was very concerned that we wouldn't be able to get this luggage to her before her departure from Washington, D.C. I called Flying Tigers and dealt with **Kurt Mahoney**. He was very courteous and helpful in making sure the luggage reached my daughter. In fact, **Kurt** called to let me know it arrived in Washington, D.C., before 1:00 p.m., earlier than expected.

Kurt not only did an excellent job of following up on my shipment, but he was friendly and very courteous. He made it a real pleasure working with Flying Tigers.

Curt Arneson
Seattle Sales Coordinator
Darigold, Inc.
Seattle, Washington

CLE Credits

• Over the past few days, I have had occasion to have considerable contact with your firm through **Miss Lisa Brunetti** (customer service representative-CLE) with regards to an errant freight shipment.

While the item involved was small in physical size, the dedication to its location and proper delivery shown by **Miss Brunetti** is commendable. Please extend my thanks to her and all of the other people who assisted her.

Franklin K. Wood
Master Project Planner
Cleveland Pneumatic Co.
Cleveland, Ohio

How to Keep a Customer

• I am taking the time to write you concerning two fine employees of Flying Tigers. Let me elaborate. I have been importing magazines from the Philippines on a part-time basis for approximately five years. More recently, I have secured a reliable supplier which has caused me to again bring in shipments by air.

The previous forwarder was Pan Am and I really had no complaints. However, with the passage of time, I found that the cost of air rates had escalated. Thus, Flying Tigers looked very attractive. Your first three shipments have proven anything but satisfactory, i.e., delayed departures from Manila, freight held up in Los Angeles for customs when the ultimate destination was San Diego, etc. I was ready to desert your airline disgustedly,

except for one development. Your customer service agent in San Diego, **Karen Hennequin**, patiently searched the computer terminal until finding my freight, and then had it sent from L.A. to San Diego. This was on more than one occasion, and without benefit of a waybill number. In an age when most service people prove impenetrable when not provided an account, credit card or other number, it was, indeed, refreshing to find someone willing to approach things the "human" way, even with a terminal board. The fact that one listens and is concerned is often enough.

This same attention was given to me by **Beverly Bolin** (customer service representative) in Los Angeles, who finally surmised that the original forwarder had been denoting Los Angeles and not San Diego as the airport of destination. Thus, the hold-ups for customs.

These two ladies not only have eased my frustrations and anxieties, but with their personable manner and good humored nature have eased a harried customer. Despite earlier intentions, I intend to stay with Flying Tigers. I'm sure things may not always go smoothly, but I know that **Karen** and **Beverly** are but a pleasant phone call away. Please express my thanks to them again.

Joe Mazares
Aklat Na Pilipino
San Diego, California

Super in SFO

• Recently, **Joni Lashley** (customer service representative-SFO) and **Margie Knue** (account executive-SFO) gave the Koret traffic department personnel and myself a very useful and complete explanation of your KIACCESS System.

Joni and **Margie** first walked us through the KIACCESS Guide. They explained the different parts of the Airbill Retrieval System, showed us how we can request further information such as complete tracking of a shipment or, for even more detailed information, how to retrieve flight schedule information. **Joni** and **Margie** then showed us how to use the KIACCESS System on our terminal, using one of our present Flying Tigers air waybills.

Joni and **Margie** made sure we were comfortable with the KIACCESS System and the use of the accompanying guide. They did an outstanding job and well represent Flying Tigers' image.

Jim Grundman
Traffic Manager
Koret of California
San Francisco, California

Split-Second Service

Letter to **Jacki Villasana**, claims prevention coordinator-HDQ:

• Please accept our thanks for your efficient handling of a tense situation. Your extra help and attention enabled us to meet the deadline for our seminar in Roanoke. Our displays arrived 45 minutes before we needed them. It was close, but we made it!

Thanks again for going the extra mile.

Cassy Ammen
Office Manager
Engineering & Marketing Corporation
Roanoke, Virginia

Bradley Bouquets

Letter to **Nick Barton**, district sales manager-BDL:

• Once again, I find myself extolling the professionalism of your people, **Donna Waterman** and **Carol Callahan** (customer service representatives-BDL).

One of our customers, **Rockwell International**, encountered an emergency down-time crisis and required a "rush-emergency" shipment. The component was picked up at 9:00 a.m. and by that evening the part was there and in operation.

Both **Rockwell** and **TFI** are exceedingly appreciative of the cooperation and skills demonstrated by **Donna**, **Carol** and **Flying Tigers**. I am highly pleased with the continuing expertise demonstrated by **Donna** and **Carol** and I commend you and **Flying Tigers** for having such skilled employees.

Again, thank you **Donna** and **Carol** for excellent job performance.

J.E. Toczydlowski
TFI Corporation
New Haven, Connecticut

Emergency Aid

• Please convey our appreciation and thanks to **Captain James Hatfield**, **First Officer William Austin** and **Second Officer Lowell Davis** of FT 442 of May 18 traveling from Miami to San Juan for being the "communication satellite" for N4886F.

Aircraft N4886F was lost and low on fuel in the Bahamas when he established radio contact with FT442. There was limited radio coverage due to the altitude of N4886F. Consequently, Miami Air Route Traffic Control Center was not able to communicate with the aircraft.

Through the efforts of the FT442 crew, Miami Center was able to gather information necessary to relay to Search and Rescue. The Coast Guard launched a Falcon jet which was able to home in on N4886F. Once the Coast Guard established visual contact with the aircraft, they escorted N4886F toward Bimini. The aircraft ran out of fuel and crash landed on Ocean Cay with only minor injuries received by the passengers.

Without the assistance provided by the crew of FT442, this incident could have had a far more serious outcome. Once again, thanks for becoming involved. As the controller stated, "We couldn't have done it without you".

Carlisle C. Cook Jr.
Air Traffic Manager
Air Route Traffic Control Center
Miami, Florida

Touted in Toronto

Letter to **Denny Fernandez**, customer service representative-Toronto:

• I wanted to take a few minutes and thank you again for the excellent job you did on arranging delivery to us of the flammable liquid shipment from the United Kingdom.

As you knew, we were racing against the clock and the importance of this shipment was far greater than you'll ever know.

Over the years, I have had a great many dealings with the airlines and it's wonderful to find someone who knows how to get going and get the job done. Keep up the good work. You are truly an asset to Flying Tigers.

Jan Garbutt
Buyer
Ontario Research Foundation
Ontario, Canada

Portland Praise

• I just want to say thank you for having an employee like **Kathy Hansen** (customer service representative-PDX).

I work with many people in my day—people I have to count on for information and service who play their part with integrity. Rarely though do I have the joy of working with someone like **Kathy** who always comes through. I have never had to call and remind her to follow up. Her attitude is extraordinary!

Keep this lady happy. She's a real asset.

Karen Akeson
Interior Office Systems
Portland, Oregon

Camaraderie at System Summer Picnics

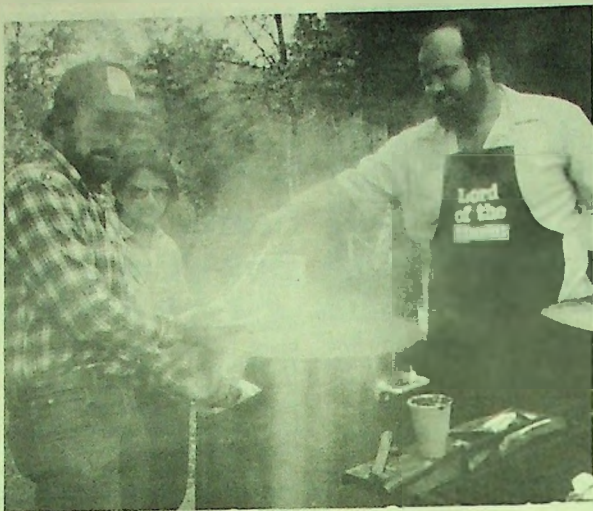
Chicago

The Chicago Flying Tigers Employees Picnic was held Sunday, June 10 at Kelly's Day Camp Picnic Grounds in Half Day, Illinois. More than 700 picnickers enjoyed chicken, hamburgers, corn-on-the-cob and a variety of salads. Activities held during the day included pony and train rides for the kids; horseshoes, baseball and volleyball for the adults; and a raffle for prizes.

-- Submitted by Cathie Hernandez-ORD



Above: Some of the happy picnickers in Chicago included, l-r, Gina and Sandy Gianopoulos, daughter and wife of Tom Gianopoulos; Pat Denwood, clerk; Tom Gianopoulos, traffic agent; Cindy Denwood, terminal administration clerk; and Domenica Delise, personnel clerk. Below: Winners of the egg toss contest were Maurice Genaro, ramp serviceman, and his wife Kathy, with daughter Rebecca.



ANC "Chef" Del Mayse, above right, serves fellow ramp serviceman Bob Michaelson and his wife some of the food he helped prepare.



Above left, l-r: Anchorage Maintenance Supervisor Ray Anderson is presented with his winnings from the 50/50 drawing by Lynda Nelson, daughter of Tom Nelson, maintenance representative and Gloria Nelson, terminal administration clerk; and Julie Kniazowski, daughter of Rick Kniazowski, traffic agent. Above right, l-r: Enjoying the day's relaxing atmosphere were Brian Kelley, ramp serviceman; Don Day, lead ramp serviceman; and maintenance representatives Tom Nelson and Ed Ludwick.



Anchorage

Anchorage Flying Tigers held their 1984 summer picnic at the MAC Chalet at Elmendorf Air Force Base Sunday, July 8. Employees and their families dined on chicken, ribs, corn-on-the-cob and hamburgers, all barbecued by the terminal's very own personal chefs — Ramp Serviceman Del Mayse and Maintenance Supervisor Ray Anderson. A toss-the-egg contest and other fun games were organized by Joyce Hoffman, terminal administration clerk; Al Barkley, lead ramp serviceman; and Kim Brady, customer service representative.

-- Submitted by Gloria Nelson-ANC

Memphis

Memphis Flying Tigers, their families and friends held their first Flying Tigers family picnic Sunday, June 10 at Shelby Farms. Hot dogs, hamburgers and "good old Southern barbecued pork" were on the menu at the festive event, which was sponsored by the Memphis Flying Tigers Employees Association. Activities included horseshoes, badminton and baseball. Helping to enhance this first-time event was the donation by several Flying Tigers' customers and other businesses of prize giveaways. Everyone enjoyed the day's festivities to the fullest in true "Tiger Spirit".

-- Submitted by Pat Austin-MEM



Participants in the baseball game included, above l-r, sitting, Dave Bernal, customer service representative; and Steve Story, services supervisor; standing, l-r, Bill Kelsey, district sales manager; Ralph Tippit and Frank Barlow, ramp servicemen; Teresa Dickson; Vic Noto, ramp supervisor; Kim Dickson; Murk Hampton; Danny Woods and Jerry Shutles, ramp servicemen; Doug Irby, husband of Sharon Irby; Sharon Irby, operations; and Mike Cunningham, account executive.



On hand for the summer celebration were, above l-r, Judy Kelsey, wife of Bill Kelsey; Dennis Markech, sr. operations supervisor, and his wife Pat; and Bill Kelsey, district sales manager.



At left: Mike Cunningham, account executive shows his batting "style".

Personnel Updates

Larry Goodwin is Senior Director of Corporate Planning

Larry Goodwin has been named senior director of corporate planning, reporting to Executive Vice President Lewis Jordan.

Goodwin will be responsible for coordinating the ongoing development and implementation of Flying Tigers' strategic and operating plans and will direct the airline's schedule planning function.

Formerly a principal of Seamark Associates, Goodwin has worked closely with Flying Tigers over the past several months on the formulation of our strategic plan and, commented Lewis Jordan, "will prove a valuable addition to our team as we move forward with an ongoing corporate planning process for maximum profitability results."

Bill Maid Appointed Director for Asia

Bill Maid has been named director of freight services-Asia effective September 1, reporting to Vice President of Asia and Australasia, Paul Stokes.

Since joining Flying Tigers in 1979 as a pricing analyst, Maid has served as international marketing manager at headquarters and, most recently, district sales manager in Los Angeles.

In his new post Maid will reside in Tokyo.



Diane Hickmott, above left, with Chief Accountant Gordon Richards, amid decorations and gifts.

Wedding Bells in London Accounts

Diane Hickmott, accounts clerk at Flying Tigers' London Heathrow facility, was married on July 7 to Kevin Kay, following a fine send-off from LHR colleagues. There were lovely gifts and kind thoughts as well as festive decorations for the informal celebration, and hearty thanks from an overjoyed Diane.

-- Submitted by Pat Roche-LHR

Mullin Addresses Scottish Rotary

David Mullin, Flying Tigers' regional manager for Scotland based at Prestwick, recently addressed the AYR Rotary Club luncheon meeting about the role of air cargo in commerce.

Mullin's talk, which was attended by 40 local businessmen, emphasized Flying Tigers' role in air commerce today and the air-

line's vast freighting experience throughout the world.

Mullin was invited to address the meeting because he is considered a champion of Prestwick Airport and its progress. The well-received talk was followed by a lively question and answer session.

-- Submitted by Pat Roche

Goldpin Winners

Seattle Women Bowl 'Em Over

The Seattle Flying Tigers Women's Bowling Team took first place in the recent Goldpin Handicappers League. This is the first women's team Seattle terminal has sponsored, so the challenge was on with the long-standing men's team.

Team Captain Karen Funis, terminal operations secretary, recruited Joni McDonough, secretary; Jean Sarcletti and Janet Stevens, customer service representatives; Joan Myser, operations supervisor; Chris Byron, sales secretary; and subs Mary Siscoe, customer service representative, and Shari Anderson, customer service supervisor, for the winning combination.

Other top honors taken by the team were: Most Improved — Jean Sarcletti; High Team Game with Handicap; High Individual Series with Handicap — Karen Funis; and High Team Series with Handicap.

The men's team has vowed to beat the ladies' challenge next year.

-- Submitted by Jean Sarcletti-SEA



SEA team members, above, back row, l-r, Karen Funis, Janet Stevens, Jean Sarcletti; front row, l-r, Joni McDonough, Joan Myser, Chris Byron.

Retirements

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

Masaaki Arimoto, supervisor terminal operations-NRT. 13 years.

Robert Collier, plant protection officer-HDQ. 13 years.

Alan Heller, second officer-JFK. 28 years.

Stephen Kafka, captain-JFK. 29 years.

Craig Leonard, first officer-JFK. 6 years.

Giichi Nakamura, mechanic-OKO. 20 years.

Hajime Nishiyama, senior agent-NRT. 12 years.

Robert Schipper, flight publications clerk-JFK. 33 years.

Peter Solomon, captain-JFK. 29 years.

Thomas Sullivan, regional director flying west-SFO. 29 years.

Credit Lines

Now's a Good Time to Think About an IRA

Many people don't think about an Individual Retirement Account until it's time to do their taxes. There are at least two benefits to keeping an IRA in mind throughout the year:

- Small deposits throughout the year are usually much easier to make than one large deposit at tax time.
- The sooner you deposit to an IRA, the sooner you begin earning interest which compounds over the years, greatly adding to your retirement fund.
- The amount you deposit to an IRA (up to the legal limits)...
 - \$2,000 or 100 percent of earnings, whichever is less
 - \$4,000 in two separate IRAs if your spouse is also a wage earner
 - \$2,250 in two separate IRAs if your spouse is not a wage earner and you file taxes jointly...

comes right off the top of your gross income when you file your taxes. Of course, you don't have to deposit up to the legal limits — you can deposit what's comfortable for you.

With an Individual Retirement Account, you not only save on taxes, you set yourself up for a worry-free retirement due to the beauty of the compounding interest over the years. You'll pay

taxes when you withdraw the funds (usually during retirement) when you'll probably be in a lower tax bracket.

So, even though April 15 isn't around the corner, you should be thinking about an IRA. Call or write your Credit Union for more details on an Individual Retirement Account... before it's too late.

Special Notice Regarding IRA Transactions

In the past, we have taken IRA deposits (transfers) and payroll deduction authorizations over the phone. For your protection as well as ours, we will no longer be able to take phone requests.

All IRA transactions must be authorized in writing for verification of tax year of deposit and other important information. Please remember to make all IRA requests in writing to the Credit Union. If you do business in person at one of the credit union offices, a form will be provided for you to sign. If you do business through the mail, just write us a note and include your name, account number, address, transaction you wish to complete and for what tax year. Remember, deposits made after January 1 and before April 15 may be designated for the prior tax year if you haven't already deposited the maximum allowed by law. Deposits after April 15 for the

prior tax year must be accompanied by a copy of an extension granted to you by the IRS. Thanks for your cooperation.

Reminder . . . New Phone #s

Don't forget you can dial directly into the Loan Department and Share Drafts, bypassing the switchboard for quicker service.

Loan Dept.: (213) 417-0992

Share Drafts: (213) 417-0999

The main number for the Credit Union remains the same . . . (213) 646-3084. This number is accessible through the hot-line system — check your Flying Tigers Communications Directory. Our new toll-free number is 800-GO TIGER which translates to (800) 468-4437. Keep these numbers handy!

TIGER
TIGER FEDERAL
CREDIT UNION

P.O. BOX 92854
LOS ANGELES, CA 90009

NCUA. Your savings insured up to \$100,000 by National Credit Union Administration, a U.S. Government Agency.*

*IRAs separately insured up to \$100,000 in addition to coverage listed above.



Making Our Mark in Montreal

Flying Tigers in Montreal took advantage of this year's Montreal Air Cargo Symposium at Mirabel Airport to set up a display and provide information about our Montreal service. In front of our booth at the symposium, above, Flying Tigers Account Executives Chaim Alon, left, and Livio Bazzocchi, right, talk with Lorraine Thibert, center, of Danzas.

-- Submitted by John McBurnie -YMX

In Memoriam

Raul Linder, flight dispatcher in Buenos Aires, passed away July 25. Raul joined Flying Tigers in March, 1983.

Brian O'Dwyer, Anchorage mechanic, passed away July 31. Brian joined Flying Tigers in 1968 as a mechanic at headquarters in Los Angeles, and had worked at a number of Flying Tigers locations including Houston, Cold Bay and Anchorage.

John Rusnak, former ramp serviceman in Chicago, passed away July 23. John retired in 1973 after serving eight years with the airline.