

Momentum Builds

Third Quarter is Profitable



The Last "63" Leaves LAX...

Flying Tigers' stretched DC-8-63 jetfreighter #N783FT marked the end of an era for Flying Tigers as it took off from Los Angeles International Airport on September 23, above, en route to Atlanta, Georgia for re-engining before being acquired by another company. This was the last DC-8-63--part of Flying Tigers' original DC-8 fleet--to be in service for the airline. Several DC-8-61 and one DC-8-62 series aircraft, introduced into the fleet in recent years, are still in operation but will also be phased out by the end of the year.

--Photo by Halli Gudmundsson,
Maintenance Contracts Administrator



A Display of "Tiger Spirit"

What are these Flying Tigers, including the airline's Chairman, Wayne Hoffman, back row center, looking so pleased about? The answer is right behind them--the airline's model aircraft display that has recently been moved from the employment office lobby in the Lo-Tiger Building at headquarters to the main Hi-Tiger lobby. Chairman Hoffman paused to congratulate some of the Flying Tigers who had a hand in the project, including, l-r, Al Cormier, Don Gillis, Fred Gladney, (Hoffman), Tom King, Leonard Blackman, Billy Mosley and Roosevelt Godley. For more on the new look in Hi-Tiger, see page 2.

Momentum continues to build. Flying Tigers has achieved its fourth consecutive profitable quarter--posting a pretax profit of \$27.1 million for the third quarter of 1984.

Significant Milestone

"This achievement is a significant milestone in our return to a position of sustained profitability," said Executive Vice President Lewis Jordan. "Although this year's third quarter gains were enhanced by the sale of DC-8 aircraft amounting to \$13.1 million, pretax profits from operations were in excess of \$14 million."

Revenues were up 16 percent to \$303.8 million compared to \$262.2 million during the same period last year. Flying Tigers revenues through the third quarter-1984 amount to approximately \$854 million.

TI Profit

Tiger International reported a third quarter profit from continuing operations of \$22.5 million, or \$1.06 per share, compared to last year's loss of \$33.2 million, or \$1.85 per share. TI revenues increased 14 percent to \$356.5 million compared with \$311.7 million for the same period last year.

"We can be proud of this accomplishment and encouraged about its significance in terms of our efforts to move steadily forward to a position of continuing financial strength," Jordan said. "Each successful milestone like this builds our momentum toward longterm success for Flying Tigers."

Moving Forward

"I believe it is important to recognize that the actions we are taking--the formulation of our strategic plan, agreements with our employee groups, our recent administrative reorganization, continued emphasis on cost control and the efforts that each of us is putting forth in the accomplishment of our day-to-day jobs--are building a strong and successful Flying Tigers," Jordan continued. "I believe we must also recognize, however, that we have had some significant advantages in recent months in the form of a stimulated economy and reductions in fuel prices that have contributed to our profitability."

Jordan noted the importance of realizing that Flying Tigers' profits--though major in terms of the company's turnaround progress--are moderate in a strict business sense considering Flying Tigers' sizable debt and absolute need to achieve a cash position that will allow the airline to finance growth and withstand factors beyond its control, such as a downturn in the economy or an upturn in fuel prices.

Leased B-747 Will Cover Added MAC Business

Flying Tigers has leased a B-747 freighter aircraft from World Airways for three months beginning October 1, enabling the airline to take advantage of revenue opportunities in the form of Military Airlift Command expansion business.

The aircraft - #749WA - will be flown and maintained by Flying Tigers personnel during the term of the lease.

"I am pleased that we were able to secure this additional business for 1984 as we strive to achieve the best possible financial results for our company," said Executive Vice President Lewis Jordan. "Every additional dollar of profitability is a clear step forward toward our longterm success."

Working Together

"We are heading into our seasonally strongest quarter with a new plan, a streamlined organization and hopefully a strong team spirit among our employee groups," Jordan said. "In short, we are now well positioned to make the most of our opportunities and move steadily forward toward the financial strength we need. I am confident we will continue to work together to achieve the success we all want."

No Resolve in U.S./Japan Talks

U.S./Japan aviation bilateral talks held in September in San Diego, California ended in stalemate on the central issue of this latest round of talks--the proposed entry into the U.S./Japan air cargo market of a new Japanese carrier, Nippon Cargo Airlines.

U.S. negotiators indicated they would only consider NCA's entry into the U.S.-Japan cargo market in exchange for "comparable rights" for U.S. carriers. Talks are now scheduled to resume December 19-21 in Washington, D.C.

Flight Planners Ratify Contract

Flying Tigers flight planners, represented by the International Association of Machinists, ratified a new 64 month labor contract in October, the week after tentative agreement was reached between Flying Tigers and IAM-AW representatives.

Aircraft on Display

New Look for Hi-Tiger Lobby

There's a new look in the main lobby of Flying Tigers' Robert W. Prescott Building—commonly known as Hi-Tiger—at World Headquarters in Los Angeles.

A distinctive and historic display of Flying Tigers aircraft models, originally situated in the lobby of the Lo-Tiger Building, has been permanently relocated to the Hi-

Tiger lobby where it will receive much higher visibility among employees and visitors.

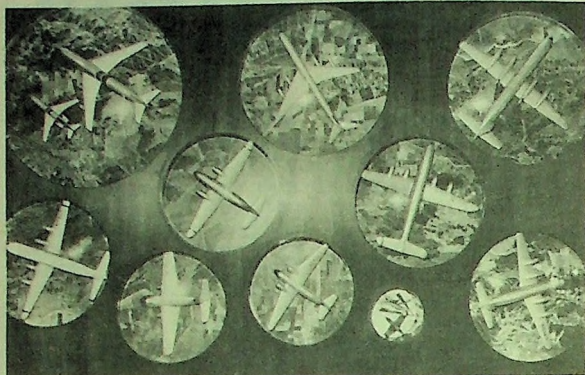
The custom designed display consists of a large wooden case featuring circular cutouts with distinctive "bubble" windows, behind which are mounted models of Flying Tigers aircraft types flown throughout the airline's history.

The exhibit has been updated to include the newest member of the fleet—the B-727—and also includes a replica of the World War II "Flying Tigers" P-40 fighter plane flown by the men who later founded Flying Tigers—the airline.

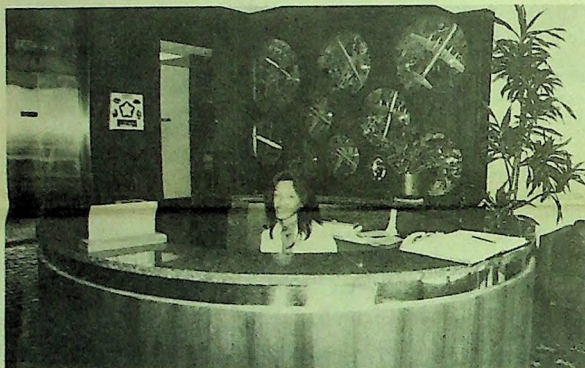
The display was removed from the Lo-Tiger lobby, where it was originally installed a number of years ago, and taken first to the carpentry shop in the maintenance hangar for refurbishing and modifications. The big case was then transferred to the Hi-Tiger lobby and installed on Saturday, October 27 to the surprise and delight of employees arriving for work the following Monday.

The display is situated near the elevators on the wall to the right as one enters the Hi-Tiger lobby. The portrait of the airline's founder and president of 33 years, Robert W. Prescott, has been shifted to the seating area opposite the display.

The Flying Tigers who had a hand in the planning, preparation and actual moving and installation of the display are Al Cormier, manager of special projects; Don Gillis, supervisor of the carpentry shop; Joe Brady and Sandy Carmichael, carpenters; Fred Gladney, lead maintenance helper; Leonard Blackman, Roosevelt Godley and Billy Mosley, maintenance helpers; Jerry Sullivan and Paul Newman, electricians; Tom King, facilities painter; and C.W. Thompson, director of facilities.



Display, above, features models of Flying Tigers aircraft through the airline's nearly 40-year history. Also included is a model of the P-40 "Flying Tigers" fighter aircraft flown in the early '40s by the men who later founded the airline.



View of Hi-Tiger lobby, above, shows position of the display. At the reception desk is Vida Simmons, part-time secretary.

Credit Lines

New System

Effective November 5 your Tiger Federal Credit Union will be equipped with a state-of-the-art computer system to meet all your financial needs. Of course, this will be a period of time when we'll need a little patience as we learn to use the new system. We will, however, do our best to serve your needs with a minimum amount of inconvenience during the "break in".

The new system is expected to solve many of the problems which have plagued you the member, as well as our staff over the past few years—including frequent "down" times for the computer. Moreover, in the months following the conversion, look for an expansion of our services and additional investment options.

Get More For Your Money

Let your money work harder for you in a Target Account or Certif-

icate of Deposit at Tiger Federal. These accounts earn a competitive rate of interest and have been tailored to meet a variety of investment needs.

Target Account: With a Target Account, you can write "checks" to make withdrawals—up to three per month. You can also make up to three phone and unlimited over-the-counter transactions. With a \$2,500 minimum balance, your funds earn interest everyday, paid and compounded monthly.

Certificates of Deposit: You can choose a six-month certificate with a minimum investment of \$2,500, or an 18-month, 24-month or 30-month certificate with a minimum investment of just \$500. The interest rate in effect at the time of deposit is guaranteed until the certificate matures.

Individual Retirement Account: Don't forget, IRAs are also available at the Credit Union. (IRAs were discussed in full detail, last issue.) The following rates applied during the week of September 18-24, 1984. Call the Credit Union for current rates.

Investment Type	Minimum Deposit	Rate
Target Account	\$2,500	9.31%
Certificates		
6-month	\$2,500	10.95%
18-month	\$ 500	12.30%
24-month	\$ 500	12.55%
30-month	\$ 500	12.80%
Individual Retirement Account	No Minimum	11.25%



P.O. BOX 92854
LOS ANGELES, CA 90009

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

Communications Bulletin October 1984

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

GIG - Rio de Janicro International Airport/Galaco Airport terminal phone lines have been changed to the following:

Area Code 021

Operations/Sales - 363-1524
393-8080, ext. 317
Customer Service - 393-5590

ORD Import Facility has a new address:

608 Supreme Drive
Bensenville, Illinois 60106
Phone numbers remain the same.

*A new, updated Communications Directory will be available in the coming weeks.

Maintenance Contract With People Express

Flying Tigers reached agreement with People Express to provide additional maintenance service and maintenance checks on People's B-747 passenger aircraft in Oakland, California commencing September 28.

This extension of Flying Tigers' existing agreement with People Express to perform maintenance on their 747 aircraft in Newark and Los Angeles facilitates the recall of some furloughed maintenance personnel, and is another important revenue contribution toward the airline's profitability goals.

Flying Tigers has been providing People Express with maintenance at LAX and EWR since June this year.

In October, Flying Tigers successfully completed its first "B-Check"—a major aircraft maintenance phase check—for People Express. The work was completed over a 38-hour time period utilizing some 1,095 manhours.

"The People Express contract business is a natural for Flying Tigers," said Executive Vice President Lewis Jordan, "in that we can provide an excellent service compatible with our own operation with no detrimental effect on our service."

Of particular importance, Jordan noted, is the excellent example served in this program of bringing in profits Flying Tigers otherwise would not have achieved.

Flight Standards Committee Formed

Enhanced policy and performance criteria contributing to greater efficiency in flight training and operations is the aim of Fly-

ing Tigers' new Flight Standards Committee which held its first quarterly meeting in October.

The new FSC, which includes all Flying Tigers check pilots, representatives of the Air Line Pilots Association, ground school and simulator instructors and representatives of our maintenance department, will review flight training and operations policies and procedures and suggestions for changes, and will amend policies and procedures as necessary to effect the safest and most efficient flight operations possible at Flying Tigers. An Action Group chaired by Bill Bond, vice president of flight operations, will be responsible for implementing any changes.

This program provides structured control over changes to our flight operations policies and procedures, and also provides for direct input from all related groups on matters concerning safety and procedures.

Computerized Inventory System Is Implemented

Cost control, increased efficiency and enhanced maintenance reliability are among the aims of Flying Tigers' recently implemented computerized inventory management system covering some 75,000 aircraft and ground service equipment spare parts.

The new maintenance and engineering division system, called "MSCS" for Material Services Control System, will enable us to better control and facilitate the request, issue and transfer of spare parts—carrying a total value of nearly \$80 million—throughout our worldwide network.

The system was developed with the cooperation of inventory management, the maintenance and engineering systems department of information systems, financial accounting and internal audit.

FLYING TIGERS review

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

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Editor

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Flying Tigers is a Tiger International Company

The "Inside" Story

Bangkok Gets Roof Tile Machinery by Air from SYD

Once again affirming our expertise with heavy and outsized cargo, Flying Tigers recently transported the machinery for a concrete roof tile plant from Sydney, Australia to Bangkok, Thailand on board a B-747 charter flight.

Weighing 52,000 kilos—approximately 115,000 pounds—the machinery was manufactured in Sydney by Monier Limited, and is capable of producing more than 100 tiles a minute.

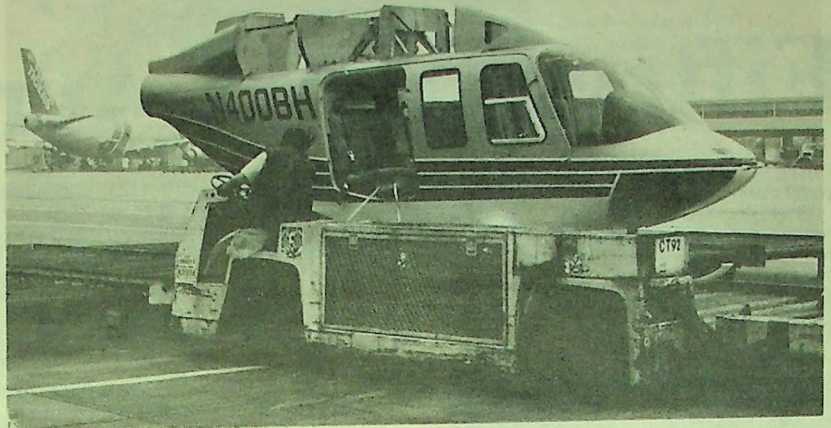
The company chose air in preference to sea freight because its client, part of Concrete Products & Aggregate Company of Thailand, had requested the earliest possible delivery. This followed an upsurge in demand for tiles which they were unable to satisfy from an existing plant that had also been manufactured for them by Monier Limited.

Major units of the machinery

were preassembled and crated. On unpacking they will be ready to bolt to the floor which has been prepared for them.

The new plant is expected to be operational four weeks after its delivery in Bangkok.

"Normally we would send this kind of item by sea," said Mr. Dan O'Donnell, manager-engineering and development, for the Roofing Division of Monier Limited. "But because of our client's delivery needs, it was mutually decided to send this particular plant by air. Speed of delivery of course was the overriding factor, but in fact the experience has been a useful one for us because the economics have proved quite favorable. We also know from past experience that there is far less risk of damage to equipment that is sent by air, and this is obviously a tremendous advantage in this sort of situation."

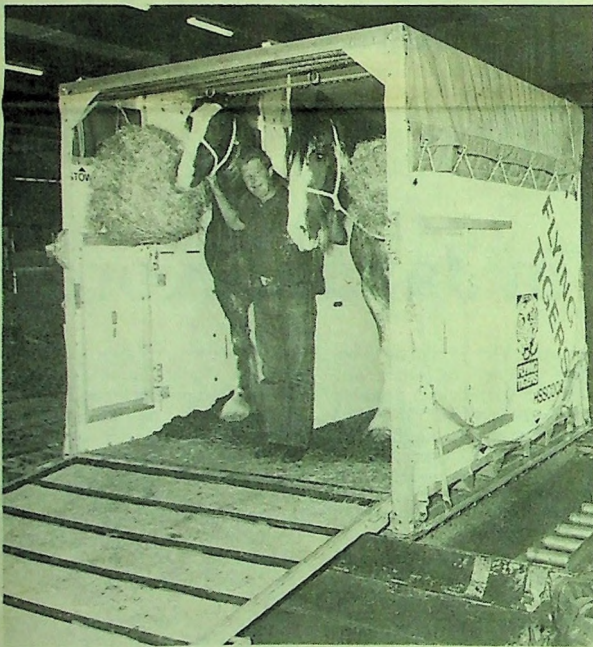


Airfreight Aids Farnborough Air Show

Flying Tigers played a role in this year's recently concluded Farnborough Air Show in Farnborough, England, transporting a variety of air show items between the U.S. and the U.K. before and after the event. Of particular note, following the world famous exhibition we carried some 170,000 pounds, including 35,000 pounds under our International Priority Air Service rates, to New York and Washington. The freight took up 37 positions and included helicopters and blades, an aircraft simulator, parts and engines. Above, a helicopter is ready for transport.

--Submitted by Pat Roche-LHR

Lights . . . Camera . . . Action — AirStable!



Two fully grown Clydesdale Shire horses, Duke, above left, and Prince, take a last look at England as they pose for pictures in a Flying Tigers AirStable at LHR before traveling to their new lives in New York.

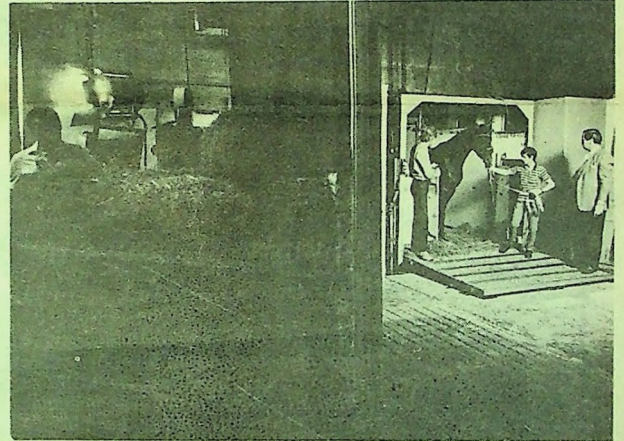
Flying Tigers' innovative AirStables, containers used in the loading and transportation of horses and other animals, have been on the celebrity circuit in England recently, catching the eye of both movie makers and members of the news media.

AirStable at the Movies

Flying Tigers in London came to the aid of the latest James Bond movie, 'A View to a Kill', in September when the film's production company, Eon Films, needed equipment to lift a valuable racehorse alongside scenery depicting an aircraft exterior.

The movie, which stars Roger Moore as special agent 007 and is due for release next year, is currently being filmed on location in England and at Europe's largest film studios at Pinewood in Buckinghamshire, just a short drive away from Flying Tigers' London-Heathrow facilities.

A tricky scene involving a British-bred racehorse, which co-stars with Moore, presented the film makers with a problem: how could the animal be lifted thirty feet into the air alongside the opening of specially constructed scenery without putting it in



A valuable British racehorse, co-starring with Roger Moore in a new James Bond film currently under production, is led from a Flying Tigers AirStable, above, onto a film set situated some 30 feet above the floor at England's Pinewood Studios. The AirStable enabled the horse to be lifted safely onto the set.

danger or scaring it?

The answer was provided by Flying Tigers' AirStable in-flight horse stall, which allows horses to be carried quickly and in comfort onto and in the carrier's jetfreighter aircraft. The producers of the film had read about the British designed stall in a newspaper article and contacted the airline to inquire if they could use one for three days filming.

Flying Tigers was happy to help and made a stall available for the production team—even though its AirStable will not actually appear in the film. Eon Films was grateful to Flying Tigers for the help and technical assistance given.

And Meeting the Press

Within hours of returning the equipment to Heathrow, AirStable was back "before the cameras" again—this time for press photographers taking pictures of British-bred Clydesdale Shire horses travelling to New York to pull a 100-year-old dray cart, containing English-style beer, through the busy streets of Manhattan.

The horses—Prince, age 8 and Duke, age 7—were flown via Flying Tigers scheduled service to New York using the AirStable. They were transported for the famous British brewing firm, Whitbread and Company, and will shortly begin a new life delivering English-style ale to selected "watering holes" in the Big Apple on behalf of the Manhattan Brewing Company, owned by British businessman Richard Wrigley.

The horses, weighing around one ton each, were purchased in Oxfordshire on behalf of Wrigley by Whitbread and trained by John Lawless, who drives the Lord Mayor's coach through the streets of London each year at the Lord Mayor's show.

Lawless put both horses through their paces pulling Whitbread dray carts around London before they were allowed to make their journey by air to New York.

The 100-year-old restored dray cart also flew with Flying Tigers to join the valuable Shires on their regular rounds delivering beer to thirsty businessmen and tourists in the center of New York's busy commercial district.

"Camille" Gets Star Treatment

From St. Louis

Flying Tigers in St. Louis, Missouri gave star treatment to a special four-legged luminary recently—baby camel "Camille" who was en route to "stardom" and a new home in Los Angeles. Camille traveled from St. Louis through Chicago via Flying Tigers on her way to the Los Angeles Zoo, where she was set to get star billing at a pending L.A. Zoo fund raising event.

--Submitted by
Doug Meadows-STL



Scheduled Service Milestone

Fifteen Years Across the Pacific

Flying Tigers marked a very special milestone in September—the fifteenth anniversary of scheduled all-cargo common carriage service between the United States and Asia. This turning point in Flying Tigers' history has resulted in what is today a cornerstone of

the airline's worldwide air cargo network.

When a Flying Tigers stretched DC-8 jetfreighter touched down at Tokyo International Airport on September 15, 1969 some 30 minutes ahead of schedule, giving life to the airline's transpacific

Route #163, victory was felt at last after more than 10 years of hearings and legal proceedings between the airline and the Civil Aeronautics Board, and more than 21 years after Flying Tigers' first successful transpacific operations had sparked the idea for a scheduled Pacific air cargo route.

Far-reaching Routes

Presidential approval, finally gained in May, 1969, gave Flying Tigers all-cargo authority between the co-terminal points of Boston, New York/Newark, Philadelphia, Cleveland, Detroit, Chicago, Seattle/Tacoma, Portland, San Francisco/Oakland/San Jose and Los Angeles/Ontario/Long Beach, and intermediate points within Japan, Korea, Okinawa, Taiwan, Hong Kong, the Philippines and Vietnam, and beyond Vietnam, the intermediate points and a terminal point in Thailand. The additionally requested points of Hawaii and Guam were not approved.

Then and Now

In September, 1969 approximately 60 employees made up our Asia Flying Tigers team. Today more than 430 Flying Tigers are on the job in Japan, Taiwan, Hong Kong, Korea, Malaysia, the Philippines, Okinawa, Singapore and the latest addition to our transpacific network—Australia. Today Flying Tigers provides more direct all-cargo flights from Asia to the U.S. than

any other airline.

In 1969 Flying Tigers carried approximately 21.7 million pounds of freight between the U.S. and Asia. In 1983 more than 334 million pounds traveled on board Flying Tigers jetfreighters eastbound and westbound across the Pacific under the airline's scheduled common carriage service, and we're well on our way toward a banner year for 1984.

As we head into our busy fourth quarter, eastbound frequencies are topping 35 per week with weekly revenue pounds totalling more than 7 million. Westbound U.S.

to Asia traffic has also been strong and overall revenue gains from our transpacific service have been enhanced by our scheduled Australia service and various charter operations that help to effectively position aircraft in Asia for the heavy eastbound traffic.

This section of *Flying Tigers Review* is dedicated to our successful and colorful transpacific operation and its development through the past 15 years. The *Review* will take a closer look at various aspects of the airline's Asia and Australasia operations in future issues.



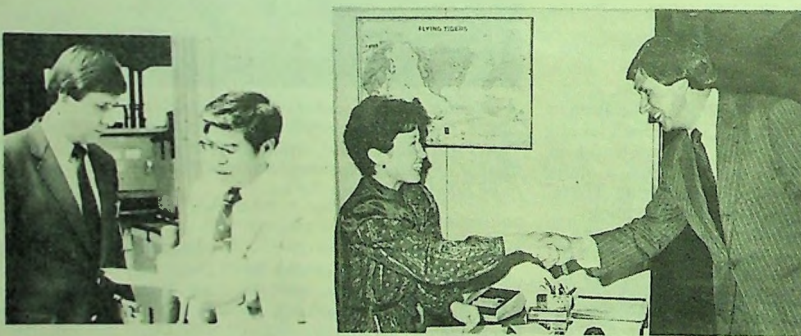
Asia General Managers, top row, l-r, Roy King, Japan; Fred Mills, Korea; Nick Bou-Saba, Taiwan; bottom row, l-r, Brooke Harwood, Hong Kong & Southeast Asia; Vince Faustino, Manila; Casey Zettler, Australia.



Above left: Paul Stokes, vice president of Asia and Australasia. Above right: Flying Tigers' distinctive Tigerface logo was developed in Asia after the start of scheduled service there, and was adopted as the airline's companywide service mark in 1975.



Jordan Meets Employees in Japan, Korea



Above left: Lewis Jordan confers with Terminal Manager Larry Honda in Osaka, Japan. Above right: Jordan greets Hyon-Sook Yoo, secretary to the general manager of Korea, at airline's downtown offices in Seoul, Korea.



Lewis Jordan greets employees in Tokyo, above, and tours the airline's Narita facilities, right.

Executive Vice President Lewis Jordan traveled to Japan and Korea in September for a variety of business activities including activities marking the fifteenth anniversary of Flying Tigers' scheduled common carriage all-cargo service between the U.S. and Asia.

While there, Jordan had the opportunity to meet and exchange ideas with many employees in Tokyo, Narita, Baraki and Osaka, Japan and Seoul, Korea, and also attended a customer reception in Tokyo marking this important milestone.

In Japan Jordan met with Japanese lenders to update them on the airline's current financial condition and strategic plan. The presentation was of particular significance, Jordan said, due to Japan's influential role in the financial marketplace.

"With our success in the trans-

pacific market, it is appropriate to consider funding opportunities in Asia which could help finance our future growth," he commented.

Addressing the group with Jordan were Tom Barron, vice president-finance and Denis Kalscheur, vice president-treasurer. The presentation was well-received by attendees who indicated their strong support and cooperation in assisting Flying Tigers in achieving its goals.

In Korea, in addition to general employee meetings, Jordan had the opportunity to attend the Asia general managers meeting, which centered on fourth quarter operations as well as planning for 1985.

Jordan termed the trip "an excellent opportunity to interface with our Asia employees and express appreciation on behalf of the company for their continuing important contribution to Flying Tigers' overall success."



Jordan pauses for a photo with members of Flying Tigers' Seoul terminal staff, above.

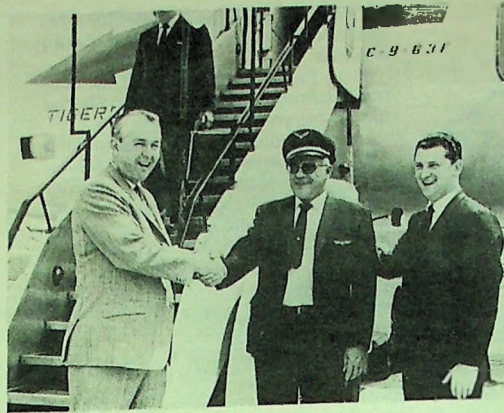


Above: DC-8 on approach at Hong Kong. Flying Tigers started its scheduled transpacific service with DC-8 aircraft.

(See "CARGO SERVICE," Page 3)



Flying Tigers' inaugural scheduled common carriage flight, was departed on September 14, 1969 with the help of Flying Tigers and Los Angeles officials including, above, left, Robert Davidson, first deputy general manager-Los Angeles Airport; Flying Tigers Chairman Wayne Hoffman; Chamber of Commerce President John Vaughn; Flying Tigers President Bob Prescott; Robin Burkey, flight attendant; and L.A. Airport Commission President Martin Pollard.



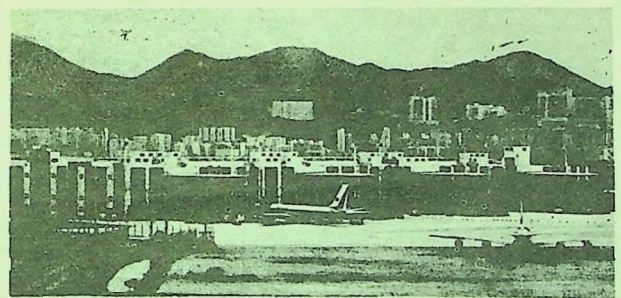
At left: Captain Jack Bliss, center, now retired, is greeted upon arrival in HKG in 1969 by then VP of Asia George Zettler and then GM-Hong Kong Roy King. Below: B-747s, lined up at Narita, Japan, characterize the success of Flying Tigers' transpacific operation.



Above left: A towering cake with 25 layers is cut by the airline's founder and President in 1970 at special ceremonies in Asia marking the airline's first year of scheduled transpacific service and its 25th year of operation. Above right: Proud Flying Tigers in Taiwan celebrate the 1970 event.



Below: Today's modern, expansive Hong Kong Air Cargo Terminal at Kai Tak International Airport.



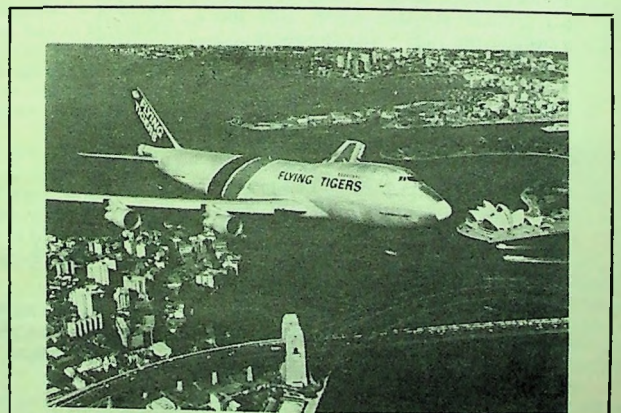
To The Flying Tiger Line for its outstanding contribution to the development of air cargo since the award of its international route into the Pacific in 1969. From a non-existent source of revenue seven years ago, it has built its transpacific air cargo volume by more than 350 million ton miles and its revenue to more than \$100 million. To its founder and president, Robert W. Prescott.

2nd Annual Air Cargo Development Award presented by Air Transport World to The Flying Tiger Line

James S. Murphy, Editor and Publisher



Above left: Flying Tigers' transpacific success captured a coveted Air Cargo Development Award from Air Transport World Magazine. The award was presented to Flying Tigers in 1976 for its "outstanding contribution to the development of air cargo since the award of its international route into the Pacific in 1969. From a non-existent source of revenue seven years ago, it has built its transpacific air cargo volume by more than 350 million ton miles and its revenue to more than \$100 million," the award read. Above right: Flying Tigers in Japan hang the airline's then "Circle-T" logo on Flying Tigers' facility at Haneda International Airport in Tokyo in 1969. Flying Tigers moved to the New Tokyo International Airport at Narita, Japan in 1978.



One Year in Australia

Flying Tigers also celebrated an anniversary in Australia on September 5, marking the airline's first full year of scheduled service down under--"one of the finest additions ever to Flying Tigers' service offering," said Lewis Jordan. Larry Nagin, senior vice president of administration and general counsel, and Pete Hubbard, senior vice president of sales and service, were in Australia in September to meet with employees, customers and government leaders in conjunction with this significant event. More on our Australia operation and employees in an upcoming issue of Flying Tigers Review.



ANC Accolades

Letter to Lynn Luckhurst, customer service representative-ANC:

• On behalf of the U.S. Fish and Wildlife Service, I am writing to express our thanks to you for an excellent job in handling the round-trip shipment of our 13 tons of equipment to Anchorage from all over the United States in connection with the recent U.S.-U.S.S.R. Bering Sea expedition. Not one item went astray, which speaks very highly of the service provided by Flying Tigers.

Again, our sincere gratitude for all your help. We will look forward to doing business with Flying Tigers in future joint expeditions.

Steven G. Kohl
Office of International Affairs
United States Department of the Interior
Washington, D.C.

"Seals" of Approval

• I just returned from the Pribilof Islands of Alaska with a group of live fur seals which are being used as exhibit animals and for a special breeding program at the Mystic Marinelife Aquarium. These seals require cool conditions for their well-being. They were shipped, accompanied by me, via Reeve Aleutian Airways to Anchorage and from there shipped to JFK by Flying Tigers. The trip took place August 14 and 15 on your Flight 74.

On behalf of the Mystic Marinelife Aquarium, I would like to congratulate Flying Tigers for having such concerned and efficient personnel. The crew of Flight 74 and the ground personnel at Anchorage and Chicago were extremely helpful. The animals had to be kept cool while on the ground at both airports for some hours. The freight handlers and their supervisors saw to it that I had all I needed to take care of them during those layovers. **Doug Shaw**, manager of terminal services at Anchorage, made the transfer from Reeve Aleutian short and simple.

Coordinating the whole trip was **Carol Callahan** (customer service representative-BDL). She saw to it that everyone along the route was well informed and knew what to do. Because of her efforts, I had a pretty routine and glitch-free trip back with the animals. And with very sensitive animals like fur seals, it doesn't take much to stress them seriously. She deserves some sort of commendation for handling such a shipment so efficiently.

Again, Flying Tigers should be proud of its people. It is a fantastic airline because of them. We thank you all for getting our new fur seals through in such good shape.

Richard M. Segedi
Curator/Exhibits
Mystic Marinelife Aquarium
Mystic, Connecticut

ORD Import Praise

Letter to Jim Welton, manager customer service-ORD:

• I would like to take this opportunity to congratulate you and Flying Tigers on your expedient and successful move into your new facility.

As in the past, Flying Tigers has shown that a conscientious effort equates to a job well done. Your move to your new import facility bears this out. Other international carriers would be wise to

use your operation as a model for a responsive, service-minded air cargo terminal.

We at Eagle look forward to the continued success of Flying Tigers and intend to support your future efforts.

As a final note, I would like to commend the customer service and import agents for their thorough and productive deeds which will assuredly carry forward to ensure future prosperity. Again, thank you for your invaluable past and future assistance.

L. Gene Mueller
Eagle International, Ltd.
Chicago, Illinois

Super Service Saves the Day

• I would like to offer my highest commendations to a member of your staff, **Ms. Janet Harding** (customer service representative-SEA).

Recently, I had to get an extremely urgent product sample sent from a motor freight line in Seattle to an airline air cargo depot in Tampa in less than 24 hours.

Janet's personal attention to this matter and her very effective follow-up "saved my day". As it turns out, I received the sample with no problem and, as a result, was able to obtain a \$60,000 bid.

Thank you Janet!

Patrick H. Gray
Regional Manager-Southeast
NAPPCO INC.
Jacksonville, Florida

• On behalf of Carrom Health Care Products, I would like to take a moment and thank Flying Tigers for the special consideration they recently extended to our company.

We sent a hospital bed from Memphis, Tennessee to Albany, New York on Friday, August 24. Due to a series of mishaps, our bed ended up in Chicago on Tuesday and wasn't scheduled to arrive in Albany until Wednesday late afternoon or possibly Thursday. Needless to say, we were very upset since an order for \$350,000 was pending on the arrival of this bed on Wednesday.

Fortunately, with the assistance of your Memphis Customer Service Representatives, **Ms. Pat Brown** and **Mr. Dave Bernal**, we were able to resolve our problem in a timely fashion. We, as a company, appreciate the time, courtesy and understanding that Dave and Pat gave us in reaching a resolution to our problem. They kept us updated on what was being done and how it was being accomplished. We feel certain that if it were not for their careful attention, our delivery would not have reached Albany at the required time.

We felt that it was important to let you know how much we appreciate working with people such as Pat and Dave. Because of their special efforts, we are looking forward to continuing our relationship with Flying Tigers.

Diane Barron
Administrative Assistant
Carrom Health Care Products, Inc.
St. Louis, Missouri

Letter to Rosita Lindo, customer relations representative-HDQ:

• I would like to thank you for resolving the difficulties I experienced recently with your company. The timely and efficient manner in which you handled this problem has reassured me that I made the right choice when originally choosing your carrier's service over the others.

Be assured that in the future I will always choose Flying Tigers when I need to ship anything. You have indeed earned my respect.

Bennett Williams
Swain-Williams Inc.
Anchorage, Alaska

Nice Words for New Orleans

• Recently, I had the pleasure of working with **Lynda Riestra** and **Brenda Lamandre** (customer service representatives) of your New Orleans terminal. I found them to be both courteous and very helpful.

In the rapid pace of the world today, it is great to work with people who make available to one the time necessary to properly get results. Brenda and Lynda reflect very well on your company.

Kenneth M. Bray
Field Service Coordinator
Norton Christensen MWD
Lafayette, Louisiana

Letter to Larry Van Nest, director terminal services-DFW:

• Recently, I had the opportunity to work with **Richard Deauzat** (terminal clerk) of your New Orleans terminal on a shipment to our Anchorage, Alaska district. Not only was Richard able to straighten out a problem or two, he was able to ship my cargo in a timely manner at the best cost.

Too often we hear complaints about service, but never a word on exceptional service. Because I'm also involved in a service company, I'm painfully aware of that fact.

It is such a pleasure to work with someone such as Richard. He represents your company professionally and fairly. When the need for future shipments arise, I hope to again work with him. I commend you for having such quality people working for your firm.

Kenneth M. Bray
Field Service Coordinator
Norton Christensen MWD
Lafayette, Louisiana

Fabulous in Phoenix

• I wish to express our appreciation to **Diana James**, your customer service representative in Phoenix.

We are very grateful for her help and understanding in alleviating a possible problem concerning one of our shipments. Her competence and courtesy in dealing with myself and two other members of our company again proves that Flying Tigers is the correct company for our airfreight needs.

Thank you again for your excellent service.

Jeff Bronson
Shipping & Receiving
Seiko Instruments U.S.A., Inc.
Torrance, California

Denver Delivers

Letter to Richard Neill, manager terminal services-DEN:

• Just a note to thank you so much for your help.

I really appreciate your efforts. Very seldom does anyone volunteer to go "check and see" if our freight is on hand. This was a very important shipment for us and thanks to Flying Tigers, all went beautifully.

Susan Beer
Operations Manager
Skyway Freight Systems
Santa Cruz, California

Lauded in London

Letter to Bob Wetherill, general manager U.K. & Ireland:

• Confirming our conversation, I'd like to extend our thanks for the job that was done by Flying Tigers on the Farnborough return.

As you know, in the past I have at times been extremely vocal with criticism. However, our experience this year has been

nothing but a pleasure.

In particular, I'd like to thank **Dave Boswell** and **Fred Smith** (chief supervisors terminal operations-LHR) who went to extraordinary lengths to accommodate freight that arrived at your facility late in order to make the flight, and subsequently the connection, to the Air Force Association Show in Washington, D.C. Without their help, very frankly we would have been in serious trouble. I can't praise them enough for the professionalism which they exhibited on our behalf.

I'd also like to thank you and **Pat O'Reilly** (manager terminal operations-LHR) for making the move back to the United States a very pleasurable experience and tell you that we're looking forward to working with you the next time. If we can be of any help in anyway, please feel free to call on us at your convenience. We definitely owe you one.

Look forward to seeing you the next time I'm in the U.K.

Steve Barry
TWI
San Mateo, California

Boston Bouquets

Letter to Dave Paulsen, manager customer service-BOS:

• I am writing to you to compliment **Ms. Debbie Manning**, a customer service representative in your department.

I have just gone through the very frustrating experience of losing a shipment from Argentina. Ms. Manning was extremely cordial to me even though at times I may have been less than cordial to her. More importantly, she followed through. Whenever she said she would call me back with information, she did.

I sincerely appreciate all of her efforts and I felt it important enough to make you aware. As we both know "good help is hard to find" but I believe you have succeeded with Ms. Manning.

Robert Traverso
Sales Manager
Vanzetti Systems
Stoughton, Massachusetts

High Marks Montreal to Manila

Letter to Livio Bazzocchi, account executive-Montreal:

• We would like to express our sincere appreciation for the professionalism and excellent service demonstrated on the shipment on behalf of the Government of Canada and the Department of External Affairs to the Canadian Embassy in Manila.

Due to the magnitude of the shipment—53 pieces at 83,579 pounds—we feel it is necessary to commend you on a job well performed both locally in Montreal and throughout the Flying Tigers network.

With such high standards, it makes our job more pleasant.

A. D'Amico
Airfreight Manager
Panalpina
Montreal, Canada

Service Sells

• The IT Corporation is pleased to have recently entered into a national account agreement with Flying Tigers.

Flying Tigers has provided excellent service in the past, both in the shipment of our goods and the close customer contact maintained by your Account Executives **Andy Perry-JFK** and **George Morgan-EWR**. Through their efforts, the IT Corporation and Flying Tigers have entered into a mutually beneficial arrangement.

I would like to compliment Flying Tigers for having such cost effective and customer oriented people as representatives.

Phillip R. Staats
Senior Technician
IT Corporation
Edison, New Jersey

"Tiger Spirit" Shines in IAH, STL

Houston

Over 100 Houston Flying Tigers, their families and friends enjoyed a picnic celebration recently on the banks of the San Jacinto River. Picnickers feasted on beef brisket, chicken, hamburgers, salads, homemade desserts and a variety of other dishes. Several activities held during the day kept everyone busy including volleyball, horseshoes, egg toss, a drawing for airline passes and the breaking of pinatas by children. Blue skies, warm weather and great food made for a memorable day.

--Submitted by Mary Ellen Misitigh-IAH



The Houston customer service department was well represented at the festive event with customer service representatives, l-r, Cinda Heffernan, Mary Ellen Misitigh, Jeanne Fuchser and Margaret Williams; and Tom Williams, husband of Margaret.



Above: Houston picnic-goers included, seated, l-r, Greg Fronzak, ramp serviceman, and his wife Pam; and Mike Maher, ramp serviceman, and his wife Cindy. Standing, l-r, Jessie Benton, lead ramp serviceman; Bill Malin, traffic agent; and Doug Grettenberg, ramp serviceman.



At left, l-r: David Bates, husband of Customer Service Representative Linda "Cookie" Bates; and Operations Supervisors Rick Sicillano and Tom Mosely. Above left: Doug Elliott, account executive, and his wife Karen. Above right: Paulette Madeley, sales administration, and her husband Jerry.

St. Louis

St. Louis Flying Tigers held their first customer appreciation picnic recently at O'Connor Park in St. Louis. The event was held to express Flying Tigers' appreciation to customers and employees as well as to give customers the chance to get acquainted with STL terminal staff. Approximately 200 picnickers enjoyed barbequed hamburgers, hot dogs, potato salad and potato chips. Activities held during the day included sack races, egg races, balloon toss, horseshoes, volleyball and softball. Picnickers also had the chance to dunk their favorite Flying Tigers employee in a rented two-seater dunking booth. Drawings were held for customers, with prizes including airline passes and a barbecue grill. The day's festivities were a big success with several compliments bestowed on Flying Tigers for this well organized event.

--Submitted by Doug Meadows-STL



Enjoying the festivities were, above left, l-r, Mary Kay Davis, account executive; Adell & James Kirks of McDonnell Douglas Automation; and Grace Dinnery, lead customer service representative. Above right: Mike Rendine, account executive, and his wife Cindy.



Above: Drawing winners of airline passes included customers Regina Mosely of Monsanto, second from left, and Pat Fox of AEL, far right. Presenting the passes were Mary Kay Davis, account executive; and Doug Meadows, district sales manager.



At left: Young picniker displays his talent at bobbing for apples. Above: District Sales Manager Doug Meadows and Connie Smit, sales coordinator, prepare to "take the plunge"--that is--in a rented two-seater dunking booth that was on hand.

Personnel Updates

Don Brown Named Terminal Services Director for JFK

Don Brown has been named director of terminal services for our JFK terminal, reporting to Senior Director of U.S. Service Bob Roe.

Brown will be responsible for the overall operations at our JFK facility. Mark Harris, who has served as acting director at JFK since July, will continue his permanent responsibilities as eastern region services director, based in Atlanta.

Brown was most recently manager of industrial engineering at our Chicago facility. Prior to that he was director of industrial engineering for Hall's Motor Transit, a fellow Tiger International company, and before that served as terminal manager in the trucking industry.

Bert Mooney is Terminal Services Manager in Miami

Bert Mooney has been appointed manager of terminal services in Miami, reporting to Eastern

Region Director of Terminal Services Mark Harris.

Mooney joined Flying Tigers in October, 1983 as manager of terminal engineering at the airline's JFK facility in New York. Before that he had been associated with Flying Tigers as a consultant, since December, 1982.

Previous to joining the airline Mooney served in various management positions with the Franklin Mint, General Electric and US Air.

Krout, Borchard Named Managers in Flight Operations

Captain Karl Krout has been named 747 manager-program and standards, and Captain Glen Borchard 727 manager-program and standards, reporting to Senior Director of Training/System Chief Pilot Jerry Proctor. All check pilots will report to Krout and Borchard.

These new positions in the flight operations division replace the position of director of training and standards and are designed to more effectively serve the needs of flight personnel by concentrating on particular aircraft types, said Bill Bond, vice president of flight operations.

Krout joined Flying Tigers in 1962 and has most recently been a West Coast 747 check pilot. Glen Borchard has been with the airline since 1966, has served as regional manager of flying based in San Francisco and has also been a 747 check pilot.

Chan Appointed Sales Manager-HKG

Andrew Chan has been appointed sales manager-Hong Kong, responsible for all aspects of Flying Tigers sales there. He is a 14-year veteran with the airline in Hong Kong. Before joining Flying Tigers, he was in the traffic department of Cathay Pacific Airways.



Andrew Chan

BOS Arrival

Congratulations to Joy Munoz, customer service representative-BOS, on the birth of daughter Amy, born August 29. Amy weighed in at six pounds fourteen ounces.

--Submitted by Dave Paulsen-BOS

Retirements

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

- Paul Crowley, captain-SEA. 29 years.
- Vincent Ferrandino, flight planner-HDQ. 3 years.
- Shinzaburo Jyo, agent-NRT. 12 years.
- James McCarthy, ramp serviceman-ORD. 14 years.
- Carolyn Rule, inventory control clerk-HDQ. 15 years.
- Fusao Takahashi, chief mechanic-OKO. 23 years.
- Shosaku Toyozumi, mechanic-OKO. 18 years.
- Elizabeth Wilson, inventory control clerk-HDQ. 12 years.



Captain Paul Crowley, above left, arrived at LAX September 25 on his last flight for Flying Tigers, with fellow crew members Angie Regina, right, and Michael Johann, center.

In Memoriam

Rita Kearns, former invoicing specialist at headquarters, passed away September 17. Rita retired last year after serving 28 years with Flying Tigers.

Ginny Dixon, Oakley Smith

Flying Tigers Mark Two Special "Retirements"

Although not listed as official retirees, two veteran Flying Tigers marked special "retirements" at Flying Tigers recently.

Ginny Dixon

Ginny Dixon, administrator, office of the chairman for Chairman of the Board Wayne Hoffman, left the airline in October to pursue other interests, after serving 16 years in the mainstream of Flying Tigers' activities.

Ginny joined Flying Tigers in 1968 and has worked for Hoffman since 1969, as executive secretary and then administrator.

In addition to her daily responsibilities in support of the com-

pany's top executive, Ginny has served as coordinator of the airline's Robert W. Prescott Scholarship Awards Program, chairman of the Contributions Committee and chairman and/or member of various community affairs committees. She also served on United Way's Budget Allocation Committee and in other capacities with United Way.

A native of Lima, Ohio, Ginny has resided in California for 24 years.

Oakley Smith

Flying Tigers around the system sent congratulations and best wishes to veteran Flying Tigers

Captain Oakley M. Smith, Jr., who made his last flight as the airline's top seniority active captain on September 24.

Oakley, who held the top seniority rank all this year prior to reaching the pilots' mandatory retirement age, joined Flying Tigers in 1950. In addition to his line captain duties he has served in a number of supervisory positions during his exemplary Flying Tigers career including check pilot, chief pilot in Newark, JFK and Detroit, director of flight training and senior director of flight operations.

Oakley is currently planning to continue with the airline as a second officer.



Oakley Smith, above left, in the cockpit following his last flight as a Flying Tigers captain. With him at the controls on the flight into Los Angeles were Frank Campbell, center, first officer; and Luis Santiago, second officer.



Ginny Dixon receives farewell gift from Chairman Wayne Hoffman, right, at a luncheon in Ginny's honor. Above, Ginny pauses for a picture with Executive Secretaries Jane Cadis, left, and Ginny Price, right, at a "retirement" reception at headquarters.



Among the many family and friends on hand to greet Oakley's last flight September 24 were his sister Barbara, with Oakley above left; and, above right, l-r, Flight Operations Division employees Sandra Galli, Charlotte Hull, Karl Krout and Lynn Mun. Sandra, Charlotte and Lynn had traveled to Anchorage to accompany Oakley from ANC to Los Angeles on his last flight.