

FLYING TIGERS *review*

For the employees of Flying Tigers • September 1986

Chairman, President, CEO

Stephen Wolf Named Flying Tigers Chief Executive



Flying Tigers' chief executive Stephen Wolf, above center, confers with company officers at the group's daily 8 a.m. operating review meeting. Officers from left are Ed Bollinger, technical operations; Jim Cronin, U.S. division; Ned Wallace, contract programs/Atlantic/Latin America; Mr. Wolf; Harold Woody, air operations; Larry Goodwin, corporate planning; and Rolf Bodenbun, taxes.

Stephen M. Wolf has been elected chairman, president and chief executive officer of Flying Tigers and a director of Tiger International.

Mr. Wolf, 45, served as president and chief executive officer and a member of the board of directors of Republic Airlines, Inc., which was acquired by Northwest Airlines, Inc. in August. Under his leadership, Republic accomplished a turnaround of major proportions. In less than three years, the company went from the brink of bankruptcy to become a highly profitable carrier which Northwest has purchased for \$884 million dollars.

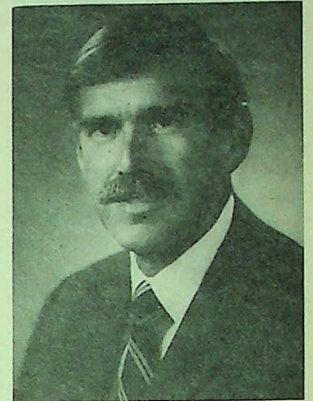
Tiger Chairman Bob Jensen said: "Stephen Wolf is one of the most outstanding executives in the airline industry. We are indeed fortunate to have attracted someone with his talent, experience and proven track record to head Flying Tigers."

During his career in the airline industry, Mr. Wolf has served as president and chief operating officer of Continental Airlines, was senior vice president of marketing at Pan American World Airways and was vice president of the western division at American Airlines, which he joined in 1966, progressing through a variety of marketing positions.

Mr. Wolf is a director of the Air Transport Association of America. He served on the Board of Overseers of the University of Minnesota's School of Management. He is a graduate of San Francisco State University.

Bob Jensen will continue as chairman, chief executive officer and president of Tiger International.

"I feel very good about my decision to join Flying Tigers," Mr.



Stephen Wolf

Wolf said. "It is an intriguing and challenging opportunity, and I hope will be a satisfying and successful association for everyone involved. I will give it my unbridled all, and I will ask the same of everyone."

"A key to an improvement in our otherwise dismal financial performance will be an effort on the part of all Flying Tigers' employees working together. It will require a clear understanding of our corporate economic position, the market environment in which we are competing, and a superb effort by each and every one of us."

Mr. Wolf, who joined the airline August 11, says the first order of business must be a significant reduction in operating expenses, complemented by a financial restructuring and implementation of a long term strategic plan "that will enable us to carve out a worldwide market niche that we can defend."

B-747 Service to Oman Initiated

Flying Tigers commenced weekly B-747 scheduled jetfreighter service from the U.S. to Muscat, Oman on August 8, marking the only U.S. carrier currently to offer scheduled air cargo service to this Middle East destination.

"This new Middle East destination, in addition to our regularly scheduled service to Dubai in the United Arab Emirates and Dhahran in the Kingdom of Saudi Arabia, increases Flying Tigers' service capabilities and gives shippers throughout the United States and Europe even greater access to

the Middle East Gulf region," said Ned Wallace, senior vice president-contract programs/Atlantic/Latin America.

Flying Tigers flight 16 operates on a New York-London-Brussels-Muscat-Dubai-Hong Kong routing, departing New York's John F. Kennedy International Airport at 6 a.m. on Friday and arriving in Muscat at 8:30 a.m. on Saturdays. The flight departs Muscat at 10:30 a.m. the same day, and continues on to the Far East.

Commodities expected to be transported on the new flight to Muscat include American, British and continental-European manufactured consumer goods; support equipment for Oman's oil and natural gas producing industries;

machine parts and agricultural products.

"With our extensive domestic route structure, shippers throughout the United States can easily connect their cargo to flights operating to our New York gateway and departure point for our new service to Oman," Mr. Wallace said. "The same benefit exists for Latin American, European and Asian shippers who are looking for an air carrier able to transport any size or type of shipment from the major commercial centers of the world to this oil producing nation."

Bollinger Named VP Technical Operations

G. Edward Bollinger joined Flying Tigers August 1 as vice president of technical operations, responsible for the maintenance of aircraft, facilities and ground support equipment; engineering; quality control; production control; and inventory management functions. He reports to Harold Woody, senior vice president-air operations.

Most recently vice president of maintenance and engineering for Alaska Airlines in Seattle, Mr. Bollinger brings more than 27 years of aviation experience to Flying Tigers in maintenance, engineering and flight operations.

He previously served as vice president of operations for Altair Airlines in Philadelphia and as director of base aircraft maintenance for Braniff International Airways following a 20-year career in the U.S. Navy as an aircraft maintenance officer.

IATA Ranking

Flying Tigers #1 Again in Air Cargo Worldwide

Flying Tigers continues to be the world's top air cargo carrier, according to the latest rankings of the International Air Transport Association (IATA), based on the performance of the association's 144 members in 1985.

In 1985, Flying Tigers transported 3,145.0 million freight ton kilometers on its scheduled worldwide route system, 22.7 percent

greater than second place Japan Air Lines with 2,563.0 million freight ton kilometers. (A freight ton kilometer is one metric ton of freight carried one kilometer.)

In 1984, the company also ranked number one, logging 3,318.7 million freight ton kilometers worldwide as compared to second place JAL, which carried 2,501.6 million freight ton kilometers.

Formal Complaint Filed Against U.K.

Flying Tigers filed a formal complaint with the United States government in August in response to Britain's proposed ruling to ban operations by all-cargo aircraft during peak hours at Heathrow and Gatwick airports. The ruling, which was due to become effective September 8, 1986, is now set to be reviewed in January for possible implementation next summer.

Flying Tigers' complaint states that the British ban is a violation of the Air Services Agreement that exists between the U.S. and the U.K., and urged the U.S. government to restrict the ability of British Airways to market air-freight services at New York's John F. Kennedy International Airport.

The new British ruling, made by the country's Department of Transport, would leave intact British Airways' extensive freight services utilizing belly space on its passenger aircraft and main deck and belly cargo sections on its "combi" freighter/passenger aircraft, while

disrupting up to 80 percent of Flying Tigers' flight operations at Heathrow Airport.

Several senior executives from the United Kingdom's air cargo industry have written to Flying Tigers expressing their concern for the proposed ban and the effects it would have on the air cargo community and the local economy.

Flying Tigers was recently successful in defeating a similar proposal that discriminated against all-cargo operations which would have given passenger carriers automatic preference at congested U.S. airports.

Flying Tigers Review will resume a monthly publication schedule beginning with this issue. Correspondence to the *Review* should be addressed to HDQ-905. Telex code is HDQSR.

China Delegation

Tiger International Chairman Robert Jensen led a Flying Tigers delegation to the People's Republic of China in June for discussions with Chinese government and business leaders, aimed at further linking Flying Tigers' worldwide air cargo system with China.

The delegation, which included Paul Stokes, senior vice president-Pacific Division; Larry Nagin, senior VP-administration and general counsel; Brooke Harwood, general manager-China and Southeast Asia; and Robert Lo, director of sales for Chinese accounts, met with representatives of the Civil Aviation Administration of China (CAAC), the State Planning Commission, State Economic Commission, the People's Bank of China, American and European companies doing business in China, and Chinese foreign trading corporations.

Flying Tigers began charter service to the PRC in 1982 and last year operated upwards of 50 charter flights to various cities in China.

U.S. Truck Hub Moves to LCK

Flying Tigers' central U.S. truck hub moved its quarters in June from Grove City, Ohio into the airline's Columbus, Ohio hub facility at Rickenbacker Air National Guard Base (LCK).

Increased operating space and more efficient utilization of resources are some of the primary benefits to be derived as a result of the relocation. The truck dock area at LCK, previously used only during the grave shift to handle prime-time truck operations serving cities in close proximity, is now also employed for the operation of a daylight truck hub for Flying Tigers "Economy" level guaranteed door-to-door service.

Fifteen inbound and fifteen outbound tractor trailers now operate out of LCK daily to points as far away as Boston, Minneapolis and Atlanta. In addition, the truck hub's operating space has increased from 5,000-square-foot and 24 doors to 25,000-square-foot and 26 doors—providing additional room for the handling of the airline's economy level traffic.

U.S.-Japan Accord

An agreement was reached during U.S.-Japan aviation bilateral talks held in July which provides for three additional weekly flights for Nippon Cargo Airlines - NCA - and the introduction of a limited number of freight forwarder charter flights from Japan.

The agreement will also remove certain trade barriers in airfreight services by the Japanese which have had an adverse effect on Flying Tigers' ability to compete effectively in the U.S.-Japan market. Issues addressed at the talks included Flying Tigers' ability to schedule additional flights at Narita Airport; the capability to perform handling and warehousing functions of the airline's own cargo in Japan; and allowing for greater flexibility in the routing of Flying Tigers' flights beyond Japan.

New Air Cargo Policy Sought

Flying Tigers called upon the U.S. government in August to adopt a policy of negotiating air cargo issues - on their economic merits - separately from passenger transportation issues.

The airline's action was in response to a Department of Transportation draft air cargo policy paper that defends the government's present practice of negotiating passenger and cargo issues concurrently—a practice that often results in the conceding of air cargo market advantage to for-

eign governments in return for added passenger service considerations for U.S. carriers.

Flying Tigers also proposed the following: Establishment of a DOT Office of Air Cargo Policy and Programs to achieve a long-term air freight policy; secondly, the review of the bilateral agreement for possible discrimination or imbalance of rights when a foreign carrier's market share exceeds 50 percent; and thirdly, establishment of standing country or regional task forces to regularly focus on pertinent doing business issues.

Flying Tigers Review will report further on this important matter in an upcoming issue.



Senator Cranston Meets the Press at LAX

United States Senator Alan Cranston of California held a press conference at Flying Tigers' Los Angeles terminal facility recently to announce his introduction of legislation to establish a U.S. export licensing office on the west coast. Using one of Flying Tigers' B-747 jettfreighters as a backdrop, Senator Cranston told news media representatives that a west coast office is "badly needed and long overdue" to expedite the high number of requests from west coast businesses for export licenses. Above, Senator Cranston, second from right, is interviewed by radio and television news. Second from left is the senator's press representative, Kam Kuwata.

IPAS Offered to Latin America

Flying Tigers has begun offering an additional service option for shipments moving southbound to Brazil and Argentina with the inauguration July 4 of International Priority Air Service - IPAS - to Manaus, Rio de Janeiro, Sao Paulo and Buenos Aires.

This program, offering IPAS to Latin American destinations for the first time, will provide Flying Tigers with the opportunity to generate additional revenues while offering shippers a premium service for their time-sensitive shipments.

IPAS, initially introduced in September 1983 from Europe to the U.S., is a service providing customers with guaranteed aircraft space and expedited delivery of shipments.

Handling Services for MAS at LAX

In view of similar requirements currently placed on Flying Tigers by the government of Malaysia, the U.S. government has required Malaysian Airline System - MAS - to contract with Flying Tigers for its cargo handling and warehouse needs since July 31 when MAS began service to Los Angeles.

Flying Tigers provides cargo handling services at its Los Angeles terminal for the two weekly MAS B-747 Combi flights which offer passenger and cargo service between Malaysia and the U.S. Ma-

laysia currently requires Flying Tigers to use MAS for its ground handling needs in Kuala Lumpur.

The U.S. government's positive action in this matter is a direct result of ongoing efforts to highlight the need for equitable business practices between competing international carriers.

Flying Tigers a "Preferred Carrier"

Flying Tigers has been selected by Northern Telecom, Inc. - a Nashville, Tennessee-based telecommunications manufacturer - as a "preferred carrier" for the transportation of Northern Telecom products moving primarily from Raleigh-Durham, North Carolina to destinations throughout the U.S.

As a result of this designation by Northern Telecom, a recently acquired national account, Flying Tigers will transport approximately four million pounds of high technology equipment, including business communications systems and terminals, during a one-year period.

Atlanta Gets Tiger Gateway Service

Effective September 2, "Tiger Gateway Service" - TGS - was expanded to include Atlanta as a U.S. gateway city—marking the fifth U.S. gateway destination offered in conjunction with TGS, an airport-to-door service offered from Japan to the U.S. which was introduced July 1.



CAAC Visitors

In keeping with Flying Tigers' developing relationship with the People's Republic of China, eleven representatives of the Civil Aviation Administration of China (CAAC) participated in a week-long dangerous goods training program at Flying Tigers World Headquarters in Los Angeles in June, as the result of CAAC's expressed interest in learning about Flying Tigers' dangerous goods handling methods. The program, which followed the visit to China by a Flying Tigers delegation of high level company executives (see story, this page) was arranged last year during meetings between CAAC and Flying Tigers' charter division that were focused on achieving a joint venture charter contract enhancing Flying Tigers' business opportunities in China. The CAAC group, which included nine from China and two U.S.-based CAAC employees, also toured the airline's LAX facility and headquarters operations center. Ted Braun, supervisor of charter planning, was coordinator for the visit, assisted by Frances Hayashi, secretary in training and development, Robert Lo, director of sales for Chinese accounts and Michael Gotz, instructor, serving as hosts and translators. Mr. Gotz instructed the course in Chinese. Above, CAAC visitors at Flying Tigers' world headquarters with, standing in back, l-r, Ted Braun; Ned Wallace, senior VP-contract programs/Atlantic/Latin America; Larry Nagin, senior VP-administration and general counsel; and Michael Gotz.

FLYING TIGERS review

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Lawrence M. Nagin
Senior Vice President-Administration
& General Counsel

Colleen Ferguson
Editor

Ann-Marie Hennessey
Editorial Assistant

Flying Tigers is a Tiger International Company

21st Annual Program

Six Win Prescott Scholarships

As our civilization grows and as technology advances are made, the need for every boy and girl to have additional education past high school becomes more essential. It is our hope that this (scholarship) program will give recognition to outstanding high school students and will encourage and assist talented sons and daughters of Flying Tigers employees to seek college educations to better prepare them for the future.

—Robert W. Prescott - 1965

Six sons and daughters of Flying Tigers employees have been honored this year for their scholastic and other special achievements in the airline's twenty-first annual Robert W. Prescott Scholarship Awards Program. Educational scholarships, established by and later named in memory of Flying Tigers founder and president of 33 years, Robert W. Prescott, are awarded each year to children of employees.

This Year's Winners

Scholarship recipients for 1986 are Steven Berman, son of Theodore Berman, mechanic-JFK; Steven Bouvier, son of Warren Bouvier, pilot-JFK; Christina Del Marco, daughter of Vince Del Marco, director of international sales-southern region-Miami; Jason Schuller, son of William Schuller, lead mechanic-JFK; Liane Sorakubo, daughter of Arlene Sorakubo, confidential secretary in internal audit-Headquarters; and Gail Tieh, daughter of Joseph

Tieh, traffic agent-JFK.

Prescott Scholarship winners were selected in April and were honored July 14 at a dinner on the tenth floor of the Robert W. Prescott world headquarters building in Los Angeles. The recipients and their parents were joined by Flying Tigers officers including Senior Vice President-Administration and General Counsel Larry Nagin and his wife Sherrrie; Senior Vice President-Air Operations Harold Woody and his wife Joan; Vice President-Finance Tom Barron; and Vice President of International Sales and Marketing Jack Kane; Executive Secretary Ginny Price, who is coordinator of the scholarship program; members of the scholarship selection committee; and special guests Anne-Marie Prescott, Robert Prescott's widow, and Robert Prescott's daughter French Prescott Reill.

The Program

Following dinner, Larry Nagin opened the evening's program with a brief address and then called upon Anne-Marie Prescott, who introduced each of the recipients, highlighted their special interests and achievements, and encouraged them to share some of their thoughts and goals with the audience. Scholarship certificates were presented to the winners at the end of the evening. Phyllis Rathburn, headquarters stock clerk and accomplished calligraphy artist, donated her personal time to hand letter the six certificates.

Criteria

Robert W. Prescott Scholarships are presented to graduating high



Scholarship Program Coordinator Ginny Price, above left, was assisted at the Robert W. Prescott Scholarship dinner by Joyce Yohn, headquarters secretary, above right.

school seniors who are planning college or university educations in either academic or occupational fields. The first awards were presented in 1966 and consisted of two \$1,000 awards amounting to \$250 per student each year for four years.

Currently, six awards are presented each year. Students may apply in one of two categories--Academic Awards or Occupational Educational Awards. Academic Awards offer \$4,000 each for students following four-year academic educations, deposited at the rate of \$1,000 per year at the

accredited college or university of the recipient's choice. Occupational Educational Awards offer \$1,200 each for students planning to pursue two-year occupational study, deposited at the rate of \$600 per year at the accredited school of the recipient's choice. The occupational category has been part of the scholarship program for nine years.

Scholarships are awarded on the basis of scholastic and extracurricular achievements in high school; original essays written in conjunction with the scholarship application; and, for Academic Award

applicants, College Entrance Examination Board test scores.

Selection Committee

This year's scholarship selection committee, comprised of educational and community affairs leaders from outside the company, included Mary Idela Coleman, Los Angeles Urban League; James Huck, Ph.D., human resources consultant; Phil Lewis, Ph.D., retired supervisor of psychological services for the Los Angeles Unified School District; and Aura-Lee Ageton Pittenger, Ph.D., retired professor of economics and longtime scholarships and awards program administrator in the Los Angeles Community College District.

The Winners

Steven Berman will study mathematics at Cornell University in New York. In high school Steven was a member of the National Honor Society, serving as treasurer, and was active with the Math Team, Computer Team and Science Olympiad. Steven, a National Merit Scholarship semifinalist, also participated in math tutoring and worked as a junior counselor at a youth camp in Pennsylvania. In his leisure time Steven enjoys chess and computer programming, and likes rock and roll and classical music.

Steven Bouvier will study mathematics at Wheaton College in Illinois. Steven achieved a number

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Above, l-r: William Schuller and his son Jason with Selection Committee members Dr. Aura-Lee Ageton Pittenger and Dr. James Huck.



Above, l-r: Warren Bouvier, and his wife Anita and son Steven with Anne-Marie Prescott and French Prescott Reill.



Above, l-r: Joseph and Angela Tieh and daughter Gail with Senior Vice President of Administration and General Counsel Larry Nagin.



Above, l-r: Vice President-International Sales and Marketing Jack Kane with Christina Del Marco and her parents Sally and Vince Del Marco.



Above, from left: Theodore and Murion Berman and son Steven with Senior Vice President-Air Operations Harold Woody and his wife Joan.



Above, l-r: Walter and Arlene Sorakubo and their daughter Liane with Vice President of Finance Tom Barron.

The Inside Story

High Flying Fowl to Mideast

Catching a lift to the Middle East were 56,000 young hens in a recent Flying Tigers charter flight from Maastricht, Holland to Bahrain. About half of the 14 to 16-week-old pullets will start a new life as layers. The rest will grace Arabian dinner tables.

The pullets, traveling in special light-weight plastic containers attached to pallets for easy loading, filled the entire plane.

The most critical aspect of the six-hour flight to the Arabian Gulf was maintaining temperature controlled atmosphere in the aircraft cabin. "Pullets travel well but can't take drastic changes in

temperature," said Gerard Prins, Flying Tigers Netherlands sales manager.

"Hens can't stand high temperatures or drafts—they catch cold easily."

Because of the chickens' extreme temperature sensitivity, the Flying Tigers flight was scheduled for late-night arrival in Bahrain, with immediate unloading of the pallets and trans-shipment by truck. "Precision coordination from start to finish is essential with live shipments like this," said Burt Hubbs, Flying Tigers' director of charter sales and service in Europe.



A pullet like those being loaded on board Flying Tigers' B-747 jet-freighter, above, is inspected by Maastricht Airport Operations Duty Officer Peter Kosterman before the flight from Holland to Bahrain.

Cheetahs to China Via Flying Tigers

Flying Tigers provided air transportation from the United States to Asia in July for two cheetahs traveling from the Columbus Zoo in Ohio to the Beijing National Zoo in the People's Republic of China.

The male and female cheetahs, named Pharoah and Serengeti, are part of the Columbus Zoo's cheetah collection—the world's largest. Serengeti, a female born in Columbus and Pharoah, an unrelated male, will join China's only cheetah, a twelve year old female, in an attempt to begin another successful breeding program for this endangered species.

The Beijing Zoo, which will house all three animals, is a beautiful facility containing the largest collection of exotic animals in China. Beijing Zoo officials are delighted with the gift and are looking forward to displaying and breeding the animals.

The Cheetahs will be officially presented to the People's Republic of China by a delegation from Columbus led by Mayor Dana Rinehart, Zoo Director Jack Hanna, and Ohio State University President, Edward Jennings.

The delegation will travel to China in September to make the presentation and to initiate a series of cooperative endeavors in the areas of animal husbandry and zoo and exotic animal management.

During this visit, the Columbus Zoo expects to establish a sister relationship with the Kunming Zoo in southern China with the intention to establish future exchanges of animals to strengthen the collections of both zoos.



One of two rare cheetahs, above, traveling from the U.S. to Beijing, China via Flying Tigers, is specially "tagged" for the flight.

America's Cup Racing Keel Moves LAX-HNL

A 45,000-pound keel being used in trial and training races by a leading contender in the upcoming America's Cup international sailing regatta was transported from Los Angeles to Honolulu on board scheduled B-747 flight 77 recently. The specially designed keel, which is made of lead, was placed in a special cradle designed by Dick Feuerherm, senior project engineer—HDQ, for the flight.

Horses to New Zealand

Flying Tigers is conducting an innovative "part-charter" operation encompassing approximately six flights to be operated through July 1987, carrying horses from Los Angeles, California to Auckland, New Zealand for International Racehorse Transportation, a charter broker specializing in the air transport of live animals.

The charter shipments of horses will be moved on selected frequencies of the airline's scheduled flight 77, which operates twice-weekly from the U.S. to Australia on a Los Angeles-Honolulu-Sydney-Melbourne routing. Flights carrying the horses, along with regular U.S.-Australia common carriage traffic, will operate as part-charters from Los Angeles via Honolulu to Auckland en route to Sydney and Melbourne. The first of these flights, operated July 23, transported 33 horses to Auckland onboard flight 77. The second flight is scheduled for September 17, carrying approximately 40 horses.

Cherries to Asia

Flying Tigers transported its seasonal movement of fresh cherries from the United States' Pacific Northwest region to Asia this past summer. Some 600,000 pounds of cherries moved onboard three B-747 charter flights from Seattle to Narita and Osaka, Japan, and cherry shipments totaling approximately 500,000 pounds were transported via Flying Tigers scheduled service flights.

NFL Gear from U.S. to London

Has Britain turned in its cherished soccer ball for America's oblong pigskin? It might have

seemed so in July when Flying Tigers transported two goal posts and latex paint - used to create a proper gridiron - via scheduled service from the United States to London for the U.S. National Football League.

The British, however, were just getting a closer look at American football. The equipment was used for the widely publicized August exhibition game held in Wembley, England between the Chicago Bears and the Dallas Cowboys.

Fast Action In Emergency

Flying Tigers displayed its ability to respond effectively to a customer's emergency needs in July when the airline transported a 91,250-pound shipment of blowout prevention equipment from Houston, Texas to Prudhoe Bay, Alaska that was required to contain an oil rig blowout.

Only nine hours elapsed between the shipper's first phone call and the departure of the equipment from Houston on B-747 scheduled flight 175. The priority shipment was transported for Standard Alaska Production Company, an oil drilling and production firm.

Anchorage Says Thanks for Lady Liberty

A 36x48-inch "thank you" card from the citizens of Anchorage, Alaska expressing their appreciation to the people of France for the Statue of Liberty was transported via Flying Tigers scheduled service from Anchorage to Paris in July.

The special card was sent to France's Prime Minister Jacques Chirac in conjunction with America's recent anniversary celebration for the Statue of Liberty—a gift to the U.S. from France 100 years ago.

Racers to Canada

Thirty-one Formula 1 race cars along with parts and accessories moved onboard a Flying Tigers B-747 charter flight from London, England to Montreal, Canada in June for use in the Grand Prix Labatt Du Canada. The shipment, which weighed 227,506 pounds, was transported for the Formula 1 Constructors Association and included cars representing such key names in professional auto racing as Benetton, Lotus, McLaren and Ligier.



Uncommon Carriage

A sporting phaeton - a carriage similar to the kind driven by Britain's HRH Prince Phillip at Championship events - was flown via Flying Tigers scheduled B-747 service from London, England to Baltimore, Maryland recently for Randy International (UK) Limited, airfreight agents. The carriage, above, built by Mark Broadbent of Fenix Enterprises in Devon, where Prince Phillip's carriage was built, was constructed on traditional lines using carefully selected materials, and was specially designed for a disabled driver. A subtle system of folding flaps hidden in the vehicle without showing any external difference in the design, allows a disabled person to transfer from a wheelchair into the driving seat.

Fish Stories

Sharks Join the Jet Set

Six live sharks flew from the warm waters off the coast of Miami to their new home in Dusseldorf via Flying Tigers. The large predators comfortably traveled in four specially designed, temperature-controlled tanks with filtered water and emergency back-up systems. Accompanying them was shark expert and breeder Gerrit Klay of Shark Arium, Miami, Florida.

The six big fish, three "Nurse" sharks ranging in size from 5 to 8½ feet and three "Lemon" sharks, reportedly the third most dangerous shark, will join 18 others in Germany's "Hai Show Hark."

The half hour shark show, which completed a tour of the Middle East in 1985 and will travel through-

out Scandinavia this year, features the world's largest transportable aquarium. It is filled with 60 tons of salt water and has a 3-inch thick safety glass wall enabling 400 viewers to watch the sharks swim with two human "mermaids."

"We explain where sharks come from, what they feed on and try to educate the spectators, many of whom have misconceptions about sharks," said show director Willy Bugler.

Shark expert Klay added that he regularly uses Flying Tigers to ship sharks to zoos and shows around the world.

"Flying Tigers' personnel, from pilots to ground crew and customer service staff members, are very forthcoming and helpful in taking care of these very delicate and sensitive animals."



Special temperature-controlled containers holding live sharks bound for Dusseldorf are off-loaded in Frankfurt, Germany, above.

Whale of a Tale

Operating more of its special B-747 charter flights for Seaworld Marine Zoological Parks, Flying Tigers recently transported an 8,000-pound killer whale - the largest female killer whale the airline has ever carried - from Niagara Falls, New York to San Diego, California, destined for Seaworld's San Diego park. The 20-year-old whale, along with her container and water, weighed in at 50,000 pounds for the flight.

The following day, two killer whales, seven dolphins, one sea lion and various pieces of equipment were flown from San Diego to Cleveland, Ohio for Seaworld's Cleveland facility. The two 6,000-pound whales, together with their containers and water supplies, weighed in at 30,000 pounds each. The temperature inside the aircraft was maintained at 36 degrees for the marine animals' comfort.



Honolulu-Bound "Baby"

A 3,000-pound baby elephant, a gift to the city of Honolulu from India's Prime Minister Rajiv Gandhi, traveled to Hawaii from New York recently via Flying Tigers scheduled B-747 service. The elephant, named Jyoti, was transported from JFK to Chicago on flight 71 and through to Honolulu on flight 77, stopping at LAX. The young animal began its journey in Madras, India, and was accompanied throughout the trip by its "mahout" - or handler. Above, Jyoti's mahout, left, gives his young charge a drink of water and some fresh air during the stop at LAX before the last leg of their journey, with some help from Traffic Agents Kathy Brady, center, and Sam Yates.

High-Powered Partnership

Flying Tigers and Benetton Join Forces

Flying Tigers is making high horsepower news with spoilers instead of jets and wings on the world's top Formula 1 racing circuits. Together with Italy's Benetton Group, makers of leisure and sports clothes and knitwear, Flying Tigers is sponsoring two speedy racing cars piloted by Teo Fabi of Italy and Gerhard Berger of Austria. The Flying Tigers/Benetton racing team is participating in all Formula 1 Grand Prix races during the season.

The close cooperation between Flying Tigers and Benetton is a natural, reports Carlo Talei Franzesi, Flying Tigers' general manager for Italy. Flying Tigers is the prime transporter of Benetton clothing and footwear to the United States as well as to those countries with Flying Tigers presence. Both racers will be shipped by the airline throughout the season to the various Formula 1 tracks around the world.

The B186 cars were produced by Benetton Formula Ltd., the former British Toleman Racing Car specialists and are powered by BMW. After satisfactory runs at this year's Formula 1 races in Rio de Janeiro, Jerez (Spain), San Marino, Monaco and Spa (Belgium), the cars will continue on the other international circuits before ending the season in Australia.

Benetton is one of Europe's largest sport sponsors. Apart from racing activities, the Italian casual clothing producer is also active in supporting rugby, basketball and tennis events. It is currently completing work on a new "Benetton Foundation" sports complex at Treviso, Italy.

Benetton plans to open nearly 800 shops worldwide this year to sell its fashion products, made mainly of U.S. grown cotton. The most ambitious part of this expansion plan will be in the U.S., where Benetton opened its first

shop only four years ago and today has a total of 439. Flying Tigers is a prime mover of all interior furnishings for Benetton shops throughout the world.

London's *Financial Times* reports that Benetton's consolidated net profit for 1985 jumped by 140 percent to \$64 million. The level of sales in 1985, more than double that of 1982, makes Benetton Italy's largest clothing manufacturer.

Part of the company's high-flying performance appears to be based on its ability to combine fashion with industry, says the *Financial Times*. Computer-aided design and thousands of piece-workers cooperate to make brightly colored sweaters and other clothes. Benetton clothes are currently supplied from factories in Italy, Spain, France, Scotland and the United States. They are sold through 4,000 outlets in 57 countries.



Flying Tigers' familiar logo is featured prominently on Benetton Formula 1 racer, pictured above during trials at the Jerez/Spain Grand Prix.

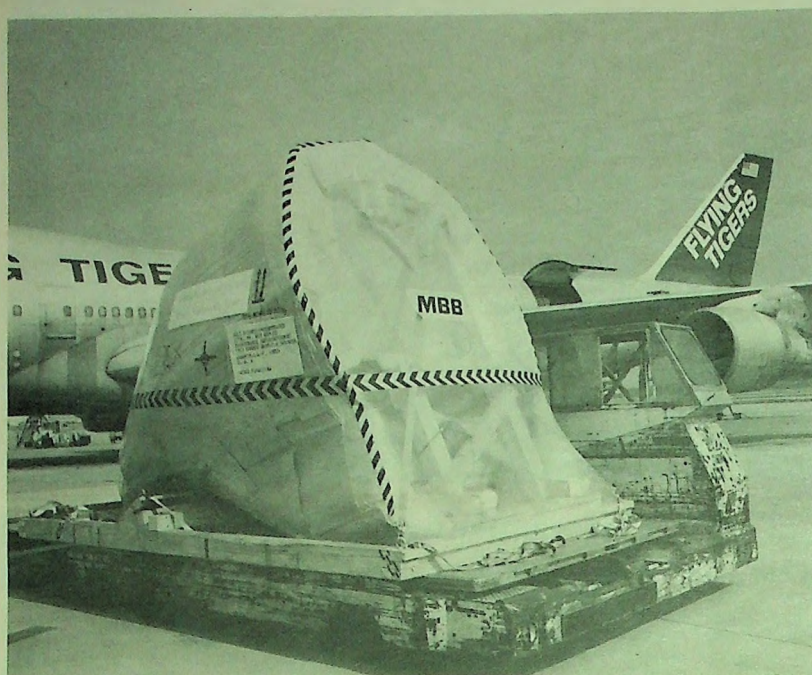


Canine Celebrities Fly JFK/LAX

Roxanne and her "understudy" O'Malley, two dogs who play the role of Sandy in the award winning hit Broadway musical show "Annie", were transported via Flying Tigers scheduled service from JFK to Los Angeles recently to appear in a Southern California production of the show. The two dogs, pictured above at JFK, returned to New York via Flying Tigers following the show's run.

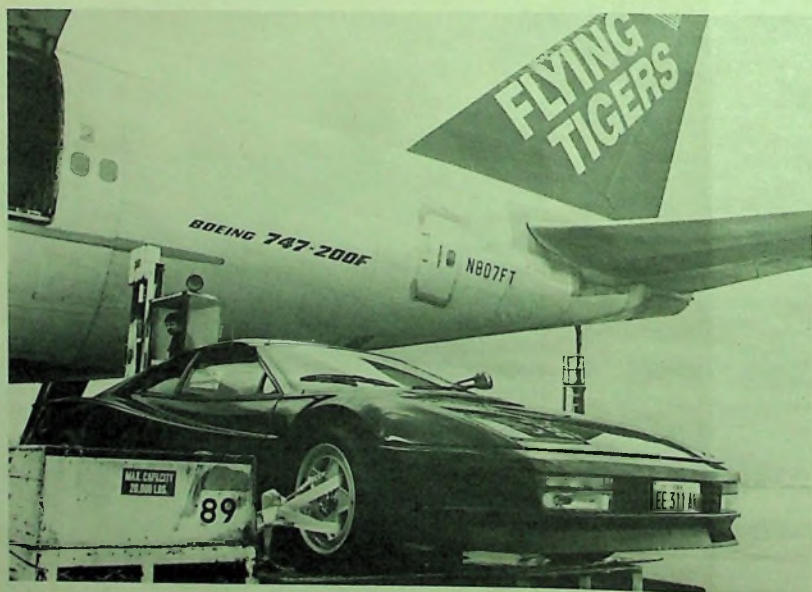
The Inside Story

Continued



Monorail from Deutschland to Disneyland

An ultra modern monorail train body destined for Disneyland in Anaheim, California was flown recently from Frankfurt, Germany to Los Angeles by Flying Tigers. Produced by MBB-Transport Technology, a product group of the German aerospace specialists Messerschmitt-Boelkow-Blohm (MBB) in Munich, the monorail measures approximately 137 feet in length and has 131 seats for passengers who will be traveling the train's 2.5-mile route around the famous amusement park. Panalpina Welttransport GmbH, Munich, was responsible for arranging door-to-door transportation from Donauwörth, Germany to Anaheim. Customs clearance was handled by Panalpina Los Angeles. Precision cargo handling was required on the part of Flying Tigers' Frankfurt terminal staff, who loaded sections of the valuable vehicle on board a Flying Tigers B-747 jetfreighter for the transatlantic trip, sometimes with less than two inches of clearance through the side cargo door. Above, the monorail's nose section awaits loading at FRA. At left, the futuristic Disneyland monorail shown on display at the June "Transport '86" trade fair in Munich, West Germany.



Flying Ferraris

Three valuable Ferrari sports cars were transported from the U.K. to new owners in the U.S. recently via Flying Tigers scheduled B-747 service from London. The cars included a prototype Ferrari Testa Rossa racing car, one of only two built by the manufacturer in 1961; a 1986 version of the Testa Rossa, above, particularly unusual because it was painted black rather than the normal Testa Rossa (which means "red head") red; and one of the original Ferrari GTO sports cars, built in 1963 and forgotten in a barn for 16 years before rediscovered and refurbished.

French Weave

Flying Tigers recently moved a heavy but highly sensitive carbon fiber weaving machine for the U.S. aerospace industry from France to the United States.

Delivery time pressures and safety concerns about Aérospatiale Space Division's machine were the deciding factors for using air-freight. Aérospatiale had to meet a short delivery deadline to insure on-time installation at Lockheed's Magna plant in the state of Utah.

The 25-ton machine traveled by land from Bordeaux, France, to Frankfurt, West Germany and

was then flown to San Francisco. From there it was transferred by truck to Utah.

Radar Unit Moves LAX-LHR

A "shelter radar unit" valued at \$3.8 million was transported via Flying Tigers B-747 scheduled service recently from Los Angeles to London for Pandair Freight, a Dutch-owned international freight forwarding company. The 13,796-pound shipment, destined for use by Plessey Radar of London, included a mobile radar unit with a connecting shelter used to protect its operators in bad weather.

Scholarships

Continued from Page 3.



Scholarship Selection Committee members Dr. Phil Lewis, above left, and Mary Idela Coleman, above right.

of scholastic honors while in high school, including Academic All American Scholar, Rutgers Scholar, National Honor Society and Garden State Distinguished Scholar, and was in Who's Who Among American High School Students. He was treasurer of the German Club, member of the varsity tennis team, choir pianist and yearbook photographer. Steven enjoys photography, coin collecting, bowling, tennis, billiards and music including classical and new jazz.

Christina Del Marco will study psychology at Florida State University. In high school she was a member of the National Honor Society and Societe Honoraire de Français, and maintained a position on the honor roll since her freshman year. Christina was a member of the Music Club, Campus Ministry, Homecoming Committee, L.I.F.E. Group and girls' tennis and basketball teams, serving as captain of the latter. Off campus she participated in a church singing group and Catholic Youth Organization, and was selected to attend a L.I.F.E. Camp summer program in Texas. In her leisure time she enjoys tennis, basketball, cycling, volleyball, running, swimming, reading, going to the beach, playing the guitar and listening to all types of music.

Jason Schuller will study engineering at Stony Brook University in New York. In high school Jason received Excellence Awards in social studies, writing, biology and health, was a National Science Olympiad in Physics Award Winner with Distinction and was a finalist in the New York State Energy and Conservation Contest. He was a member of the Honor Society, played varsity golf, was captain of the intermural basketball team and played first tenor saxophone in the Jazz, Stage, Cadet Band. In his leisure time

Jason enjoys building models, break-dancing and music, and a variety of sports including tennis, football, volleyball, pool and bowling.

Liane Sorakubo will attend the University of California at Los Angeles, with plans to pursue a career in private practice as an optometrist or ophthalmologist. In high school Liane served as secretary, treasurer and president of Squires service club and was a member of the National Forensics League, California Scholarship Federation and Japanese Club. She was an honor roll student and received a Certificate of Superiority in speech competition for expository speaking. Away from school she played in basketball and baseball clubs, was active in the Gardena Valley Baptist Church and was a co-group leader for the "Get High on Life" summer youth program.

Gail Tieh will major in biomedical engineering at Columbia University with an interest in applying her aptitude for math and science to the design and improvement of medical equipment and devices. In high school Gail was editor-in-chief for the Junior Engineering and Technological Society, secretary of the Photography Club and manager of the Girl's Cross Country and Indoor Track Teams. She placed second in a Student Energy Exposition Research (S.E.E.R.) citywide science contest and was a member of the first place team in a citywide Junior Engineering and Technical Society (J.E.T.S.) competition. Away from school Gail has been involved in tutoring and with Girl Scouts, and is a championship horseback rider, participating in dressage, jumping and foxhunting. She also enjoys martial arts, jogging, stamp collecting, breeding tropical fish, sketching, photography and playing the clarinet.

Personnel Updates

O'Hara is Director of Security

John "Jack" O'Hara has been appointed director of security, reporting to Larry Nagin, senior vice president-Administration and General Counsel.

Mr. O'Hara is responsible for security policies and programs throughout the airline's worldwide route network.

He was previously staff director and counsel, Subcommittee on Investigations and Oversight of the United States House of Representatives Committee on Public Works and Transportation in Washington, D.C. He joined this committee in 1962.

Between 1955 and 1962, Mr. O'Hara was a special agent with the Federal Bureau of Investigation (FBI) and was based in various locales including Washington, D.C.

While in Washington, D.C., he worked closely with representatives from U.S. and foreign air carriers, airport operators, government agencies and airline associations regarding worldwide aviation security issues. He was also responsible for directing a staff that reviewed legislation pertaining to the House Committee on Public Works and Transportation.

Mr. O'Hara has a Bachelor of Arts degree in accounting from St. John's University and a Juris Doctor degree from the University of Baltimore.

Nelson Sales Director, Western Region

Bill Nelson has been named regional sales director-western region, reporting to Jack Kane, vice president-international sales and marketing.

In his new position, Mr. Nelson is responsible for the direction and development of Flying Tigers' international sales organization within the western region to

achieve international sales and revenue objectives.

He joined Flying Tigers in 1972 as a sales representative in Chicago and has held various sales and marketing management positions.

Cashman Marketing Director Atlantic, Latin America

Rick Cashman has been named director of marketing-Atlantic and Latin America, reporting to Carl Asmus, senior director-international marketing.

Most recently manager of marketing-Latin America, Mr. Cashman's new duties include responsibility for planning and directing marketing programs for the airline's European, Middle Eastern and Latin American markets. He joined Flying Tigers in 1985.

Ogilvie to Terminal Post

David Ogilvie has been appointed to the position of district terminal manager-Manaus.

Most recently an account executive in Sao Paulo, Mr. Ogilvie is responsible for sales, customer service, operations and administration. He will report to Bob Walker, general manager-South America.

Chandler Terminal Manager London

Stanley Chandler has been promoted to the position of manager of terminal operations-London, reporting to Robert Wetherill, general manager-U.K. and Ireland.

Mr. Chandler's new duties include responsibility for all operations activities in London as well as the airline's Prestwick, Scotland and Shannon, Ireland offices.

Previously duty manager in London, he joined the company in 1968.

Grimm Sales Manager Germany

Peter Grimm has been named sales manager-Germany, reporting to Gerd Zausch, deputy general manager-Germany.

In his new position, Mr. Grimm is responsible for all sales activities in Germany and Austria and all customer service requirements for the airline's Frankfurt terminal.

Previously area sales manager-Frankfurt, Mr. Grimm joined the airline six years ago as district sales manager in Frankfurt.

Chan is Sales Manager Kuala Lumpur

You Leong Chan has been appointed manager of terminal sales-Kuala Lumpur.

In his new position, Mr. Chan will direct all sales and customer service activities in Malaysia, reporting to Rick Kerrigan, manager-Singapore and Malaysia.

He joined Flying Tigers in 1980 as a traffic agent in Kuala Lumpur and was most recently supervisor of terminal operations.

Whelchel is Pacific Division Sr. Analyst

Russell Whelchel has been appointed senior analyst - Pacific Division, reporting functionally to William Maid, director of freight services - Pacific Division, and administratively to Dennis Bird, director of international freight services - North America.

Mr. Whelchel, who is based at the airline's headquarters, has been with Flying Tigers three years, having worked in marketing as a senior analyst and senior economist.

Sales Achievers for 1st Quarter Named

Congratulations are due a number of Flying Tigers U.S. and International Division sales personnel, named winners in the airline's sales recognition programs for the first quarter of 1986. The winners, listed below, placed first in established, defined market groupings.

U.S. Division Winners

U.S. Division winners for the following categories include: Regional Sales Director - Betty Berryman-western region; District Sales Manager - Frank Hall-Denver; Account Executives - Ronnie D' Aquaro-Newark and Nilo Mieses-San Juan; Corporate Sales Manager - Ken Marks-Atlanta.

International Division

International Division winners: Regional Sales Director - Mike Bourke-central region; District Sales Managers - Dave Greulich-Chicago and Alex Suarez-Miami; Account Executives - Sal De Luca-JFK and Sylvia Brydon-Charlotte; Corporate Sales Director - Rick Posner-headquarters; and Corporate Sales Managers - Dennis Mack-JFK and Andrew Chong-headquarters.

Flying Tigers' sales recognition awards programs are designed to boost sales and spotlight outstanding performance by the airline's sales personnel.

Wedding Bells at HDQ

Congratulations to HDQ employees Carol Tufto, senior buyer in technical purchasing, and George Del Gaudio, facilities and equipment electrician, who were married June 14 in a garden ceremony in Palos Verdes Estates, California.

BOS Award Winner

Kathy Colpitts, part-time ramp serviceman in Boston, has been named "Transportation Airman of the Year" for 1986 for the 514th Military Wing. Ms. Colpitts is currently a senior airman, 57th Aerial Port Squadron at Hanscom Air Force Base in Bedford, Massachusetts.

--Submitted by Janet Briand-BOS

Flower Power



LAX customer service representative Jimmey Trujillo came away from the Flower and Garden Exhibit at Southern California's Orange County Fair smelling like an... orchid?! Mr. Trujillo, an avid orchid grower, walked away from his very first floral competition with first place in the orchid division as well as ribbons in the "Most Innovative Display" and "Best Indoor Garden" categories. Above, Mr. Trujillo displays a ribbon and one of his winning entries at the July event.

--Submitted by Georgia Southern-LAX

Retirements

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

Howard Anderson, maintenance planner-HDQ. 35 years.

Richard Bentley, captain-SEA. 36 years.

Mourad Boyajian, lead mechanic-LAX. 35 years.

O.J. Crummie, lead janitor-HDQ. 20 years.

Hammon Humphrey, janitor-HDQ. 18 years.

Elena Karalius, janitor-HDQ. 12 years.

John Kenney, second officer-JFK. 31 years.

Dorothy Lennon, administration clerk-SFO. 19 years.

Charles McCarthy, traffic agent-MIA. 6 years.

William Porter, ramp serviceman-LAX. 20 years.

Own Risper, painter-HDQ. 34 years.

Robert Scoble, inspector-HDQ. 35 years.

Emma Sims, confidential secretary-HDQ. 15 years.

Russell Spencer, lead ramp serviceman-DFW. 13 years.

John Stowell, mechanic-HDQ. 34 years.

Laurence Sullivan, captain-JFK. 19 years.

Bruce Waterman, inspector-LAX. 37 years.

Walter Wilkinson, lead inspector-JFK. 38 years.

Credit Lines

Refinancing Your Mortgage

Many people held off on plans to buy a house in recent years because mortgage rates were just too high. But some folks gritted their teeth, tightened their belts and bought houses financed at the high mortgage rates that were "normal" for a few years.

If you're in the second group, unclench your jaw and loosen your belt a notch - it's time to consider refinancing.

Savings can be significant when refinancing, but there are some pitfalls. Consider these factors before you make a decision:

- Your new mortgage rate should be at least 2 percent lower than what you're currently paying in order to significantly affect your payment or the amount of interest you pay.
- Look at your current mortgage agreement to see what the prepayment penalty is. If the penalty is thousands of dollars, refinancing could cost you more than it saves.

is 1 percent of the loan amount.

- If you've learned to live with your current monthly payment, consider refinancing at a lower rate but leaving your payment amount the same. You'll pay off your mortgage faster, which always saves you money. In addition, the equity in your house will increase quicker. You may even find that you can refinance to a 15-year mortgage from a 30-year term without changing the amount of your payment significantly. (Fifteen-year mortgages are available at Tiger Federal Credit Union.)
- Ask your lender to calculate the exact cost of refinancing your mortgage. Then, use those figures to shop for refinancing programs at other lending institutions as well before you make a decision.

Remember, the objective is to lighten your financial load, not just to refinance to obtain a lower interest rate.

Credit Lines is prepared for the employees of Flying Tigers by the staff of the Tiger Federal Credit Union.



In Memoriam

Elaine Bryan, former janitor at HDQ, passed away August 15. Ms. Bryan had completed 20 years of service with Flying Tigers upon her retirement in 1986.

Elmer Castor, Jr., chief operations supervisor in Dallas/Fort Worth, passed away July 17. Mr. Castor had nearly 20 years of service with Flying Tigers.

Andrew Daddario, former inspector at JFK, passed away April 8. Mr. Daddario retired in 1981 after completing 14 years of service with Seaboard World and Flying Tigers.

George Forero, second officer, passed away July 3. Mr. Forero had 38 years of service with Seaboard World and Flying Tigers.

Gervasio "Jerry" Losasso, former stock clerk at JFK, passed away June 4. Mr. Losasso, who retired in 1985, had 29 years of service with Seaboard World and Flying Tigers.

Dennis O'Keefe, traffic agent in Anchorage, passed away September 2. Mr. O'Keefe, who had 21 years of service with the airline, had been on medical leave since April this year.

Leonard Stuzenski, mechanic at headquarters, passed away July 21. Mr. Stuzenski, who had 27 years of service with Flying Tigers, had been on medical leave since September of last year.

Robert Susi, first officer, passed away July 6. Mr. Susi had been with Flying Tigers eight years.

Jamie Ventura, cashier in the cafeteria at headquarters, died in the August 31 crash of an Aeromexico DC-9 in Cerritos, California. Mr. Ventura, an employee of Marriott Corporation, which operates the headquarters cafeteria, had worked at Flying Tigers four years.



Seoul Salute

• I recently had a problem in Seoul, Korea in locating and clearing a shipment that had been handled by a freight forwarder using Flying Tigers as a carrier. Although my information indicated the shipment was in Seoul, the forwarder maintained he had no record of receipt. I asked for help in locating this critical shipment from Mr. Seung-Hoon Suh, manager of terminal operations-SEL.

Following a series of calls, Mr. Suh determined that the forwarder had made a paperwork error and the shipment was being held in Customs. He then made recommendations to correct the paperwork, helped correct the error and cleared the shipment.

Based on this experience, I want to express my thanks to Flying Tigers, and particularly Mr. Suh, for a job well done. I will continue to ship on Flying Tigers with the confidence that my shipments will arrive and be processed in a timely manner. Thanks for going that extra step.

A.J. Kolski
Lear Siegler, Inc.
Instrument & Avionics Systems
Division
Grand Rapids, Michigan

Dedicated in DTW

• This is concerning an employee of Flying Tigers, Kristi Busse (customer service representative-DTW).

Kristi's courtesy in working with our people and our company is very much appreciated. She has been a great help with our shipments and with working out problems we have had in the past with Flying Tigers.

She also arranged for me to talk to Harry Bushway (senior account executive-DTW) on a discount for NLB Corporation, NLB Corporation and I are thankful for this service to us.

I consider Kristi a hard worker and a positive asset of Flying Tigers, especially in customer relations.

Scott T. Bolton
Parts Department
NLB Corporation
Wixom, Michigan

BDL Cares

• My two cats flew on Flying Tigers from Seattle, Washington to Hartford, Connecticut recently. I felt compelled to write and thank you for their safe transport.

I was particularly impressed by the personal expressions of care from your staff at Bradley Field in Hartford when I picked them up. I believe that even the pilot was there, and interested.

I have recommended your company to several people already, and will continue to do so. Thank you very much for your service and care.

Dee Ricard
Stafford Springs, Connecticut

Praise for PIK, FRA

Letter to David Mullin, regional sales manager-Scotland & Ireland:

• Just a few lines to record our appreciation of the professionalism and service levels received from Flying Tigers' Prestwick, Scotland personnel.

Such consistently high performance levels can only be achieved by teamwork. Therefore, our appreciation is also extended to the Airport Authority staff who so effectively and professionally load and off-load our cargo, and H.M. Customs and Excise whose equally professional approach complements the team.

It is our pleasure to be doing business with such a team, and we look forward to the future and the strong possibility of increasing our business through Prestwick.

R.H. Marshall
General Manager
Cumbernauld Logistics Centre
Burrroughs Machines Limited
Glasgow, Scotland

Letter to Dieter Weckesser, sr. sales representative-FRA:

• The undersigned would like to thank you personally for your support and extraordinary efforts with the transport of our monorail train shipment from Frankfurt, West Germany to Los Angeles, California.

Without your active involvement, we are quite sure that we would not have been able to meet the given time-frame and the resulting loss of image would have been tremendous for Flying Tigers as well as for our company. Of course, competition would have been only too glad to exploit our failure.

Thank you again for your efforts.

B.X. Ruf
Panalpina Welttransport GMBH
Munich, West Germany

Seattle Satisfies

• As with any company, your best sales people are any employees who directly interface with your customers in a positive way. One such Flying Tigers' employee is Janet Harding, customer service representative at your Seattle terminal.

We were anxiously awaiting a silver shipment from Handy & Harmon's Connecticut plant. There was very tight scheduling after its arrival that involved many companies and many people in various parts of the country. Any slip in delivery would affect subsequent processing and require incredible rescheduling all along the way for the next few weeks.

Unfortunately, Handy & Harmon missed their Friday shipping date. The silver was not given to Flying Tigers until the following Monday. Being aware of that from our many telephone conversations with New York and Connecticut, we arranged to have one of our engineers intercept the silver at the Seattle-Tacoma airport in order to hand deliver the material to the first subcontractor in Kent, Washington and thereby recoup the lost time and retain the original scheduling. He left for Seattle as soon as we had verified from the manifest that the shipment had arrived Tuesday morning.

Again unfortunately, Handy & Harmon had failed to send the shipment prepaid as agreed. Our engineer was already on his way (it is a three-hour drive) when we were apprized that the shipment had been sent "collect." Since we rarely receive air shipments, we

do not have an account with Flying Tigers. We had a BIG problem.

I called your Seattle office and spoke to Janet Harding, explaining our predicament. She put me on hold while she arranged to open an account for us so that the shipment would be released to our engineer.

We have been in business for sixteen years and have run into our share of problems. Some have been resolved quickly with the cooperation of others. Most, sad to say, have not been that easy. This particular problem falls happily into the former category. I was very impressed, and thankful for, the speedy resolution Janet accomplished. She is an employee that Flying Tigers can be very proud to have.

In the future, when we think of Flying Tigers, we will automatically think of cooperation and service. She, and others like her, are the best advertising and sales tool you can have. We thank her for the prompt and efficient manner in which she handled this problem. She should be commended for her superior service.

Jan Hare
Treasurer
Northwest Technical
Industries, Inc.
Sequim, Washington

Alert in ANC

• I would like to extend my personal thanks to Flying Tigers' employee John Hudson (ramp serviceman-ANC). John's alertness and cooperation is appreciated by Plant Protection and Quarantine and all personnel involved in protecting American agriculture.

John found a live Scarab beetle (a plant pest that can be economically disastrous to agriculture) on a cargo pallet off-loaded from a Flying Tigers' flight. He turned the beetle over to a PPQ officer and explained where the pest had been located. The officer inspected the empty aircraft, pallets and cargo for additional specimens and no further infestation was evident. He was able to dispose of the insect properly.

Thanks again to John for his alertness and cooperation in this matter.

Frank A. Rothgery
Officer in Charge
U.S. Department of Agriculture
Anchorage, Alaska

Service Center's A Winner

• I recently called Flying Tigers' World Service Center to obtain information on a shipment of computer monitors that were supposed to have arrived at my customer's site in Texas for us to install. Ms. Marsha Yelland (customer service representative, world service center-HDQ) took my call and communicated to me a genuine desire to help me even though I was not the most pleasant person in the world to deal with at that moment.

She did some checking and then indicated to me that the shipper had not taken into consideration the fact that the shipping destination was in a remote location and normally took an additional day to arrive. Since my staff and I were scheduled to complete this installation and depart by noon the next day, I was in a very difficult situation and asked Ms. Yelland for any assistance she might be able to provide.

Ms. Yelland not only located my shipment, but also arranged for it to be delivered to my motel at that remote location before 7:00 a.m. the following morning. She could

have easily told me that she could do nothing and I would have been one less problem for her that night, but instead she chose to go the extra distance necessary to help a customer in great need. Unfortunately, there are a lot of people in the service industries who either don't know how or don't want to do what it takes to serve. Therefore, when I see that extra effort, I believe it deserves encouragement.

I suggest you take good care of Ms. Yelland. Her kind is hard to find.

L.H. "Rocky" Forshey
Corporate General Manager
Computerland of Colorado
Springs
Colorado Springs, Colorado

• Recently, we had a "problem" shipment to be moved from Louisiana to New York which was ultimately destined for The Republic of Ivory Coast and its presidential palace. The cases would not fit into conventional aircraft.

Ms. Katrina Ho (customer service representative, world service center-HDQ) made the impossible very possible and saved the day. People like Ms. Ho are a definite asset and I just felt that her very positive and accommodating manner and service should be brought to your attention.

Keep up the good work, Flying Tigers.

Richard Marcheski
President
Royale International Transport, Inc.
Hollis, New York

• My company has been importing goods to the U.S. from Europe since 1983 and has used Flying Tigers for the transportation of these goods. We've met with problems on nearly all transactions and, it seemed, were unable to find anyone in your organization who would take the time to help us in expediting our shipments.

Sometime last year during an extremely frustrating experience with Flying Tigers, I happened upon Mr. Frank Lipinski (supervisor, world service center-HDQ). Mr. Lipinski was, and has been since, extremely helpful to me in my dealings with Flying Tigers. He has always been very courteous, cooperative and conscientious. I am extremely pleased with the service I have received from him and wish to bring this to your attention. I feel employees such as Mr. Lipinski are the most valuable assets of a company's success.

H. Reha Altug
President
Alltoo Import & Trade, Inc.
Phoenix, Arizona

Magnificent Miami

Letter to Toni Arsenault, customer service representative-MIA:

• We personally wanted to thank you for all of your special efforts and personal attention you put into the special delivery of our client's exhibit material.

The show was a success thanks to people like you who will go out of their way to help others. You are a real asset to your company. It's not often that we get to deal with people that are as kind as you have been to us.

It was a pleasure doing "brief" but good business with you. Thanks again.

Sara Holland
Traffic Manager
Lynch Industries, Inc.
Pennsauken, New Jersey

Customer Relations Kudos

Letter to Rosita Lindo, customer relations representative-HDQ:

• I want to thank you for your kind and courteous manner in handling my adjustment request and in expediting my credit when I called recently.

It is a pleasure to know that Flying Tigers is not only the most expeditious way to ship household goods, but also has customer relations personnel who are understanding and capable as well.

Laurie Breier
St. Thomas, Virgin Islands

Thanks from MAC Passenger

• I am aboard Flight US19 of July 27 from Los Angeles, California to Clark Air Base in Manila, Philippines, and I would like to commend the excellent services that have been provided by the entire air crew. Coming from the medical profession, I know how much praise can motivate, and I offer it freely.

Both crews from LAX-ANC and ANC-CRK have been excellent. Both pilots have been reassuring and instructional, providing frequent, but not too frequent explanations of the flight. All flight attendants that I have had the pleasure to come into contact with have been extremely courteous, friendly, attractive, well-groomed and always had a smile on their face. Having traveled extensively on most major airlines, I can say with confidence that the performance of today's air crew has been the most pleasurable and professional of any that I have seen.

Keep up the good work.

Roger Miller
Lieutenant Commander
Medical Corps
United States Naval Reserve
FPO San Francisco, California

P.S. A list of the air crew follows: LAX-ANC flight segment - Capt. Jim Theobald, First Officer Herbert Holmes, Second Officer Dale Hargrave and Flight Attendants Linda Cerny, Judy Morse, Ann Ventouris, Leo One, Mary Lake, Sandra Ferguson, Arnola Blomquist, Blair Odom, Gail Morrison, Philip Beckerman, Debbie Keating, Kerri Clark, Michele Eagans, Susan Hart and Michael Haines. On the ANC-CRK flight segment: Capt. Dan Cork, First Officer William P. Smith, Second Officer John Brown and Flight Attendants Diane Hernandez, Teri Field, Holly Culver, Victoria Stark, Tiffany O'Hara, Sally Schaeffer, Annette Hughes, Lori Krawchuk, Craig Krawchuk, Ara Ghazarossian, Patricia Parlette, Joanne Koncan, Marilyn Pozas and Tom Rutowski.

LCK Laudits

Letter to Jim Murray, director of terminal services-LCK:

• Thank you for the very fine hospitality extended during our recent visit and tour. This was a particularly informative trip.

Your continuing commitment to quality performance in support of military requirements is of critical importance to our Nation's defense preparedness.

Again, thank you for the opportunity to visit.

Lawrence D. Garrison
Major General
U.S. Air Force
Defense Construction Supply
Center
Columbus, Ohio