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Gasper Station Performs Turnabout Wins Presidential Award



Casper station personnel received the Frontier Presidential Award the latter part of April. Above, President A. L. Feldman (left) presents the coveted plaque to Sales/Service Manager Jim Schneider, who accepts in behalf of his personnel. To find out about the Casper station achievement, see story on page 4, "What Moves a Station to the Top?".

What Moves a Station to the Top? CASPER PERSONNEL CAN TELL YOU

On April 27 at an appropriate banquet setting in Casper, Frontier's President, A. L. Feldman, presented fifteen deserving Casper station personnel with the company's Presidential Award. It was the first time this award honored a station group.

Jim Schneider, Sales/Service Manager at Casper, proudly accepted the plaque in behalf of his personnel who were all present. Handsomely engraved across the face of the plaque are the names of the fifteen Casper station personnel who worked hard to make the presentation become a reality.

WHAT HAD THEY DONE?

In addition to other wording scribed on the super-shiny plaque is: "Given in recognition of on-time performance, cost control, commitment to company objectives and enthusiasm."

This plaque marks a sharp turnabout from some time ago when the Casper station was problem-ridden. These problems were evident to customers who made their awareness known indirectly through downhill boarding results. Throughout the station, the general attitude left something to be desired.

Following a thorough investigation,



Collectively sharing honors of the company's Presidential Award presented by President Feldman are the Casper personnel. Left to right (kneeling): Robert France, Station Agent; James Schneider, Sales/Service Manager; George Woodward, Station Agent, and Ermund Huseth, Station Agent. Left to right (standing): John Knapp, Senior Station Agent; Ron MacLeod, Air Cargo Representative (formerly Regional Manager-Transportation Services); Ken McIntosh, Station Agent; Richard Norway, Station Agent; Don Siemans, Station Agent; Wynn Roberts, Station Agent; Alma Welty, Ticket Counter Agent; Roger Greenlee, Station Agent; Robert Vineyard, Station Agent; Robert Tucker, Station Agent; Donald Scheetz, Senior Station Agent, and Ronald Huet, Senior Station Agent.

certain changes were implemented. Under the new leadership of Jim Schneider as Sales/Service Manager, things began falling into place. Soon, but not without dedicated work, that old zip started showing up again. Teamwork was manifest behind the ticket counter as well as in operations. Individual enthusiasm plus the desire to be people-oriented became evident. As a result, on-time performance at Casper skyrocketed from a customer-losing low of one year ago to a customer-winning performance average of 99.5 percent for January, February and March.



Jim Schneider
Sales/Service Manager—Casper
"It's a pleasure to come to work nowadays."

This period included several nasty winter weather days. Additionally, that sensitive group of people known as our customers was fast to see the positive attitude projected by the "new" Casper station personnel. Boardings increased by 23 percent during 1970.

"It's a pleasure to come to work nowadays," says Jim Schneider. "Everyone is here because he wants to be here." Also, according to Jim, Casper personnel find the work to be done and are happy doing it.



John Knapp
Senior Station Agent—Casper
"This Casper really has it."

John Knapp, Senior Station Agent, who has worked in some five stations throughout his Frontier career, says, "Of the stations I have worked, Casper and one other are highest in cooperation, and this Casper really has it."

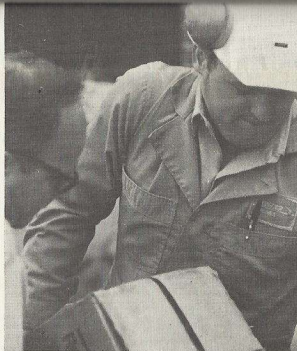
"Individually and collectively, we are proud of this award," stated Don Scheetz, Senior Station Agent.

GOAL SET

One thousand consecutive on-time flights was one of the new goals for Casper personnel. This past winter, they reached as high as 827 consecutive on-time flights, then—blooey! In subfreezing temperatures, a deicing got the best of them by only a few minutes. So, after starting from scratch again, Casper station is already beyond 112 consecutive on-time flights and is going for 1,000.

Making commitments and meeting them in all aspects of station operations is what placed Casper station personnel in the lead. Now, they have one goal—to stay on top.

That's not all of the story. When you read earlier that all Casper station personnel were present at the banquet, you might have wondered who was watching



Cooperation and teamwork throughout the station as exhibited above by Station Agents George Woodward (left) and Robert Vineyard is commonplace.

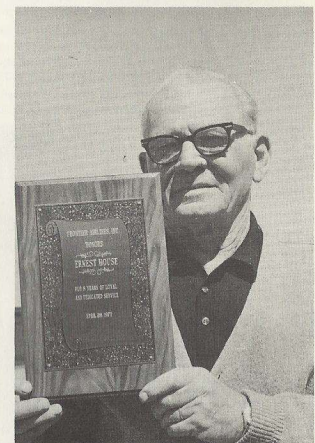


Don Scheetz
Senior Station Agent—Casper
"Individually and collectively, we are proud."

the store. Well, here's where cooperation comes in. Volunteering their time to work the Casper station the evening of this banquet were Al Krauter and Steve Schuman, Station Agents from Billings, John Scoville, Ticket Counter Agent from Denver, Lindley Brooks and Jay Wilson, Station Agents from Denver.

Aerojet Nuclear Systems. Wayne is a graduate of the United States Merchant Marine Academy and has done graduate work in business and engineering at Purdue, Cincinnati and Xavier Universities. He was a pilot in naval aviation and has a commercial pilot's license.

Ernie House Retires



ERNEST HOUSE
"So long fellas. I love you and I'll miss ya."

Following eight years of dedicated service to Frontier, Ernie House, Paint Shop-Denver, has retired effective April 28.

Ernie, who joined former Central Airlines in Ft. Worth in February of 1963, was the guest of honor at a heavily attended farewell gathering in the Sheet Metal Shop on April 28. Ernie's loyalty and close friendship with many employees both at the General Offices/Operations Base and from other locations was evidenced by the large turnout of well wishers.