

Employees Receive Frontier News at Home

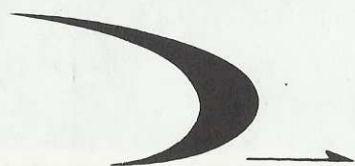
Frontier Airlines' employees and family members system-wide are now receiving and enjoying *Frontier News* at home.

Produced monthly by the Public Communications Department, *Frontier News* contains company/general industry news and information for and about employees and their families. This new program is designed to better inform families as well as employees about Frontier Airlines and its personnel.

Look for your copy of *Frontier News* the latter part of each month.

FRONTIER'S CAPTAIN BILL McCHRYSTAL
HONORED AS PILOT WITH MOST DC-3 TIME—
SEE STORY ON PAGE 2

FRONTIER AIRLINES



FRONTIER NEWS

Vol. 4, Number 5

Published for Frontier Airlines Employees and Their Families

July, 1971

FLIGHT HOST PROGRAM EXPANDS

Frontier Airlines' recently inaugurated flight host program has met with such success that new Flight Hosts have been named to expand this program to other markets. Beginning in mid-July, five new Flight Hosts will be aboard Frontier jets between Denver and Dallas. The flight host program has been in effect between Denver and St. Louis.

The new Flight Hosts include: Brad Clark, formerly Ticket Counter Agent-OMA; Bob Wear, formerly Ticket Counter Agent, DEN; Neal Buford, formerly Ticket Counter Agent-OMA; Mike Kennedy, formerly MKC Ticket Counter Agent; and Rex Lane, formerly Ticket Counter Agent-DEN.

These gentlemen will be working with Flight Hosts, Fred Elliott, Chuck Fahrenholz, Roger Gunderson and Larry Scofield.

Heading up the expanded flight host program is Richard "Ski" Gryczkowski as Manager.

Purpose for the program is to provide increased customer service through in-flight ticket sales.

Six Retirees Represent 115 Total Years of Service

There were cake, coffee, live music and, of course, reflections — reflections which encompassed 115 total years of service with the company.

The recent occasion was one of the largest retirement celebrations to take place at Frontier.

James W. Arpey, Vice President-Technical Services, before a large crowd of fellow employees in the hangar area of the Headquarters/Operations Facility in Denver, praised the six employees for their dedication to the company.

The retirees included: Willard R. Myers, Technician-Instrument Shop, DEN (24 years service); Irene G. Scott, Cleaner-Aircraft Appearance, DEN (22 years); Harry R. Bradley, Mechanic-Automotive, DAL (20 years); William E. Bowen, Cleaner-Aircraft Overhaul, DEN (19 years); J. D. Dossey, Technician-Line Maintenance, PHX (18 years) and Howard Barnes, Janitor-Aircraft Support Services, DEN (12 years).

Each retiree also received from the company a handsomely engraved bronze plaque as well as gift items from fellow employees.



Irene Scott receives engraved plaque from Jim Arpey, Vice President-Technical Services. Irene has worked for Frontier for 22 years.

TUCSON GETS SELF-APPOINTED SALES TEAM



Manager.

Purpose for the program is to provide increased customer service through in-flight ticket sales.

TUCSON GETS SELF-APPOINTED SALES TEAM



Concentrating sales efforts on Tucson travel agents are Frontier Ticket Agents (left to right) Jim Oby; Jim Butler, Sales/Service Manager-Tucson; Dee Kearns and Fred Kahn.

When your city no longer has a sales representative or team, what's your next move? Tucson agents headed by Sales/Service Manager Jim Butler say, "Make your own sales calls."

Realignments some time ago in Frontier's sales program left Tucson minus a resident sales representative or district sales manager. (Tucson is covered by the Phoenix regional sales office.) As a result, three ticket agents — Jim Oby, Dee Kearns and Fred Kahn—as well as Sales/Service Manager Jim Butler, volunteered their time to make business calls on Tucson travel agencies.

The Tucson station has two early morning jet flights which have heavy boardings. These departures are followed by a long break before the next flight is scheduled. It is during this break that agents Oby, Kearns and Kahn and Sales/Service Manager Butler take up their bulging brief cases and make sales calls on assigned travel agents throughout

Tucson. As the time nears for the next flight of the day, each returns to the airport in preparation for Frontier's flight arrival.

Every two weeks on Monday, Tuesday and Wednesday travel agents can look forward to a visit from a member of Frontier's volunteer sales force. The weekdays on which the sales calls are made are generally the lighter days at the ticket counter. This enables the remaining Tucson agents to adequately handle Frontier's airport business.

According to Jim Butler, the volunteer sales agents are well received by travel agencies. Several travel agents stated that they were pleased with the program and, in fact, looked forward to receiving the agents in their offices on sales calls in the future.

Frontier's Adult Standby Fares and jet service to Chicago from Tucson were highlights of the first round of sales calls.

ices, DEN (12 years).

Each retiree also received from the company a handsomely engraved bronze plaque as well as gift items from fellow employees.



Mr. and Mrs. William Bowen. Bill has been with Frontier for 19 years.



Mr. and Mrs. Howard Barnes receive congratulations from a fellow employee. Howard joined Frontier 12 years ago.

Irene Scott receives engraved plaque from Jim Arpey, Vice President-Technical Services. Irene has worked for Frontier for 22 years.



Mr. and Mrs. Willard Myers. Willard has been at Frontier for 24 years.



Mr. and Mrs. J. D. Dossey. J. D. joined the company 18 years ago.



Mr. and Mrs. Harry Bradley. Harry has served with Frontier for 20 years.

SPECIAL MESSAGE

Employees and New Strategies Reap Results

"Mr. A. L. Feldman, President
Frontier Airlines, Inc.

"Dear Mr. Feldman:

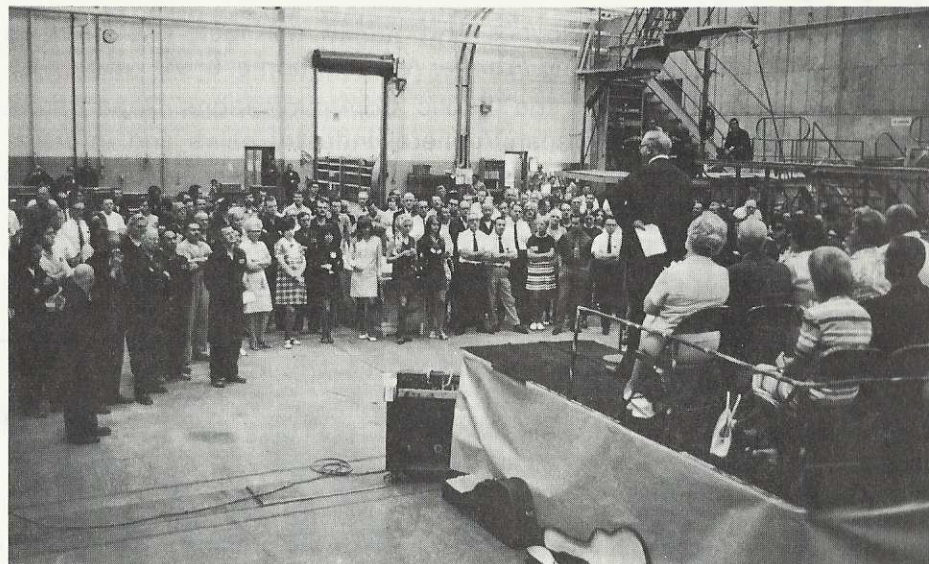
"I am writing this note to express to you my pleasure of the manner in which I was recently accommodated by a member of your staff at St. Louis' Lambert Field.

"Having arrived very late for Flight No. 11 to Denver on Monday, June 14, and without a ticket, one of your counter girls sprung to action and personally escorted me to the aircraft to assure my making the connection. Because of her willingness to go out of her way to take me by the shortest route and because of her being informed that an agent would be on board this particular flight through which I could purchase my ticket, I was able to make my scheduled appointment in Denver.

"Unfortunately, I was unable to obtain the name of this individual because of the haste. This action plus the excellent food served en route encouraged me to select Frontier for my return flight. I appreciate this kind of service and thought it worthwhile to call it to your attention." — E. Edgerley, Jr., Ph.D.

EDITOR'S NOTE: Frontier News thinks the letter published above from an obviously pleased Frontier passenger offers a special message to all personnel.

Mr. Edgerley's complimentary note of appreciation is indicative of the fine service being rendered by employees daily. It also stresses the high value of the company's customer service



Retiring employees and their spouses joined together in ceremonies earlier this month which paid tribute to them for their 115 total years of service with Frontier. James W. Arpey, Vice President-Technical Services (at the microphone on platform), introduces each of the retirees to a large group of fellow employees. The program, which included live music, cake, coffee and gifts, took place in the west bay of the Headquarters/Operations Building.

BILL McCHRYSTAL HONORED AS MR. DC-3

Salt Lake Tribune
Photo by Tim Kelly



Captain William A. McChrystal has flown the DC-3 more than any other pilot in the United States.

Each fall and winter while viewing his favorite grid games on TV, Frontier's Captain William A. McChrystal, Manager-Flight Operations, SLC, also keeps score on his total number of flight hours.

Captain McChrystal's scorecard paid



Regina Nichols, Kansas City-based stewardess, receives from President Feldman the company award honoring her as Stewardess of the Month for May. Regina has been flying for Frontier since March, 1969.

letter published above from an obviously pleased Frontier passenger offers a special message to all personnel.

Mr. Edgerley's complimentary note of appreciation is indicative of the fine service being rendered by employees daily. It also stresses the high value of the company's customer service strategy and the new inflight sales program. The honest and efficient manner of employees and the new strategies are beginning to reap results.

By the way, the helpful ticket agent referred to in Mr. Edgerley's letter is Marg Bussell.

BLAYLOCK NAMED GENERAL TRAINING DIRECTOR



Clay Blaylock
Director-General Training

Clay Blaylock has been named as Frontier's Director of General Training, as announced by Charles L. Demoney, Director of Sales.

In his new assignment, Mr. Blaylock is responsible for all general training assignments except maintenance and pilot training.

Some areas for which Mr. Blaylock is responsible are management training, stewardess, station and sales training.

Mr. Blaylock joined the company in 1957 as a station agent in Fort Worth. He has since worked as a JAMTO (Joint Airline Military Ticket Office) representative at Amarillo Air Force Base, a sales representative in Dallas and as Manager-Military/Cargo Sales in Dallas. He has also held the position of Manager-Military Sales in Denver and Manager-Commercial and Government Sales. His most recent position in Denver was that of Manager-Market Training.

States.

Each fall and winter while viewing his favorite grid games on TV, Frontier's Captain William A. McChrystal, Manager-Flight Operations, SLC, also keeps score on his total number of flight hours.

Captain McChrystal's scorecard paid off earlier this month with total DC-3 flight time reaching 17,111 hours. THAT'S MORE DC-3 TIME THAN ANY OTHER PILOT IN THE UNITED STATES. This honored position came to light early in July at Reading, Pennsylvania. It was there at the 22nd Annual Maintenance and Operations Meeting of the Reading, Pennsylvania Air Show that sponsors were seeking "the" man who had flown the famed DC-3 the most.

After scanning through stacks of entries from across the nation, a Mr. Torch Lewis, columnist for *Business & Commercial Aviation* Magazine, notified Captain McChrystal that he had outstretched all other pilots in the United States with his 17,111 DC-3 flight hours.

Bill McChrystal is presently rated to fly the Convair 580 and Boeing 737 aircraft for Frontier. His flying career began in Salt Lake City in 1939 at which time he qualified for the Civilian Pilot Training Program offered by the United States Government. Following that, Bill was accepted for further flight training in United Air Lines' flight program.

(Continued on Page 4)



Regina Nichols, Kansas City-based stewardess, receives from President Feldman the company award honoring her as Stewardess of the Month for May. Regina has been flying for Frontier since March, 1969.

FAST ACTION NETS JOHNNY GIBBS PRESIDENTIAL AWARD

Fast action on the part of Johnny Gibbs, Frontier Station Agent in Albuquerque, won him Frontier's coveted Presidential Award and a \$100 savings bond from President Feldman.

On May 14, Frontier's flight 592 with 42 passengers aboard and both engines running, was in preparation for taxiing away from the ramp. Suddenly a gust of wind at an estimated speed of 60 miles per hour started three idle baggage carts from another airline rolling toward Frontier's flight 592. At this time, Johnny Gibbs, who was working the ramp driving a double-deck Scout truck, observed the baggage carts rolling toward the number two engine of flight 592.

Springing into action, Gibbs used the Scout truck he was driving as a battering ram to stop the free-rolling baggage carts

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News Items and Photographs are welcome.

Co-mail for the FRONTIER NEWS should be directed to DEN-GP.

Neal T. Amarino Manager-News Bureau/Editor
Kandee Stephens Executive Secretary



SERVICE AWARDS



20-YEAR SERVICE PINS—JULY

Brooks, R. S., Captain, DAL
 Cole, R. A., Mgr.-Passenger Sales, DEN
 Leonard, K. K., Supv.-Air Cargo Acctg.,
 DEN
 Veldboon, G. H., Captain, DEN
 Walters, F. M., Aircraft Tech., DEN

15-YEAR SERVICE PINS—JULY

Duffek, R. L., Sales/Service Mgr., LBF
 Harrison, W. B., Captain, SLC
 Hett, K. M., Sr. Station Agent, TUS
 Searle, T. E., Captain, SLC
 Seybold, R. D., Sales/Service Mgr., PUB
 Thomas, C. G., Captain, SLC

10-YEAR SERVICE PINS—JULY

Ade, C. A., First Officer, DEN
 Bombard, R. I., Captain, MKC
 Brown, W. J., First Officer, DAL
 Couchman, T., Reliability Analyst, DEN
 Cummings, C., Aircraft Tech., DEN
 Force, S., Sr. Reservations Agent, DEN
 Grogg, H. D., First Officer, DAL
 Hunt, J. G., Station Agent, GTF
 Hutchinson, N. J., Sr. Station Agent, LAW
 Knight, M. D., First Officer, DEN
 MacLeod, W. R., First Officer, DAL
 Middlebrooks, M. L., First Officer, DAL
 Miracle, D. W., First Officer, DEN
 Schardt, C. L., Stewardess, DEN
 Schluter, O., Aircraft Tech., DEN
 Scrivner, J. R., First Officer, DEN
 Smith, F. O., Captain, DEN
 Spivey, C. J., First Officer, DEN
 Staves, G. C., First Officer, DEN
 Stewart, H. W., Supv.-Pricing, DEN
 Sumner, L. E., Station Agent, GJT
 Washburn, A., Aircraft Tech., DEN

5-YEAR SERVICE PINS—JULY

Brockett, D. D., Aircraft Tech., DEN
 Burgener, L. F., Mgr.-Computer Systems,
 DEN
 Burnett, A. W., Second Officer, DEN
 Fellows, L. M., First Officer, DEN
 Fendt, F. S., First Officer, DEN
 Genereaux, E. P., First Officer, DEN
 Harms, L. F., Station Agent, LNK
 Harpin, R. J., Sr. Station Agent, DEN
 Harsen, G., First Officer, DEN
 Hatfield, E. E., Station Agent, OMA
 Huffman, C. W., Stock Clerk, DEN
 Imhoff, R., Aircraft Tech., DEN
 Kempner, E. M., Aircraft Tech., SLC
 Knight, R., Reservations Agent, DEN
 Knudsvig, L., Station Agent, MOT
 Laguna, J. L., Second Officer, DEN
 Larason, K. D., First Officer, DEN
 Lippert, R. D., First Officer, DEN
 Maillet, G. E., Mgr.-Simulator Engineer-
 ing, DEN
 Mann, J. C., Aircraft Tech., DEN
 Mann, J. D., Station Agent, MKC
 Moritz, N. M., Reservations Agent, DEN
 Olson, E. H., Captain, BFF
 Peterson, K. R., Station Agent, OMA
 Redmond, R. W., Fueller, DEN
 Salensky, M. S., Station Agent, LBL
 Schumacher, R. D., Station Agent, BIS
 Sharp, D. C., Station Agent, JAC
 Thompson, G. W., Station Agent, FMN
 Vascellaro, S. P., Second Officer, DEN
 White, R. A., Clerk, DEN
 Wilson, E. G., Reservations Agent, DEN
 Woodman, E., Ticket Counter Agent, DEN

JOHNNY GIBBS
PRESIDENTIAL AWARD

(Continued from Page 2)

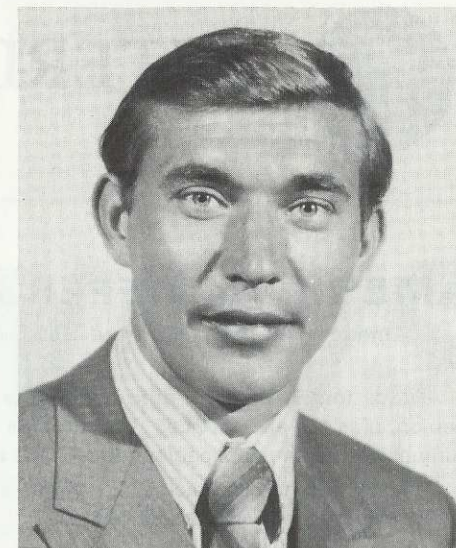
from careering into the spinning pro-

GRYCZKOWSKI NAMED
MANAGER-FLIGHT HOSTS

Richard "Ski" Gryczkowski has been named to head Frontier Airlines' flight host program as Manager. He has been a Flight Host since the inception of the program in June.

Ski joined Frontier in April of 1966 as a station agent in El Paso. He has worked in various positions including president's assistant (a former inflight program) and sales representative.

Frontier's Flight Hosts provide expanded customer service by assisting passengers inflight with ticket sales and reservations.



Richard "Ski" Gryczkowski
 Manager-Flight Hosts

PERSONNEL SPECIALIST POSITION
GOES TO NADINE KANTWERK

Nadine Kantwerk has been named to the position of Personnel Specialist in the Personnel Department. In her new position, Nadine is responsible for the coordination of the company's Equal Employment Opportunity activities through the Corporate Affirmative Action Pro-

Smith, F. O., Captain, DEN
 Spivey, C. J., First Officer, DEN
 Staves, G. C., First Officer, DEN
 Stewart, H. W., Supv.-Pricing, DEN
 Sumner, L. E., Station Agent, GJT
 Washburn, A., Aircraft Tech., DEN

White, R. A., Clerk, DEN
 Wilson, E. G., Reservations Agent, DEN
 Woodman, E., Ticket Counter Agent, DEN

JOHNNY GIBBS PRESIDENTIAL AWARD

(Continued from Page 2)

from careening into the spinning propellers of flight 592.

As a result, President Feldman expressed his personal congratulations to Johnny for his alert action. Frontier's Presidential Award program was established to recognize employees for especially meritorious action which benefits the company.

"The alertness which Johnny Gibbs displayed in averting a mishap," said Mr. Feldman in his award presentation, "is certainly indicative of meritorious action."



Mrs. Nadine Kantwerk
Personnel Specialist

Nadine Kantwerk has been named to the position of Personnel Specialist in the Personnel Department. In her new position, Nadine is responsible for the coordination of the company's Equal Employment Opportunity activities through the Corporate Affirmative Action Program.

Nadine joined Frontier in April of 1967 as a Reservations Agent. She later transferred to the Finance Division, where she has worked until her latest assignment. She has attended Williamson Business School and Spelman College, both in Atlanta, Georgia.

Dallas Welcomes Thornton As Regional Sales Manager



Ronald Thornton
New Regional Sales Manager—Dallas

Ronald Thornton has been named as Frontier's new Regional Sales Manager in Dallas/Ft. Worth.

During the past two years, Ron worked for Frontier as a sales representative in Salt Lake City. He joined the carrier in 1969 with a solid airline background, having worked previously for another carrier.

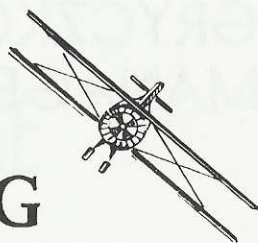
Thornton's new assignment in Dallas/Ft. Worth is effective immediately. He is located at Frontier's City Ticket/Sales Office at 1901 Commerce Street, Dallas. Thornton replaces Kenneth W. Gann in Dallas who transferred to Denver as Regional Sales Manager.

PERSONNEL CHANGES

NAME	FROM	TO	BASED
Dale Burns	Station Agent	Sr. Agent	MKC
Cecil Bauer	Budget Analyst	Supervisor Refunds	DEN
Steve Beasley	Internal Auditor	Budget Analyst	DEN
Rondall Herring	Station Agent	Sr. Agent	JAC
Nadine Kantwerk	Clerk	Personnel Specialist	DEN
Florence Moreno	E.A.M. Operator	Data and Info. Controller	DEN
Judy Schmidt	Asst. Cashier	Sr. Clerk	DEN
Peter Black	Sales Representative	District Sales Manager	COS
Jude Ruegge	Records Clerk	Maintenance Clerk	DEN
Linda Martinez	Jr. Clerk	Clerk	DEN
Rich Denison	Jr. Clerk	Clerk	DEN
Irene Jones	Jr. Clerk	Clerk	DEN
Sandra Ford	Jr. Clerk	Clerk	DEN
Carol Morgan	Clerk	Mail Clerk	DEN
Gary Smith	Clerk	Sr. Clerk	DEN
Fred Elliott	Jr. Clerk	Clerk	DEN
Larry Scofield	Sr. Agent	Flight Host	DEN
Vince Davis	Ticket Counter Agent	Flight Host	DEN
Elaine Ritchey	Station Agent	Sr. Agent	DEN
Kathleen Juergens	Clerk-Typist	Secretary	DEN
Ron Thornton	Data Conversion Operator	Sr. Data Conversion Operator	DEN
John Adkins	Sales Representative	Regional Sales Manager	DAL
Richard Gryczkowski	Mgr. Employee Information	Mgr. Office Administration	DEN
Betty Hyde	Sales Representative	Mgr. Flight Hosts	DEN
Dorothy Armstrong	Clerk	Sr. Clerk	DEN
	Flexowriter Operator	Maintenance Investigator	DEN



INTERLINING



AMERICAN OFFERS HAWAII TRIPS

American Airlines and Island Holidays are offering "The American Way to Hawaii."

This tour is being offered at the low ground arrangement cost of \$174.50 per person, plus tax and services. The interline agreement between Frontier and American Airlines will be the applicable reduced rate to Hawaii.

American has a choice of 21 flights a week to Hawaii. Chicago and St. Louis are nonstop flights for Frontier interliners.

Here are the highlights:

TOUR	"The American Way to Hawaii"
DEPARTURE DATES OF TOURS	October 30; November 06, 13, 20, 27; and December 04, 1971
VISIT	Waikiki, Kauai, Maui, Kona, Hilo
DURATION	Two Weeks
INCLUDED IN TOUR COST	Arrival lei greeting; beach bag for the ladies; flight valet for the men
TRANSFERS	On all islands as noted
SIGHTSEEING	On all islands as noted, via motorcoach; Wailua River cruise; Pearl Harbor cruise and Kaanapali/Lahaina round-trip railroad ride
HOTEL	Stay at Ala Moana Hotel or Waikiki Beachcomber on Oahu; Cocoa Palms on Kauai; Keauhou Beach Hotel on Hawaii and the Royal Lahaina on Maui
TIPS	For two pieces of luggage from arrival in the islands throughout until departure
TAXES	All applicable state and federal taxes
TRANSPORTATION	To/from islands on Aloha Airlines or Hawaiian Airlines. Frontier's agreement for reduced rate will be the charge for transportation
DEPOSIT	\$50 per person is required immediately upon confirmation
BOOK	Your tour through American Airlines' Tour Desk in your city



BILL McCHRYSTAL HONORED AS MR. DC-3

(Continued from Page 2)

That First Flight

It was the day before the attack on Pearl Harbor, December 6, 1941, that Bill McChrystal flew as copilot for the first time. He recalls being so excited and proud to be in the right seat of his first commercial airline flight that he gave only second thoughts to his important foreign ambassador passengers.

Before joining Challenger Airlines, one of three predecessor companies of present-day Frontier, in 1947, Bill had flown in the Air Transport Command in Alaska and the Asiatic and Pacific theaters. He had even done some flying for Western Airlines.

In addition to Bill's DC-3 time, some other impressive scorecard figures show that his entire aviation career has him flying an airplane the equivalent of nearly three consecutive years. His air mileage totals in excess of 4.6 million miles or approximately ten round trips to the moon. On top of that, Bill has made over 20,000 landings.

Although eleven years have slipped by since Bill McChrystal last flew a DC-3, his memories are at fingertip reach as though it were yesterday.



HERE'S The Payoff . . .

. . . FROM IDEAS UNLIMITED

CONRAD "DUTCH" GREENEMEIER, Inspector-Instrument Shop, DEN, receives \$40 for his suggestion to modify the lamp holder for Boeing 737 navigational lights. Earlier, Dutch received an award for preliminary development of this navigational light assembly. His latest endeavor provides for further improvement of the assembly.

JOYCE HARDY, Executive Secretary-Technical Services, DEN, receives \$40 for her suggestion which provides for reducing supply and stock utilization of material printed in the Copy Center.

DELBERT HICKIN and LARRY VANNON, Technicians-Aircraft Overhaul, DEN, each receive \$35 for their suggestion to use a heavier gauge polypropylene in lavatory bulkheads aboard aircraft, thus permitting greater ease of installation and longer life.

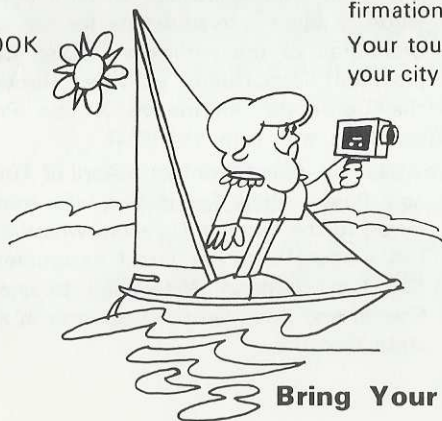
LINDA A. HARRIS, Reservations Agent, DAL CRO, receives \$25 for her suggestion to have reservationists delete from their sales conversation the question regarding form of payment for tickets. Over a period of several calls, much time can be saved by deleting this question, since it is not necessary.

L. P. LARSEN, Technician, DEN Line Maintenance, receives \$25 for his suggestion to use bolts in place of slot-type screws for mounting Convair 580 engine anti-ice thermal switches. It is estimated that installation and removal times are reduced greatly by this change.

TRANSPORTATION

DEPOSIT

BOOK



Bring Your Camera

to/from islands on Aloha Airlines or Hawaiian Airlines. Frontier's agreement for reduced rate will be the charge for transportation

\$50 per person is required immediately upon confirmation

Your tour through American Airlines' Tour Desk in your city



L. P. LARSEN, Technician, DEN Line Maintenance, receives \$25 for his suggestion to use bolts in place of slot-type screws for mounting Convair 580 engine anti-ice thermal switches. It is estimated that installation and removal times are reduced greatly by this change.

They Care Enough to Write

"Honesty, Efficiency . . . Always Rewarding"

FRED KREBS—DENVER'S OUTSTANDING AGENT



Fred Krebs
Outstanding Station Agent—DEN

Fred Krebs has been selected as the outstanding Station Agent at Denver for the first quarter of 1971. Fred's positive attitude toward his fellow employees and customers as well as his all-around efficiency won him a two-day all-expense trip to Las Vegas. Fred has been working for Frontier since 1958.

"Dear Mr. Dennis: It isn't often that I get the kind of service from an airline that prompts me to write a letter of appreciation. But today's service by your desk at Dallas is an exception.

"I arrived at the desk with only five minutes to go before my flight, FL 61, was to leave. I had with me a rented car which I hadn't checked in. Not only did they take care of the car for me, but a kind gentleman drove me to the gate so that I could make the plane.

"In the future, I don't plan to create many such occasions, but it is good to know that when they do arise, I can count on Frontier to help me out. Many thanks."
— James F. Callan, Salt Lake City.

"Dear Sir: I was on flight No. 8 from Denver to St. Louis yesterday evening, and I would like to compliment your entire flight crew for absolutely excellent service. This is one of the better flights that I have flown on in some time.

"I met your customer service supervisor, Mr. Fred Elliott, and he was explaining to me this new job. I would think this type of employee will be of tremendous service to future customers and should be very beneficial to the operations of Frontier Airlines."—S. Jack Horne, St. Louis.

"Dear Sir: Speaking for myself and the personnel of this Field Office, we feel that you should be made aware of the tremendous cooperation and excellent service that your fine staff has been giving us here at Ft. Leonard Wood, Missouri.

"In working with our servicemen, we are constantly making arrangements for their travel on emergency leaves. We have learned, through past experiences, to rely very heavily on your staff here for the fastest, most correct and complete information in regards to flight schedules that will enable these servicemen to get to their destinations as quickly as possible. I might add that this information is given to us in a most courteous manner.

"I hope that you will recognize your Ft. Leonard Wood staff for the fine job they are doing and please add our thanks to them for giving us such good service."
— James A. Boyd, Ft. Leonard Wood.

"Dear Mr. Feldman: I wish to take this opportunity to commend to you your Mr. Terry Hansen, Assistant Manager-Transportation Services, yesterday at the Love Field Terminal in Dallas, Texas.

"Mr. Hansen was extremely helpful in attempting to assist me and my wife lo-

cate baggage which supposedly was to have been received in Dallas by your airline from Braniff Flight No. 14 which left Mexico City yesterday morning. I have filed claim with Braniff Airlines and notified your company concerning this matter and although the luggage has not yet been located, I am sure in due course it will arrive.

"In the meantime, I did wish to write you a letter concerning the special efforts which your Mr. Hansen provided us in Dallas yesterday. He is to be commended for his attempt to assist us."—C. M. Allen, Kansas City.

"Gentlemen: On Wednesday, June 2, my party of twenty-two (22) people, after being cancelled out on a Braniff flight, was very fortunate in flying on your flight No. 62 from Denver to Dallas, Texas.

"Your entire crew was most helpful in assisting our group, as well as honoring my request that the message be radioed to Dallas to request ground transportation to connect with our Delta flight No. 10 to Atlanta.

"The food was delicious and everyone was extremely impressed with all of the services rendered by Frontier Airlines. Again, many thanks for all the help given us."—Gerald D. Baxter, Atlanta, Georgia.