

THINK SNOW

WINTER SPORTS PROGRAM READY

Weekend Snow Club ski flights by Frontier will begin airlifting thousands of skiers to Rocky Mountain ski areas December 10, 1971. This and many other aspects of a comprehensive Snow Club service offered by Frontier are ready and waiting for the checkered flag to fall announcing the beginning of another great ski season in the Rockies.

The carrier's Snow Club flights are geared specifically to skiers and other winter sports enthusiasts. Special beverage and meal service with ski-oriented names and design, on-board ski magazines, the very latest snow reports and many other extras are all a part of this comprehensive program.

One important factor making Frontier Airlines' Snow Club service the elite of winter sports programs is that Frontier provides air service for 47 major ski areas throughout the Rocky Mountain West, Midwest and Southwest, and when we say provides service for these areas, we mean just that. Whereas other carriers profess to serve ski areas by landing as far as 200 miles away, Frontier goes one step better. We land within sight of many of this nation's greatest ski areas.

Each Friday, Saturday, and Sunday, December 10, 1971, through April 9, 1972, 22 Snow Club flights will be flown between major ski-oriented cities and cream-of-the-crop ski areas throughout Frontierland.

skis, boots and poles free of charge over and above all normal baggage allowance.

Skiers flying Frontier will again this season receive a free protective heavy gauge plastic ski bag. Each protective bag is designed to fit all ski lengths and can be used again for future trips as well as for storage.

WEEKLY SNOW REPORT/GUIDE PRODUCED BY FRONTIER AIRLINES

Remember Frontier's "Snow Crystals" snow report published last season? This year, that single sheet is being expanded into an impressive 12/16-page snow report and ski area guide. Under the direction of Frontier Airlines' ski experts within the Public Relations Department, it will be produced weekly beginning November 19 through early April.

Skiers flying Frontier to any of the 47 ski areas for which the carrier provides service will receive a personal copy of the publication "Snow Crystals" from one of



Frontier Stewardess Carolyn Turner (standing left) and Flight Host Rex Lane portray their actual duties for Frontier Airlines' winter sports advertising program. This ad with appropriate copy typifies Frontier's Snow Club service.

FRONTIER MARKS 25th YEAR IN NOVEMBER

SPECIAL PROGRAMS TO HIGHLIGHT 1/4 CENTURY DATE

This November 27th marks the 25th Anniversary for Frontier Airlines. To appropriately mark this occasion, a special issue of Frontier News will be published during this anniversary month.

CELEBRATION DANCE HELD

A 25th Anniversary Dance will be held for all employees and their spouses or dates at the Denver Hilton Hotel Grand Ballroom Monday, November 22, 7:30 p.m. to 11:30 p.m. A complimentary cocktail hour will be followed by three hours of dancing and entertainment. A cash bar will remain open for those wishing additional refreshments. The cocktail dance is sponsored by the Frontier Credit Union, the Employees' Club and Frontier. Further details will be announced via special bulletins.

Additionally, system-wide during the week of the 22nd, Frontier personnel will be celebrating this anniversary date through special programs.



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Snow Club is designed to allow skiers more time on the slopes and less time traveling. Major Frontier-served cities from which Snow Club flights will operate include Denver, St. Louis, Kansas City, Dallas/Ft. Worth, Albuquerque, Grand Junction and Billings. From these major ski hubs, Snow Club flights offer the added "lift" directly to ski towns such as Jackson Hole, Steamboat (served through Yampa Valley), Gunnison, Durango and others.

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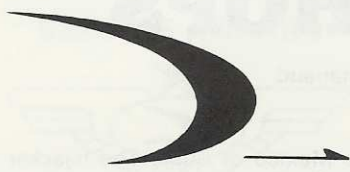
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(Continued on Page 4)

PUEBLO AND FRONTIER WORK TOGETHER FOR JET SERVICE



Frontier Airlines and the city of Pueblo inaugurated new pure jet service at Pueblo on September 15. At ribbon cutting ceremonies were (left to right) Vern A. Carlson, Vice President-Public Affairs; Walter R. Berry, Director of Aviation, Pueblo; Al Feldman, President of Frontier; Mrs. Pat Kelly, Vice President, Pueblo City Council; Bill Wayne, Vice President-Local Service Marketing; Ray Seybold, Sales/Service Manager, Pueblo and Fred Weisbrod, Pueblo City Manager. The city of Pueblo is taking part in a unique program with Frontier in which it helps defray operational costs of its new jet operation through subsidy payments to the airline.



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THINK SNOW WINTER SPORTS PROGRAM

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Because skiing is what it's all about, Frontier is flying ski equipment including

skis, boots, and accessories.

Skiers can season their gauge pressure is designed for use at high altitudes.

WEEKLY PRODUCTION

Remember, snow reports are published every year, that is, into an information report and distribution of the Public Information produced through the

Skiers can ski areas service with publication seven "Mountain" greet skiers at the "Crystals" snow reports the most on ski areas included stories and where to go for information and information Club service.

**FRONTIER MARKS
25th YEAR
IN NOVEMBER**



PUEBLO AND FRONTIER WORK TOGETHER FOR

FRONTIER NEWS

Published for Frontier Airlines Employees and Their Families

October/November, 1971

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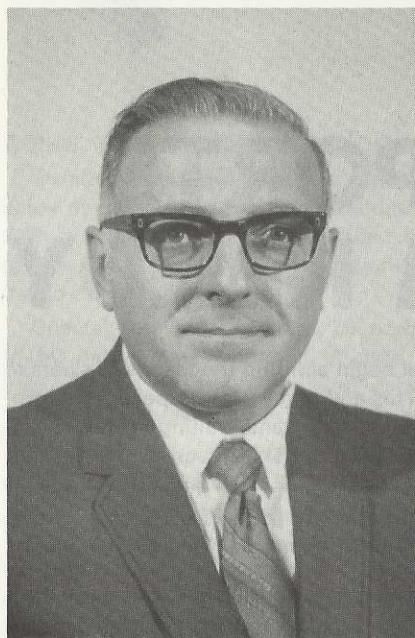
PUEBLO AND FRONTIER WORK TOGETHER FOR JET SERVICE

SHORT HOPS

By Raymond J. Chanaud

EXECUTIVE MESSAGE

The Best People in the World



James W. Arpey
Vice President-Technical Services

The other day, after a long morning of negotiations with representatives from one of our engine overhaul agencies, we had lunch in a restaurant near the airport. As we were seated there, I noticed a large sign over the door on the inside of the dining room. The words were so impressive that I wrote them down on my napkin:

"The best people in the world pass through this door — OUR CUSTOMERS."

The sign was placed there by owners who were acutely aware that their livelihood depended on their customers' patronage. I wondered then, as I often have before, if these restaurant employees — waitresses, cooks, dishwashers, bus boys and cashiers — realize that their customers are to them the best people in the world.

And I wonder today if Frontier Airlines' employees everywhere — out on the firing line, in the office, in the mailing room, in the stores department, in the finance department, in the overhaul shop areas, in the cockpit and cabin, everywhere — realize that the best people in the world to us are our customers.

With this realization, we can't help doing our jobs better!

Today in industry and business in general there is a pronounced lack of appreciation for the customer. Everyone will agree with that. If you've made a recent purchase

SKY SURVEY

Early in October, Captain Ev Aden organized an informal sampling of passengers aboard each of the four 727 flights he commanded in two days. He told us he mentioned the various types of airplanes in service by all carriers including, of course, the 727 they were flying in that day. He told the passengers he was curious about passenger preference and asked them to jot down on a piece of paper their favorite airplane. Captain Aden says he did not try to influence anyone.

The response was surprising, ranging from 44 percent on one flight and 70 percent on another who handed the stewardesses their answer. Of the total, 70 percent of the passengers indicated they preferred the 727 to all other airplanes. The 737 and the 707 came in about even for the second choice and the rest of the votes included almost all airplanes plus two votes for a Volkswagen. A few of the passengers wrote interesting comments, among them one from a man who noted, "The stewardess can easily make up the difference between models if they treat a passenger as a customer."

But the best one came from a man from Aurora who wrote, "We enjoyed the drinks and meal. The stewardess was very nice. We were comfortable. We think this 727 is a great plane."

"The Captain is right!"

NOSTALGIA

Speaking of Captains, the other day Captain Ray Harvey dropped into our office to show us a couple of photographs his wife had taken the day Ray and Art Ashworth took off on Monarch Air Lines' inaugural flight 25 years ago this November.

go to Mexico or Cuba. The hijacker permitted the airplane to land at Vancouver to discharge passengers, but the crew didn't feel they could make it to Cuba. Frontier was asked, "If the plane comes into Dallas, can you provide a crew to take it wherever the hijacker wants to go?"

Ed O'Neil, Vice President-Flight Operations, asked Mark Burke, Regional Director-Flight Operations, Dallas, if he might find any volunteers. Mark came back shortly. "I have six volunteers because that's all the flight crew that happen to be here right now." It all worked out without problems when the RCMP took over at Vancouver and a Mountie talked the hijacker out of his junket. But this column offers a quiet "good show, fellows," to all Frontier people involved.

RANDOM NOTES

Mexicana Airlines has asked CAB approval to begin service from Denver to Mazatlan and Mexico City this winter. Frontier's interline agreement with Mexicana provides 50 percent positive and 75 percent reduced fares for space available. Ole . . . Frontier's Snow Crystals publication for passengers on our Snow Club flights this winter will run 12 to 16 pages each week and will carry stories on all the ski areas we serve, plus the up-to-the-minute ski condition reports . . . The new 12-minute ski movie produced by Sales and Marketing's Dan Goodyear is a fine production and uses the three-minute version of Frontier's new advertising music on the sound track . . . Five days before the end of the campaign, Dick Baker reported the Denver United Way campaign at Frontier had reached 85 percent of its goal with a total of \$16,600 including both employee and the company contribution. "Not yet to the top," Dick told us, "but really commendable

realize that their customers are to them the best people in the world. And I wonder today if Frontier Airlines' employees everywhere — out on the firing line, in the office, in the mailing room, in the stores department, in the finance department, in the overhaul shop areas, in the cockpit and cabin, everywhere — realize that the best people in the world to us are our customers.

With this realization, we can't help doing our jobs better!

Today in industry and business in general there is a pronounced lack of appreciation for the customer. Everyone will agree with that. If you've made a recent purchase of a product or service, I'm sure you've experienced the frustration of the item not working properly or the service or workmanship being less than you expected for your money.

If we acknowledge that Frontier personnel possess an appreciation for the customer who chooses to fly with us, then what can we do to treat our customers *with even greater care* to insure long-term patronage? Make that inflight announcement one of the best ever transmitted over a PA system? Handle that call for reservations from the customer with courtesy and the extra consideration he or she deserves? Move that part in the stockroom with a keener awareness that it may cause a production bottleneck, flight delay or cancellation? Handle that refund more rapidly than any other airline can? Respond more promptly to that letter of complaint? Repair that aircraft malfunction with greater dispatch, reliability and technical excellence than any other carrier? Serve that meal or beverage service with the biggest smile passengers have ever seen? Greet them at the ticket counter and gate with the best welcome they've ever had? Provide an on-time performance operation that is the envy of the industry?

Over all of our Frontier Airline doors our President, Mr. Feldman, has hung his sign in the form of policy and direction that clearly states this customer principle. Do we — each and every one of us — realize:

That to us the most important people in the world are — OUR CUSTOMERS?

James W. Arpey
Vice President
TECHNICAL SERVICES

Frontier Again Helps Asthmatic Children

Having reached our fifth year in which the Frontier family opens its heart to less fortunate families at Christmas time, we can proudly claim to have established a tradition which, although short in years, is rich in spirit.

Due to last year's great success and sincere appreciation expressed by many, arrangements are being made to again select families of patients at Children's Asthma Research Institute and Hospital — CARIH — in Denver who due to financial reasons will be unable to visit their child during the Christmas season. Air transportation, food, lodging and a rental car will be provided during a four-day all-expenses-paid stay.

Visualize for a moment a young child afflicted with breath-defying intractable asthma, away from home for over a year in many cases, being told that Christmas must be faced without Mom and Dad.

A small donation from each and every employee can provide a heart-rendering transformation as evidenced so dramatically last year in the tears of joy as young children were embraced by overwhelmed parents — courtesy of the Frontier family.

Complete the payroll deduction authorization received in the October 21 pay envelope or send a check payable to "Frontier Employees Christmas Project" as early as possible to permit family selection.

NOSTALGIA

Speaking of Captains, the other day Captain Ray Harvey dropped into our office to show us a couple of photographs his wife had taken the day Ray and Art Ashworth took off on Monarch Air Lines' inaugural flight 25 years ago this November.

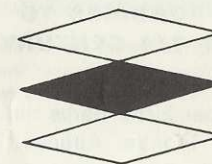
"Art had on an old Navy leather flight jacket and I wore my old Navy uniform without the insignia. We were supposed to go to Durango, but only went to Monte Vista. Durango was a dirt strip runway and wasn't open. Monte Vista was a rough place; you could have calm at one end of the runway and winds of 20 miles an hour at the other. It was a DC-3 and we had lots of problems landing at Monte Vista.

"We had only one paying passenger and three or four dignitaries. We had a few bags of mail and that was about it. Those were lonely flights. I remember the first time I had a full load on an airplane. I told the co-pilot to fly the bird as I wanted to go back and see what it looks like to have a full airplane!"

SKYJACK

A phone call from the FAA to Frontier in mid-October generated a bit of quiet excitement for a while. Someone had hijacked a Wien Alaska 737 and wanted to

music on the sound track . . . Five days before the end of the campaign, Dick Baker reported the Denver United Way campaign at Frontier had reached 85 percent of its goal with a total of \$16,600 including both employee and the company contribution. "Not yet to the top," Dick told us, "but really commendable considering what we have done in the past." . . . Speaking of the past, Neal Amarino and Frontier News staff are working on an enlarged edition for November to commemorate the company's 25th Anniversary. There'll be some photographs of some of our people taken over a quarter century ago, but we're resisting the thought to show any "before" and "after" pictures . . . This column may have gotten off to a slow start, but we'd like to think that, if you know of something that may not be headline news but of interest to some of our people, let us know about it. Drop us a note at DENG-P.



FRONTIER NEWS
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families by the Public Communications
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Editor Neal T. Amarino
Manager-News Bureau
Secretary Kandee Stephens
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 Hildebrand, J. E., Sr. Station Agent, OKC
 Stewart, K. M., Sr. Station Agent, FYV
 Worl, B. H., Executive Secretary, DEN

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Hoffman, F. C., First Officer, DEN
Holder, D. W., Station Agent, DAL
Morris, E. R., First Officer, SLC
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Wollenzien, D. M., Fleet Planner, DEN

Adkins, J., Mgr.-Office Administration, DEN
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Barks, R., Station Agent, TUS
Clay C., Mechanic, ABQ
Crider, J., Aircraft Tech., DEN
Edwards, J. L., Aircraft Tech., DEN
Hall, F., Aircraft Tech., PHX
Holtman, S. M., Reservations Agent, DAL
Johnston, J., Reservations Agent, DEN

NAME	FROM	TO	BASED
Gail Godbey	Sales and Promotion Spec.	Mgr.-Sales and Promotion	Denver
James Ortery	Mechanic	Lead Mechanic	Kansas City
Everett Thomas	Cleaner	Automotive Mechanic	Omaha
Donald Haven	Station Agent	Sales/Service Manager	Great Falls
Dwayne Esau	Cleaner	Aircraft Technician	Scottsbluff
Carol Bruce	Junior Clerk	Clerk	Denver
Judith Weber	Junior Clerk	Clerk	Denver
Gary Frogge	Sr. Station Agent	Customer Svc. Rep.-Ground	Kansas City
Raymond Sullivan	Sr. Station Agent	Customer Svc. Rep.-Ground	Kansas City
Sheryl Zimmerman	Junior Clerk	Clerk	Denver
Dale Fultz	Station Agent	Flight Host	Dallas
Mike Elton	Ticket Counter Agent	Flight Host	Dallas
Albert Toll	Station Agent	Customer Svc. Rep.-Ground	Kansas City
Ruth White	Clerk	Senior Clerk	Denver
Rae Cohen	Clerk-Typist	Secretary	Denver
Marilyn Fenner	Reservations Agent	Sr. Reservations Agent	Denver
Dorothy Winn	Stewardess	Flight Hostess	Denver
Gordon Cumming	Instructor	Technical Specialist	Denver
Frank Jones	Material Investigator	Flight Host	Denver
Frederick Ames	Aircraft Technician	Inspector	Denver
Lucia Rupert	Junior Clerk	Crew Scheduling Clerk	Denver
Larry Denning	Station Agent	Sales/Service Manager	Garden City
Frank Black	Aircraft Technician	Lead Aircraft Technician	Denver
Cecil Bauer	Supervisor-Refunds	Transportation Services Anlst.	Denver
Tom Lamb	Director-Customer Plng.	Director-Schedules and Tariffs	Denver
Ann Yanulavich	Executive Secretary	Manager-Customer Relations	Denver
Frank Verts	Cleaner	Fueler	Denver
Chester Haney	Fueler	Lead Fueler	Denver
Joseph Johnson	Inspector	Lead Inspector	Denver
Debbie McPhee	Junior Clerk	Crew Scheduling Clerk	Denver
Melvin Hullet	Sales/Service Manager	Sales/Service Manager	Durango
Barbara Holcomb	Junior Clerk	Clerk	Denver
Hazel Pender	Clerk-Typist	Secretary	Denver
Loren Holmgren	Station Agent	Sr. Station Agent	Chicago
John Siebert	Cleaner	Lead Cleaner	Omaha
Robert Carrell	Cleaner	Aircraft Technician	Denver
Marlene Houck	Senior Clerk	Secretary	Denver
Cindy Adkins	Senior Clerk	Senior Personnel Records Clk.	Denver
Ben Duggan	Station Agent	Sales/Service Manager	Ft. Leonard Wood
Harold Maxwell	Mgr.-Trans. Svcs.	Mgr.-Station Svc. and Marketing	Denver
Ed Dunaway	Sales/Service Manager	Mgr.-Trans. Svcs.	Kansas City
Steve Beasley	Budget Analyst	Systems Performance Analyst	Denver
Duke Ellington	Staff Mgr.-Cust. Svcs.	Mgr.-Customer Plng. and Proced.	Denver

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Hall, F., Aircraft Tech., PHX
Holtman, S. M., Reservations Agent, DAL
Johnston, J., Reservations Agent, DEN
Lenahan, R., Dir.-Stewardess Services,
DEN

Ligrani, J., Aircraft Tech., DEN
Malone, M., Lead Cleaner, DEN
Marquez, J. A., Cleaner, PHX
Michael, J., Aircraft Tech., DEN
Nibbe, V. L., Aircraft Tech., DEN
Ragan, E. D., Clerk, DEN
Rogers, R. F., Station Agent, FSM
Russell, M. I., Aircraft Tech., DEN
Schneider, R. C., Lead Cleaner, DEN
Sullivan, W. R., Station Agent, OMA
Tidwell, G. E., Second Officer, DEN
Vied, L. M., Flight Manager, BFF
Whiteley, D. L., Aircraft Tech., DEN
Wildberger, P. J., Station Agent, MKC

Ben Duggan
Harold Maxwell
Ed Dunaway
Steve Beasley
Duke Ellington

Station Agent
Mgr.-Trans. Svcs.
Sales/Service Manager
Budget Analyst
Staff Mgr.-Cust. Svcs.

Sales/Service Manager
Mgr.-Station Svc. and Marketing
Mgr.-Trans. Svcs.
Systems Performance Analyst
Mgr.-Customer Plng. and Proceed.

Ft. Leonard Wood
Denver
Kansas City
Denver
Denver

ORGANIZATION CHANGE

Effective immediately, the following changes have been made in Administration.

The Communications Systems Department, formerly under Technical Services, has been transferred to Administration. J. F. O'Drain, Manager-Telephone Systems, and Kenneth Dedrick, Manager-Telecommunications, now report to Robert F. Revitte, Director-Employee Relations.

The Office Management Department under John E. Adkins, Manager, also reports to Mr. Revitte.



Airlines Move to Prevent Credit Card Fraud

The world's airlines, in an effort to reduce their exposure to the fraudulent use of Air Travel Cards, are planning to introduce an automated credit card verification system.

At a recent meeting of the Universal Air Travel Plan (UATP) group, a joint committee of U.S. and international airlines set up to administer the Air Travel Card system, it was announced that the National Data Corporation (NDC) of Atlanta, Georgia, has been selected as the company to provide the service. A reissue of all outstanding Air Travel Cards will be required because the system will necessitate redesign of the present card.

The new, automated verification system will enable airlines to get immediate computer verification, via telephone, of each Air Travel Card presented at airline ticket counters. The computer will have a listing of the numbers of all Air Travel Cards that have been reported lost or stolen, and they will be immediately identifiable under the new system.

In addition to the new verification system for Air Travel Cards, the UATP committee reported that carriers are also considering the use of embossed character and magnetic stripe, automatic credit card reading devices. Eventually, it is anticipated that all credit cards now accepted by airlines will be capable of adaptation to machine reading and automated verification.

25 YEARS SERVICE



Ed Pellerin (right), Aircraft Technician-Denver, proudly accepts his 25-year service award and letter of recognition. Taking part in the presentation are (left to right) Bob Ulrich, Manager-Propeller and Hydraulic Overhaul Shops; Art Davis, Administrator-Technical Services and Bob Meisenbach, Director of Service Shops.

GETS PRESIDENTIAL AWARD



Howard Long, fueler, Denver, receives the coveted Presidential Award for outstanding service and contribution to the company from John Ruffing, Director-Aircraft Support Services. Howard received his Presidential Award for his quick action in diverting an unattended rolling gas truck away from a jet aircraft awaiting taxi clearance at Denver.

WINTER SPORTS PROGRAM READY

(Continued from Page 1)

Skiing the Rockies? Frontier's Winter Brochure Offers Vacation Ideas and Costs

With 47 major ski areas on its route system, Frontier offers 26 ski package plans with over 200 lodges and hotels participating. The carrier's multicolored brochure entitled "Winter Sports in Frontier America" lists all ski package plans including prices and participating lodges and hotels.

Package plans vary from two nights and two days to seven nights and six days of skiing and range from a low of \$59.50

to \$365.00 per person, double occupancy.

Tour basing fares are also available on Frontier Airlines from major cities served by Frontier to gateway ski towns. A sample tour basing fare would be \$160.00 round-trip between Chicago and Jackson Hole, Wyoming. This compares with the regular round-trip jet coach fare of \$200.00. Another sample fare would be \$89.00 round-trip between Dallas/Ft. Worth and Denver. This compares with the regular round-trip jet coach fare of \$110.00.



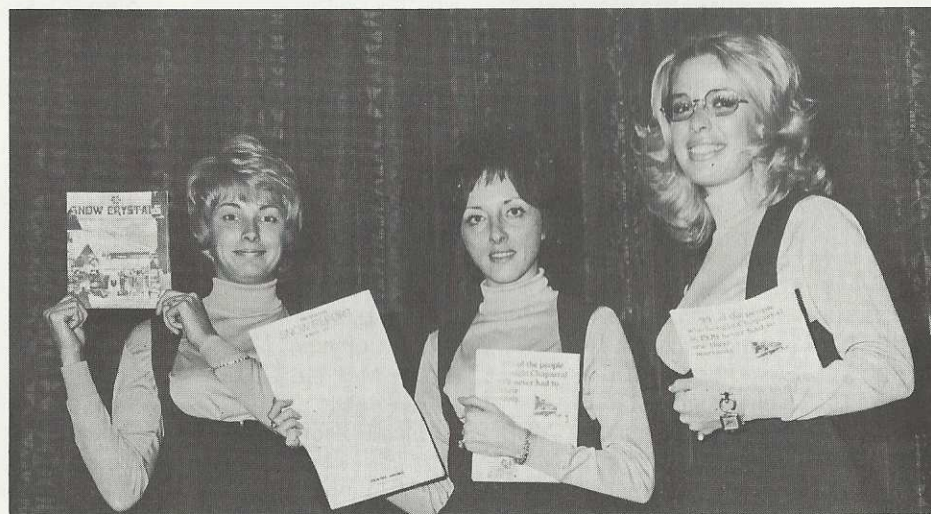
FOUR MAJOR SKI SHOWS HELD BY FRONTIER

Four major ski shows were sponsored again this year by Frontier Airlines. Dallas, Ft. Worth, Kansas City and St. Louis were cities in which the shows took place this year.

Ski pros in person, ski technique demonstrations, continuous ski movies and the latest in ski equipment were all included in each show.

Also taking part were major Rocky Mountain ski areas with representatives on hand.

Skiers attending each of the shows had a chance to win ski vacations or ski equipment through special drawings. Frontier's ski show schedule was November 2 and 3 in Dallas at the Apparel Mart from 5:00 to 10:30 p.m. Co-sponsor — Cullum and Boren Sporting Goods. November 4 in Ft. Worth at the Tarrant County Convention Center from 5:00 to 10:30 p.m. Co-sponsor—*Ft. Worth Star Telegram*. November 6 in St. Louis at Stauffer's Riverfront Inn, 5:00 to 10:30 p.m. Co-sponsor—Casey's Sports Stores. November 8, Kansas City at the Hotel Muehlebach from 5:00 to 10:30 p.m. Gateway Sporting Goods was co-sponsor.



Left to right are Kathy Benoist (St. Louis), Marilyn Borelli (Denver), and Diane Torrey (Denver), three "Miss Crystals" who will be making regular appearances in Frontier's passenger holding areas prior to Snow Club departures. Current snow conditions and other ski-related information will be personally given to passengers by each of the girls.





Frontier's unique snowmobile package takes winter sports enthusiasts through a winter fantasyland to Old Faithful in Yellowstone National Park.



Wide open slopes, short lift lines and sunny days await skiers in Frontierland.

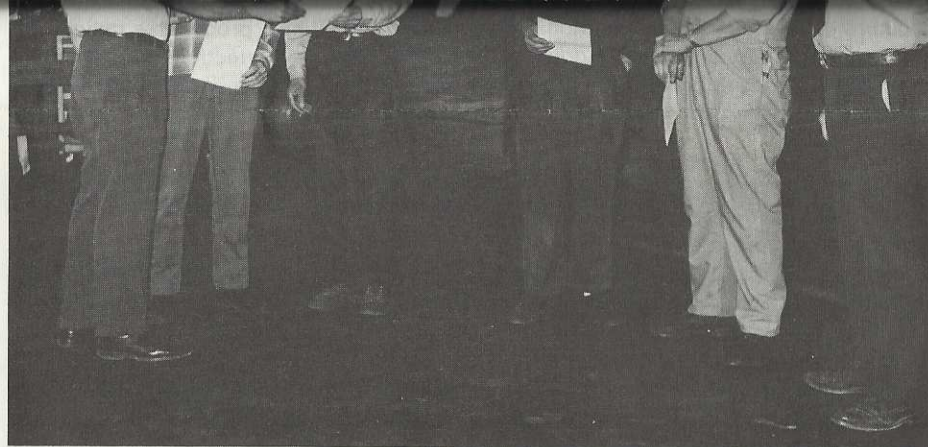


Unusual scenes can be captured with the camera such as in the photo above where a large bull elk beside a super-heated geyser paws through the snow for food.



Pauline Limburg, Frontier's attractive and always cheerful General Office Operations Base Receptionist, probably gets more fan mail than anyone. Pauline, for approximately the last year, has conducted numerous tours through Frontier's Denver facility. Many of these tours have been for excited grade schoolers straining for their first close-up look at an airplane. As a result, Pauline receives hundreds of sincere letters with expressions through art work of their impressions. Above, Pauline ponders the thought, "Is this impression really me?"

M. Aden	Inspector	DEN
J. Farnholtz	Inspector	DEN
R. B. Livingston	Janitor	DEN
D. Erickson	Lead Aircraft Tech., Tire Shop	DEN
P. Van Buskirk	Janitor	DEN
W. Settgast	Aircraft Tech., Avionics	DEN
L. Livingston	Engineer	DEN
J. Gossett	Inspector	DEN
W. Mercer	Aircraft Tech., Heavy Check	DEN
D. Whiteley	Aircraft Tech., Heavy Check	DEN
J. Hayes	Aircraft Tech., Heavy Check	DEN
J. Taylor	Aircraft Tech., Heavy Check	DEN
J. Mallon	Engineer	DEN
D. Kentch	Aircraft Tech., Line Maintenance	GTF
D. Allen	Aircraft Tech., Line Maintenance	DEN
E. Warren	Aircraft Tech., Line Maintenance	DEN
L. Simpson	Lead Aircraft Tech., Line Maintenance	DEN
C. Tidwell	Aircraft Tech., Line Maintenance	DEN
L. Talbot	Lead Aircraft Tech., Line Maintenance	GTF
R. Given	Inspector	DEN
G. Schroeder	Lead Aircraft Tech., Aircraft Overhaul	DEN
C. Schroeder	Aircraft Tech., Aircraft Overhaul	DEN
E. McCullers	Aircraft Tech., Aircraft Overhaul	DEN
B. Beene	Lead Aircraft Tech., Line Maintenance	LNK
C. Cornelius	Aircraft Tech., Line Maintenance	MKC
L. PirkI	Buyer-Purchasing	DEN
R. Zaiss	Buyer-Purchasing	DEN
A. V. Smith	Aircraft Tech., Line Maintenance	OKC
D. Dailey	Administrator-Material Control	DEN
H. Blood	Lead Aircraft Tech., Line Maintenance	OKC
G. Robinette	Lead Mechanic, Automotive	DEN
E. Luedtke	Lead Stockclerk	DEN
J. Ligrani	Aircraft Tech., Base Overhaul Shops	DEN
D. Varnon	Lead Aircraft Tech., Line Maintenance	BFF
J. Hanes	Lead Aircraft Tech., Line Maintenance	DEN
O. Schluter	Aircraft Tech., Line Maintenance	DEN
D. Hotchkiss	Aircraft Tech., Line Maintenance	DEN
D. Berridge	Maintenance Program Specialist	DEN
L. Gregory	Lead Aircraft Tech., Machine Shop	DEN
Q. Bryan	Lead Aircraft Tech., Avionics	DEN
P. Stevens	Aircraft Tech., Heavy Check	DEN
D. Armstrong	Investigator-Material Control	DEN
M. Pelkey	Fueler	DEN
G. Erickson	Fueler	DEN
J. Ortery	Lead Mechanic, Automotive	MKC
A. Taylor	Lead Aircraft Tech., Line Maintenance	BIL
R. Keefer	Aircraft Tech., Line Maintenance	DEN



Others receiving Gopher Awards from Bob Duerr, Manager-Aircraft Appearance, are (left to right) R. B. Livingston, Janitor; P. Van Buskirk, Janitor; D. Erickson, Lead Aircraft Technician, Tire Shop, and L. Warford, Aircraft Technician, Line Maintenance. Looking on is Don Brady, Manager-Line Maintenance, Denver.

HARCROW—STEWARDESS OF MONTH



Linda Harcrow is presented the Frontier Merit Award for being Stewardess of the Month for August. Ruth Hinkley, Assistant Division Chief Stewardess in Denver, joined with Al Feldman in making the presentation to Linda.

UNSUNG TECHNICIANS PERFORM "CRACK" MAINTENANCE

In a generally unknown and even less viewed area of Frontier's General Offices/Operations Base, mysterious investigations are being conducted. Personnel (with permission only, of course) easing their way step by step down an isolated stairway and through large metal doors are usually caught off guard by "warning" signs glaring at them throughout a windowless room.

Here in the lower basement of the building, a handful of "crack" Technicians work away quietly with instruments utilizing X-ray, gamma ray, fluorescent penetrant, magnetic particle, eddy current and other highly technical testing methods.

What are these fellows testing and what is the investigation all about? — S-A-F-E-T-Y/R-E-L-I-A-B-I-L-I-T-Y.

In the fall of 1962, Frontier Airlines' Technical Services Division added to its organization a Non-Destructive Testing Laboratory. This Non-Destructive Testing (NDT) Laboratory at that time was established with one Inspector and one piece of X-ray equipment. Today, the lab is staffed by three NDT Inspectors including Chester Fitch, Ed Huss and Ed Wise, along with the Foreman of Inspection and NDT, Bob White.

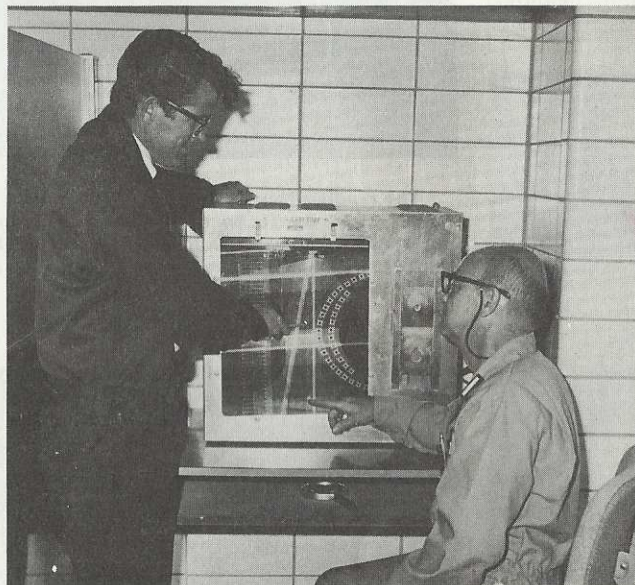
Since '62, the NDT Lab has expanded to include, in addition to X-ray test equipment, gamma ray, fluorescent penetrant, magnetic particle, hardness test, eddy current, ultrasonic and engine oil (EPPI).

WHAT IS IT ALL ABOUT?

"Non-destructive testing at Frontier Airlines," says Bob White, "is an inspection method or combination of methods used for aircraft parts and/or airframe structure in their operational method, that is, so that the part or structure does not have to be disassembled to be properly inspected."

WHY?

NDT tests and inspection methods are



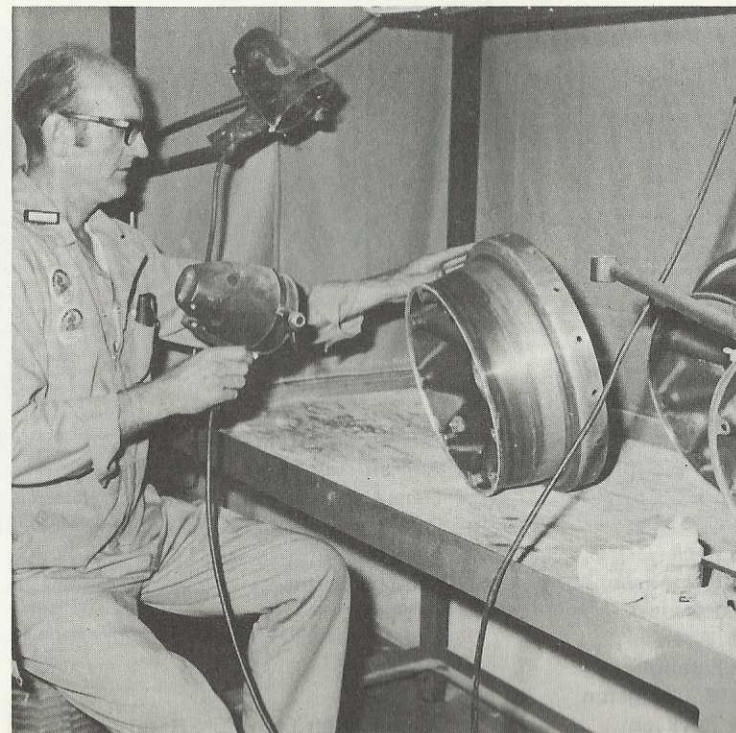
X-ray picture of CV-580 wing access plate doubler is reviewed by Bob White and Chester Fitch.

Some examples of test application include X-ray, which produces a radiograph as the form of detection. The X-ray is usually used to inspect a Convair 580 fuselage structure for cracks. This is done every 5,000 flight hours.

Gamma ray test procedures are used to inspect internal engine parts on Boeing



Bob White, Inspection and Non-Destructive Testing Foreman, discusses eddy current inspection procedures on B-737 vertical stabilizer with Inspector Chester Fitch.



Ed Huss checks for flaws or cracks in CV-580 wheel casting with fluorescent penetrant and ultraviolet light.

used for aircraft parts and/or airframe structure in their operational method, that is, so that the part or structure does not have to be disassembled to be properly inspected."

WHY?

NDT tests and inspection methods are developed to provide greater airplane safety and reliability with the most dependable fault detection accuracy available. This is done at the most reasonable cost possible by utilizing this type equipment. Additionally, these inspection methods are applied to meet Frontier engineering, manufacturers service bulletin, air worthiness directive and special fleet campaign requirements. A specific reason to carry out such inspection methods is to determine the condition of an airframe or other parts.

Some examples of test application include X-ray, which produces a radiograph as the form of detection. The X-ray is usually used to inspect a Convair 580 fuselage structure for cracks. This is done every 5,000 flight hours.

Gamma ray test procedures are used to inspect internal engine parts on Boeing 727 and 737 aircraft engines. Data results from these tests offer power plant engineers information leading to longer engine life.

Daily, numerous tests are carried out both in the special lower level laboratory as well as at aircraft location.

Conscientious work by the handful of technicians has over the years saved the company thousands of dollars in repair costs, while at the same time adding greatly to Frontier's overall safety and reliability standard.



Ed Huss checks for flaws or cracks in CV-580 wheel casting with fluorescent penetrant and ultraviolet light.

IT WAS A NICE DAY FOR A WALK

By J. F. "Pappy" O'Drain, DEN

RENAME ARROW-JET CLUB

RENAME ARROW-JET CLUB

MEMBERS ONLY — Fill out entry blank below and forward to "Ducky" Drake, Chairman in Charge of Name Contest, DENXD.

Winner will be announced at the Christmas Dinner Dance December 13, 1971.

**PRIZE — \$50 Cash — PLUS One Gallon Christmas Cheer!
You do not have to be in attendance to win.
Deadline for entry, December 1, 1971**

Name _____ Membership No. _____

I suggest the Club's new name be: _____

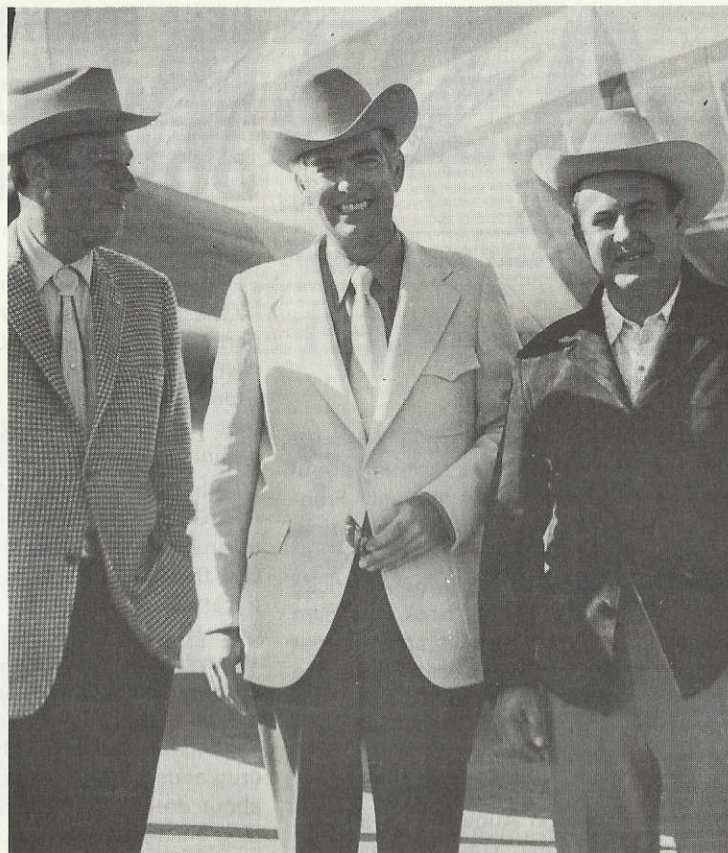
Because of my habit of following the suggestion of a certain fussy physician, I recently found myself in the midst of an experience which I would like to share with you.

Picture, if you will, an Indian summer afternoon and a walk along a Colorado trail under a brilliant blue sky with trees resplendent in autumn shades as only can be set by the nip of frost on a clear night and the hand of a Master Painter. — In just such a setting I took my daily walk. This beauty around me seemed to lift me from the rushing reality of the world around and I seemed to sense, in a way that I cannot explain, that I was a part of the overall scene. The sky, the colors, the indescribable beauty of it all, had enveloped me in a feeling of peacefulness and immense thankfulness for my being able to see it, feel it — be consumed by it. I think that each of you have had your quiet moments when you are overwhelmed by this world around you — I cannot really describe it, but — you know what I mean. — A stranger passes with a warm "hello — nice day for a walk" and somehow, something within me tells me that the stranger's "hello" is an integral part of our daily life. Fallen leaves dance by following a capricious wind and my thoughts race after them, unleashed as it were by the warmth of a plain "hello." The warmth and feeling of the greeting has to be the key to what we are trying to do at Frontier. We are providing a service built upon a lot of things that make people *want* to fly our way, but it simply has to be that the *warmth* and *friendliness* of our service will make people *glad* they flew with us and helps bring them back again. Yes, this has to be the answer along with the inescapable fact that it takes all of us *wherever we are* and *whatever we do* to reflect this warmth and appreciation for our customers. They are our reason for being and if we cannot truly make them glad they chose Frontier, then we really do have problems, don't we? —

Probably some of you may feel that this never happened, that the whole deal is a put-up job. Well, I'm sorry about that, but I do know that even the most cynical will wonder if it can really be like I have said it was. Yes, it can be so because it is and because you, each and every one, are right here in the midst of it all and even the most hard-headed of us can appreciate the lasting effect of the giving or receiving of a warm "hello." — It really was a nice day for a walk.

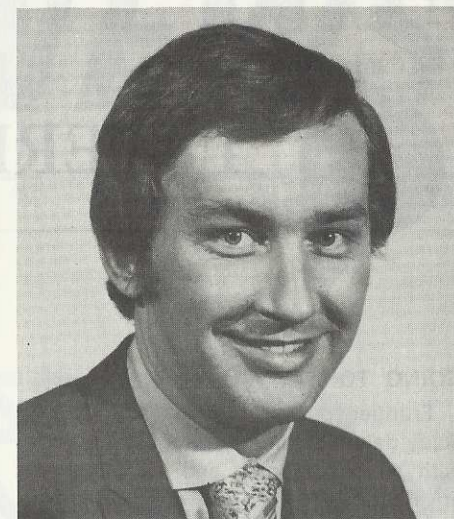
Thanks for listening.

CUSTOMER SERVICE REPRESENTATIVES



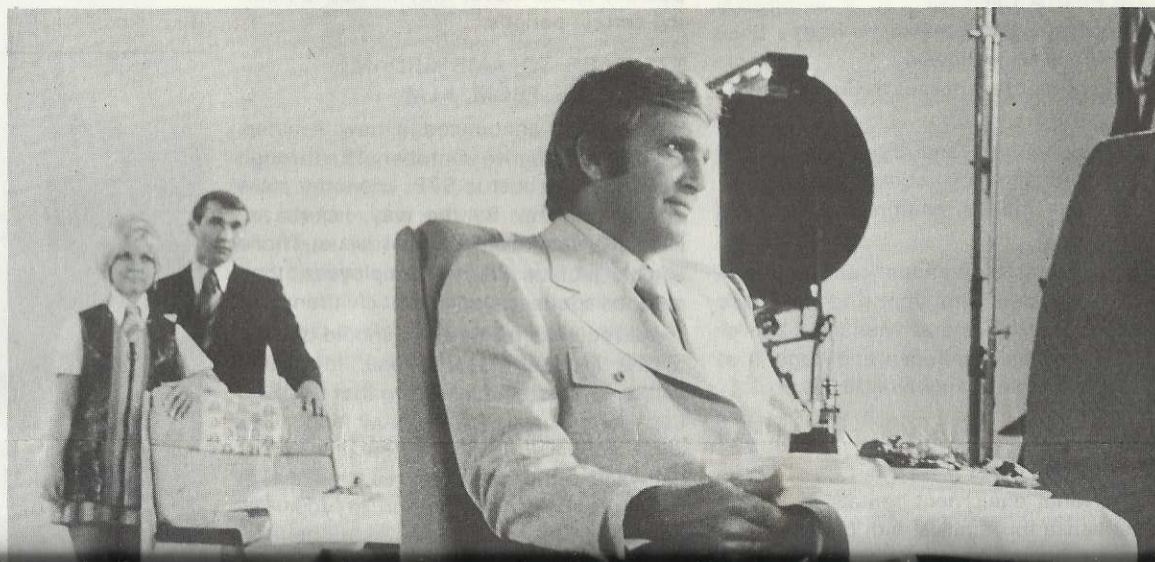
One Shotters taking in the Annual One Shot Antelope Hunt at Lander, Wyoming, this season included (left to right) Colorado Governor John A. Love, Al Feldman, President of Frontier, and Wyoming Governor Stanley K. Hathaway. Yes, they got their antelope.

NEW LAS VEGAS DSM NAMED



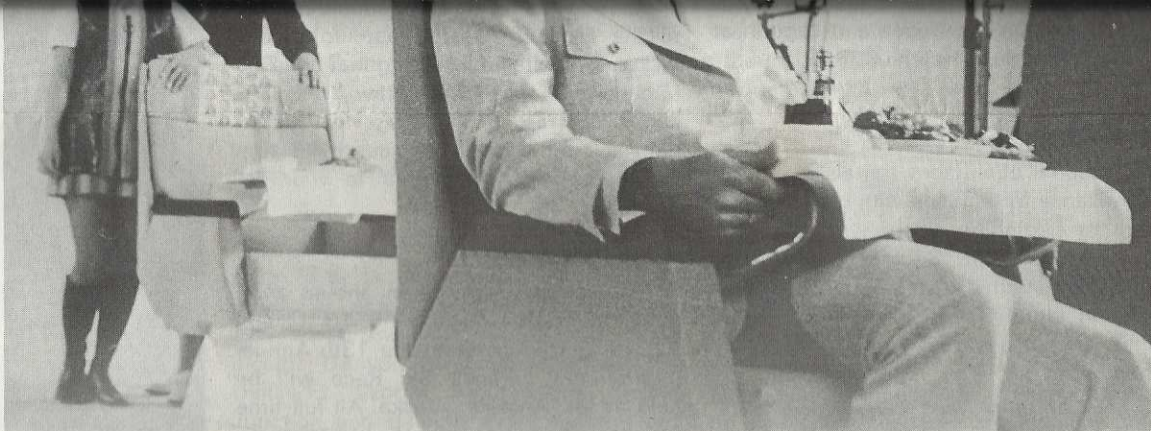
Joseph Gowans

Joseph E. Gowans is Frontier's new District Sales Manager in Las Vegas. Joe has an extensive background in the Las Vegas area, having worked as Manager of the Stardust Hotel, Director of Sales for the Aladdin Hotel, Regional Manager (Chicago) for the Sahara-Nevada Corporation and Tour and Travel Manager for the Sahara Hotel. In addition, Joe has worked as an operations supervisor for Pacific Southwest Airlines and as a transportation agent for Delta Airlines.





Assisting passengers in Denver as new Customer Service Representatives are three young lovelies: (left to right) Dee Vap, Carola Britton and Jackie Ferguson. Customer Service Representatives are also at work in St. Louis and Kansas City. They include: Albert Toll, Gary Frogge and Ray Sullivan in Kansas City, and Kathy Benoist and Nelson Parish in St. Louis.



Stewardess Kathy Johnson and Richard "Ski" Gryczkowski, Manager-In-flight Hosts, appear in Frontier's new television commercial. Hollywood actor Don Matheson is Frontier's spokesman in the commercial, and Stewardess Barbara Petty also appears in the ones shown in Kansas City, Omaha and Dallas. The new television campaign will continue to be shown through November in our "Look what you've been missing" campaign.

Tech. Service Personnel Tee Off

Twenty-four participants within the Technical Services Division matched golf swings in the first Technical Services Management Club Golf Tournament recently. The tournament was held at the Indian Tree Golf Course outside Denver.

Six foursomes teed off at seven-minute intervals. Photos below tell the results for the most part. One exception is Jon Bartram, Inspection Foreman, the top winner of the day. Jon is not pictured.



Harold Ruppel (right), Manager-Quality Control, receives trophy and gift as Class A Winner from Emil Bjorkman, Federal Aviation Agency, Denver.



Also receiving trophies and gifts from Art Davis (left) Technical Services Administrator, and Emil Bjorkman, Federal Aviation Agency, are Tom Willey, Reliability Analyst, Denver, Class B winner; and Eli Gallegos, Budget Analyst, Denver, Class C winner. Pictured behind Eli is Dallas Mortensen, Manager of Maintenance Programs, Denver, tourney organizer.

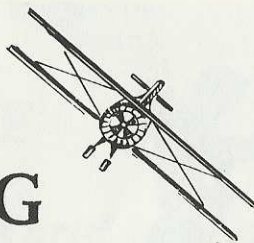
INTERLINE CARGO GREETING



Interline cargo greeting is made to Frontier Airlines headquarters by E. L. Dare (left), United Air Lines' Manager of Interline and Military Cargo Sales, and Charlie Gagliano, Cargo Sales Specialist at Denver. They outlined the airline's Interline Cargo Sweepstakes program for Robert Miller, Frontier's Director of Cargo Sales. The top winner will vacation in Hawaii.



INTERLINING



GOING TO HAWAII?

Frontier personnel and families may enjoy deluxe lanai room accommodations with air conditioning and breakfast bars at the Waikikian Hotel at specially reduced rates year 'round.

Special rate reductions of 25 percent to 60 percent are extended through the year, depending on the type of accommodations required and availability.

As Waikikian VIP guests, these complimentary courtesies are enjoyed:

- Complimentary welcoming Mai Tai Cocktails
- Hospitality Cocktail Party with South Seas entertainment
- Private beach facilities
- 20 percent discount from Budget Rent-A-Car
- Sightseeing tour discounts from MacKenzie-Hawaii
- Complimentary passes to Sunday polo games

Honeymooners and those celebrating anniversaries enjoy complimentary orchids and chilled champagne in their suite.

Waikikian reservations can be made by writing direct to Jim Knaefler, Vice President and General Manager, Waikikian Hotel, On the Beach and Lagoon at Waikiki, Honolulu, Hawaii 96815.

NEED SKI EQUIPMENT?

Seasonal equipment rentals make the most sense for families with growing children or beginning skiers with changing

Procedures: Contact your nearest American or Alitalia office for the colorful interline brochure. Apply through Frontier's Pass Bureau for authorization. Ticketing may be handled through Alitalia sales or ticket offices or American ticket offices. You should book your own reservations within 30 days prior to your planned departure. When traveling space available, wait list yourself. To avoid difficulties, you must identify yourself as a regional fare passenger.

Conditions: The regional fare program is effective through August 31, 1972, in economy class only. Travel transatlantic and within Region one is positive space through May 15, only. All other travel is space available. Temporary restriction on positive space travel may be applied during certain periods.

\$75 FARE TO AMSTERDAM AVAILABLE FROM KLM

KLM has announced a new Amsterdam fare effective October 15, through May 31. The cost is \$75, economy class only, round-trip. By the way, tickets are valid 90 days from date of issue. Those eligible include Frontier employees, their parents, spouses, dependent children.

All requests for this fare should be sent to the Frontier Pass Bureau. Interliners will be interested in knowing that this \$75 fare permits travel from New York, Chicago, Houston or Anchorage to Amsterdam and return. Yes, you can make firm reservations 30 days prior to your departure.

HELP FOR WORRIED PARENTS NEW "DRUG" BOOK GIVES DOWN-TO-EARTH ADVICE

"Honest," "sane," "needed," "helpful" — these are some of the words that experts use to describe **YOU, YOUR CHILD AND DRUGS**, a new book from Child Study Association, a nonprofit agency that has been giving friendly advice to parents for almost a century.

What makes **YOU, YOUR CHILD AND DRUGS** a standout among the hundreds of drug books that flood the market? For one thing, it encourages parents to take a fresh look at themselves and their children. It offers sensible, practical advice about how to improve family relationships and open channels of communication with the young — all-important steps in preventing or dealing with the problem of drug abuse. It gives parents all the "facts" about drugs they need in order to guide their children effectively.

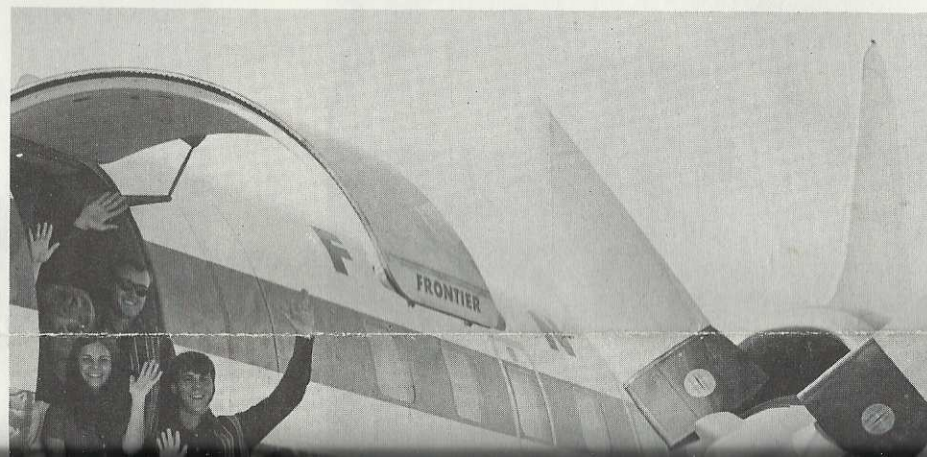
Here are some tips from the Child Study experts who wrote **YOU, YOUR CHILD AND DRUGS**:

"There are two common misconcep-

tions about what makes for good relationships between parents and young people. At one extreme is the 'pal' concept, which is epitomized by the parent who smokes pot with his child in order to demonstrate that he is not an old fogey. We lose standing with our children when we try to act *their* age and also flout the law. At the other extreme is the 'authoritarian' parent, who feels he can exercise his parental responsibility only by pronouncing inflexible judgments based on his superior age and knowledge. This approach fosters resentment and rebellion."

"We need to work at listening to our children. We also have to develop our capacity to listen for feelings as well as words. What seems like belligerence in a child is often uncertainty."

To order **YOU, YOUR CHILD AND DRUGS**, send \$1.85 (\$1.50 for the book in paperback, plus 35 cents for postage and service) to Child Study, 9 East 89 Street, New York, New York 10028.



Kian Hotel, On the Beach and Lagoon at Waikiki, Honolulu, Hawaii 96815.

NEED SKI EQUIPMENT?

Seasonal equipment rentals make the most sense for families with growing children or beginning skiers with changing abilities. Breeze Recreational Rental Equipment, with six Colorado locations, is offering rental discounts to Frontier Airlines' employees and immediate family members.

Frontier employees can receive a 10 percent discount on seasonal rentals including skis — metal or fiber glass — step-in bindings, five-buckle boots and poles. Also, a 10 percent discount on Friday, Saturday or Sunday rentals is available. AND, during the week — Monday through Thursday — a 30 percent discount will be available.

Those renting equipment on a seasonal basis may also apply 75 percent of the rental cost toward the purchase price of that equipment. Frontier employees must exhibit their ID card to obtain discounts. Breeze Ski Rental is located in Denver on East Colfax and West Sixth Avenue as well as at Aspen, Vail, Breckenridge and Boulder.

INTERLINE REGIONAL FARES AVAILABLE FROM AMERICAN AND ALITALIA

American Airlines and Italy's world airline, Alitalia, have worked out a unique interline program at inviting costs.

In short, interliners may make a selection from four regional fares offered. The first region (\$75) includes 68 cities within Europe, the Mideast and North Africa. Region two (\$150) includes 16 cities in Africa. \$225, Region three, would get you to 12 cities in Asia and Australia and for \$99, Region four, you can visit the South Pacific Islands. (Oops! — An embargo has been placed on Region four from October 20, through November 28. Otherwise, it's all yours.)

Eligibility: Full-time employees of Frontier Airlines, their parents, spouses, and children under 21 qualify.

All requests for this fare should be sent to the Frontier Pass Bureau. Interliners will be interested in knowing that this \$75 fare permits travel from New York, Chicago, Houston or Anchorage to Amsterdam and return. Yes, you can make firm reservations 30 days prior to your departure.

SNOW'S COMIN'

Skiers ready for action should keep these dates open — March 9, 10, 11 and 12, 1972. This is when the 13th Annual International Airlines Ski Race will be held at Mt. Alyeska, Alaska. All full-time Frontier employees are eligible to participate. It will be world-wide competition. Additional details including race rules and reservation information will be published in future issues of Frontier News.

TWA ANNOUNCES 1971-72 PERIMETER FARES

TWA is again offering excellent Perimeter Fares for the coming year. These fares are positive space any day, any time from October 15, through May 15, 1972. The fares are offered space available all other times. All full-time Frontier employees, their parents, spouses, and dependent children are eligible for Perimeter Fares.

There are three Pacific Perimeter Fares ranging from \$89 to \$149, and three Atlantic Perimeter Fares ranging from \$89 to \$149. Interliners may leave from any U.S. gateway city on any nonstop flight to the first Perimeter city. A new feature this year — you may board your through international flight at any of the domestic cities along the route at no extra charge, and the domestic portion is positive when the Perimeter Fare is positive.

Send your requests for TWA's Perimeter Fare to Frontier's Pass Bureau to receive your authorization. Tickets may be obtained from any TWA ticket office. Check with the Pass Bureau or write to Trans World Airlines, Interline Relations Department, 605 Third Avenue, New York, New York 10016 to receive the informative brochure on TWA Perimeter Fares and Tours.



The Fort Hays State Singers began the first leg of an extended trip on Frontier Airlines this past month. This group of outstanding singers is visiting armed force bases in Japan, Korea, Okinawa, Guam, Taiwan, the Philippines and other mid-Pacific islands. The Fort Hays Singers are on tour in conjunction with the USO.

FRONTIER NEWS
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Denver, Colorado 80207

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EMPLOYEE CHANGE OF ADDRESS:

Whenever you move, report your new address immediately to the Personnel Department on Change of Address Form 6759.