



Pam and Jeanne . . . they're off.

## They're off . . . To New Zealand

Beginning this week two lucky Frontier stewardesses, Pam Duane from Denver and Jeanne Davis from Dallas, will change places with two stewardesses from the New Zealand National Airways Corporation (NAC), Ros Harding from Wellington and Chris Steele from Christchurch.

Pam and Jeanne, who were chosen from outstanding Frontier stewardesses nominated by their supervisors, will spend three weeks in New Zealand flying NAC, seeing the countryside, finding out what it's like to be a stewardess in New Zealand and promoting Frontier.

A full schedule of appearances throughout Frontier's system has been arranged for Ros and Chris while they are Frontier's three-week guests. Their time schedule makes it impossible for them to visit all Frontier cities, but they will make stops in Denver, Rapid City, Dallas, Albuquerque, El Paso, Jackson, Salt Lake City, Colorado Springs, Phoenix, Tucson, Kansas City, Omaha and St. Louis.

They will fly Frontier as additional flight attendants, will chat with passengers and hand out brochures and mementos of New Zealand and

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**FRONTIER AIRLINES**



# FRONTIER NEWS

VOL. 6, NO. 5

*Published for Frontier Airlines Employees and Their Families*

JULY, 1973

## Frontier Reports Record

## First Half Earnings





# First Half Earnings; Highest In Its History

Frontier has reported record earnings for the first half of 1973 along with record operating revenues both for the first half and second quarter.

A.L. Feldman said Frontier's net earnings of \$4,448,000 (\$.67 per share) for the first six months of 1973 exceeded that of any other first half in the carrier's history, and bettered Frontier's 1972 first half earnings of \$3,075,000 (\$.48 per share).

Frontier reported second quarter 1973 net earnings of \$3,236,000 (\$.48 per share), compared to \$3,774,000 (\$.59 per share) in the 1972 second quarter, when earnings included out-of-period subsidy income amounting to \$2,676,000.

Figures for the second quarter of 1973 included \$1,233,000 of out-of-period revenue resulting from reserves freed by a favorable decision by the Civil Aeronautics Board in the "other revenue" case. This ruling determined that principal and interest which accrued to Frontier from a Federal court judgment following the merger with Central Airlines could not be used to offset subsidy income.

If prior period income from both years was excluded, the 1973 second quarter would have reflected a net profit of \$2,003,000 (\$.30 per share) versus \$1,098,000 (\$.17 per share) for the same period in 1972.

Record operating revenues for the first half totaled \$61,534,000, up 19.6 per cent compared with \$51,466,000 in 1972, and second quarter 1973 operating revenues, also a record, were \$32,601,000, up 17.4 per cent from

\$27,779,000 in the like 1972 quarter.

Revenue passenger miles for the second quarter were 316,271,000, up 24.5 per cent from a year ago, and for the first half totaled 612,584,000, up 21.2 per cent from the 1972 first half.

Mr. Feldman said that effective July 1, 1973, the CAB terminated the subsidy class rate which was established a year ago and has prepared provisional findings for a new class rate which would reduce Frontier's current subsidy payments.

"We will take the necessary actions to assure equitable treatment in the final subsidy determination and anticipate continued profitability for the remainder of 1973," Mr. Feldman said.

## Service at Its Best

Frontier is gearing up to meet its latest challenge, increased competition in the Dallas-Denver market.

"Our success, even in the face of increasing competition in many markets, largely has been the result of producing an outstanding quality of customer service," said Chuck Demoney, Director of Field Marketing, Western Division. Demoney, assigned to coordinate the marketing plan for the Denver-Dallas segment, went on to say: "At Frontier, as at any airline, the product we sell is service — service is provided by employees and our service is superior."

Demoney has evaluated all phases of customer service with a goal of upgrading where required to insure that the quality would be there when we began promising it to the public. The service quality assurance was the easy part of the assignment. We are already doing most things quite well, he said.

However, to insure top ontime performance, the Technical Services Division established several revised



RESERVATION AGENTS at Denver are swinging into the spirit of promoting Frontier's Denver-Dallas, Dallas-Denver flights. A large sign on the wall reminds the reservationists of Frontier's assets. Mary Leis, Reservations Agent, dressed in western garb, shows some of the advertisements and a bumper sticker currently being used to promote the Denver-Dallas, Dallas-Denver flights.

## Employees Spearhead DEN/DAL Promotion

procedures and programs such as aircraft power unit repair capability at Dallas-Ft. Worth, and assigned technicians to meet all inbound flights to discuss problems with flight crews and avert delays.

Food bank has been increased to insure sufficient meals onboard at Denver and Dallas. The shuttle bus now transports passengers from gate 39 at Love Field to the baggage claim. And all Dallas boarding customers can board the bus at gate 20 to be delivered to planeside.

Flight deck crews have gone that extra step to not only keep flights ontime but to talk to and meet our customers.

Reservations, Denver and Dallas station personnel, line maintenance, flight crews and stewardesses were briefed on the challenge and the important part each employee has in the plan to continue winning. In all, an estimated 600 employees attended the conferences.

"Our marketing and advertising plan conveys the message of our quality service as the reason to fly Frontier. Superior ontime service, steak and

lobster, first class legroom, customer service representatives, Concourse D, mobile lounge in Dallas, and our people make up the advertising message," Demoney said. The advertising plan includes extensive use of newspaper, radio, outdoor, taxi cab and direct mail advertising and employee bumper stickers.

Extensive personal sales call programs, travel agency and interline familiarization tours, media promotions, and other marketing techniques are underway to gain new customer exposure to Frontier's quality service.

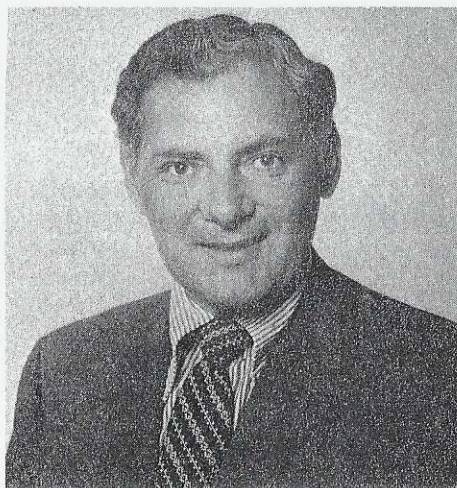
It sounds as if we have done special things to insure we continue to compete favorably.

"Not really," says Demoney. "We evaluated what we had been doing in all areas, adjusted a few things, and are continuing on the path that has produced success. Our employees make the difference and in that regard we can't lose."

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## executive message

Gordon Linkon

Vice President-Marketing

I'm sure you will all agree that it's a lot more fun being on a winning team than being with a loser. Frontier is a winner. We like it, our shareholders like it, the communities we serve and our customers like it. We want it to stay that way for the future — when the economy is up or when it is down.

To be a consistent winner, however, is not easy. It takes the same kind of hard work, dedication and smartness that it took to make us a winner in the first place.

When the loads are the greatest, the challenge and opportunity to win are also the greatest. August is Frontier's biggest traffic month. Our customer contact people represent the "front line." To make August a performance and customer service winner, we must first recognize the additional work all of us have — particularly the reservations, ticket counter, station and stewardess personnel and, second, we must give our "front line" personnel our full support through our own professionalized job performance.

Bobbi Driscoll characterized the trials and tribulations of a ticket counter agent's job very well elsewhere in this issue of *Frontier News*. While she describes the work on an individualized basis, she also refers to the basics which are essential to the successful achievement of every job in the company, such as "... self confident ... reliable ... knowledgeable ... sophisticated ... and professional."

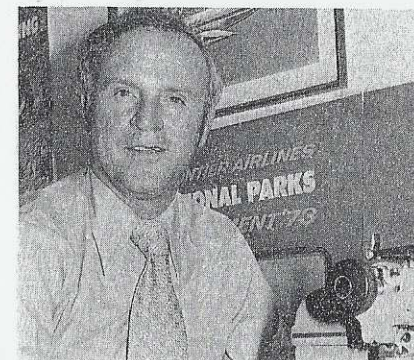
In short, Bobbi's message and mine are the same: our job — regardless of job title or location — is to contribute to the accomplishment of our corporate goals:

- by out-performing our competition in terms of reliability, quality customer service and the competitive desire to perform better with integrity, pride and professionalism;
- by being more effective in using the talents and capabilities we have already proven we have, and
- by applying the kind of teamwork that produces a total meaningful result for the customer, as well as the personal satisfaction to each of us in knowing that we are doing our individual job well and by so doing are winners on a winning team.

Our corporate goal of profitability today, while building a base for continued profitability in the future, is supported by a variety of marketing objectives, operations objectives and finance/administration objectives. Each of these objectives may be and is translated into a personalized, individualized job like your own. Each

## short hops

By Jim Ramsey



Two Phoenix personnel are to be highly commended for their fast action recently in preventing serious damage to one of our 737s. Just after termination of Flight 103, on July 12, Phoenix was hit by a severe storm, with winds reported up to 70 knots and a blinding rain which hit with little or no warning. Both Lead Technician Robert Pixler and Station Agent Sid Camomile reacted to a rather sticky situation — the plane had jumped its chocks, had turned 90 degrees and was heading toward the boarding lounge. Pixler jumped into the cockpit, setting the brakes and powering the hydraulic system. Camomile reacted to the aircraft moving towards him by throwing two nose wheels from a Convair 580 in front of the nose wheels of the aircraft. The two were able to stop the aircraft approximately 10 feet from the exterior wall of our boarding lounge. The plane received no damage.

\* \* \*

The company's annual Employee's Club Picnic will be held from 10:30 a.m. to 6 p.m. Saturday, July 28, at Lake Eldora, about 20 miles from Boulder up Boulder Canyon. This should be a good one — with plenty of food, beer and soft drinks, and games and fun for grownups as well as youngsters. Tickets are \$6 for member couples and \$3 for member singles, \$5 for nonmember adults and \$3.75 for nonmember children. Children of members are free. You can get your tickets from Bev Lessing in the Credit Union, Bob Ulrich, Manager, Propeller Hydraulic Shop, or Glenn Robinette, mechanic. For those who would rather not drive, buses will leave Frontier at 9 a.m. sharp. One will leave Lake Eldora at 5, the other at 6. The fare is \$2 for adults, \$1 for children.

\* \* \*

Robert E. Dietz, station agent in Albuquerque, is the lucky one who won the Grand Prize in the recent drawing to complete our Vacation Excitement Sweepstakes promotion. He gets a complete private pilot's course from the Cessna Aircraft Corporation. Other winners include Capt. J. L. Laguna, who won the seven-day Colorado mountain climbing expedition, and Ms. Eileen Hoelscher, stewardess, who won the three-day covered wagon trip. (Happy flying, climbing and wagon-training!) Numerous other prizes were won by other Frontier employees who participated in the contest.

\* \* \*

While we're on Vacation Excitement, Ken Stemler, Director-Market Planning and Development, reports a tennis show will be held July 28 at the Heatheridge Country Club for invited guests who will be exposed to Frontier's package tennis vacations. These tennis vacations are getting very popular, and we have some great ones to offer in Arizona in the winter and elsewhere on our system in the summer.

Ken also reports an excellent field of entrees, both pros and amateurs, for the Frontier Invitational Golf Tournament at Hiwan Country Club, Evergreen, Colo., Aug. 22-24. Purpose of this tournament is to promote Frontier's Golf Excitement vacations throughout our system.



profitability in the future, is supported by a variety of marketing objectives, operations objectives and finance/administration objectives. Each of these objectives may be and is translated into a personalized, individualized job like your own. Each job has some differences and some similarities. The differences are what make the airline run. The similarities are what tie us together to make it run on a common course toward keeping it a winner.

In the executive message I wrote last year, I stressed professional expertise, integrity and personal desire to turn bad situations into winning opportunities. Our marketing people in the field do that every day in dealing directly with our customers, in getting flights out on time (often making up time), and in showing our customers we really appreciate their business.

They do a good job at it. In doing the job, they are fulfilling three obligations — first, to themselves, as individuals; second, to the company; and third, to all the rest of us as individuals because we also, individually, want to do what's right and to show our customers that we appreciate their business. They and all the rest of us are equal members of the same team.

Each of you is to be congratulated on our second quarter earnings — each of you made it happen. Congratulations on a job well done.

*Gordon Linkon*

Gordon Linkon

## What Is A Ticket Agent?

Frontier has some 107 ticket agents, who are key elements in Frontier's personal contact with its customers. One of Frontier's agents, Bobbi Driscoll, senior ticket agent at Dallas, recently expressed her thoughts of what a ticket agent is, or should be, in a letter. Here is an excerpt of that letter:

"What is a ticket agent?"

"That is a very difficult question to answer. I believe a ticket agent is in the same league as a mother, 'jack-of-all trades and master of most.' It would be impossible to include all his duties in a job description.

"A ticket agent is the first personal contact our customer has with Frontier. A ticket agent is well-groomed with neatly clipped hair or a beauty shop hair-do... a clean, pressed uniform... a friendly smile and warm greeting... dignified... poised... self-confident... reliable... knowledgeable... and professional.

"A ticket agent is a baggage handler, baggage tracer, ticket writer, reservationist, accountant, telephone

operator, but especially a salesman and a PR man. The one person who handles all the misconnects, the irate passengers, the unaccompanied children, the foreigners, the elderly. He takes the brunt of the mishandled passenger's anger regarding lost and damaged baggage, missed flights, mis-quoted fares, unconfirmed and/or oversold reservations and cancelled and delayed flights. He is a psychologist and soft-shoulder.

"Yet he is the one person who never loses his cool under any circumstances — including verbal abuse by a passenger.

"He normally works under pressure, constantly running against the clock, always with a deadline to meet. He adapts to any given situation at a moment's notice.

"The rules and procedures he works under are constantly changing. It is his job to keep up with all these changes and remember them.

"A ticket agent's position should be a coveted one and deserves the very best selection of personnel."

Frontier Invitational Golf Tournament at Hiwan Country Club, Evergreen, Colo., Aug. 22-24. Purpose of this tournament is to promote Frontier's Golf Excitement vacations throughout our system.



**RIBBON CUT:** The hour was early, but many Joplin, Mo., residents turned out July 2 for Frontier's inauguration of jet service there, including Mayor Lena Beal, who performed ribbon cutting duties. Others on hand for the champagne inaugural of Frontier's jet service to Joplin, which is celebrating its centennial year, were (left to right): Harold Arlin, airport manager; Leon Kassab, Centennial chairman; Robert Metzinger, city manager; Jim Moore, Frontier Director—Field Marketing, Eastern Division; George Keffalos, Frontier Sales-Service Manager; Irma Spell, Frontier Customer Service Representative; Stan Patterson, Joplin Aviation Committee chairman, and Nancy Brandt, Miss Joplin Centennial. Frontier jet service was reintroduced on July 1 to El Paso and Ft. Smith, and additional jet service was added at another 12 cities on the system.



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Director of Public Relations

Managing Editor . . . . . Karen D. Thomas

News items and photographs are welcome. Co-mail should be addressed to DEN-GP.





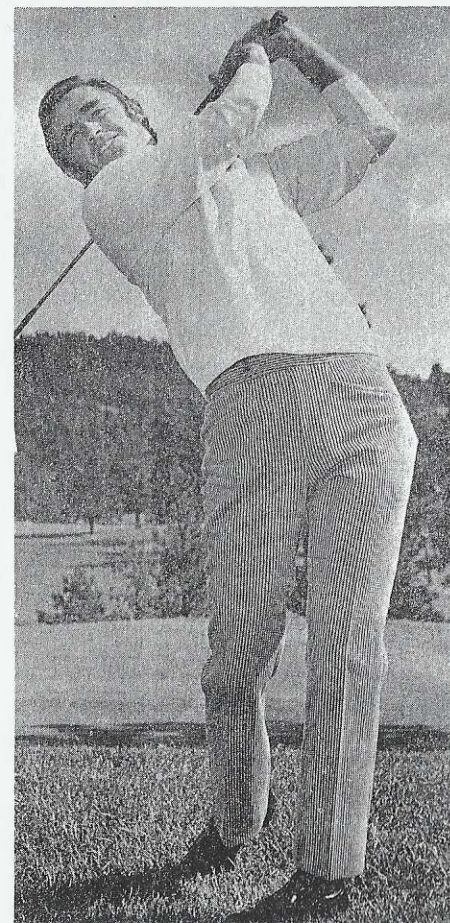


MISS COLORADO, Rebecca Ann King, received a bouquet of roses from A.L. Feldman when she visited Frontier's Denver headquarters last week. Gordon Linkon, Vice President-Marketing, was in on the greetings. Miss King will be working closely with Frontier during her year as Miss Colorado, assisting in publicity, promotions and marketing efforts.

## Par--ticularly Good Golfers



AMONG THOSE who participated in the Frontier Pilots Golf Tournament held June 15 and 16 at Park Hill Golf Club included (left to right): F/O Jerry Jones, Capt. Sam Grande, F/O Jim McGhee, F/O Rusty Lambert, Capt. J. P. Wyche, Frontier Executive



DAVE HILL

## Dave Hill Signed As Golf Rep.

Colorado golfing star Dave Hill has signed with Frontier to serve as its Professional Golf Representative.

Hill, one of the leading money winners on the current PGA tour, will also play in the Frontier Airlines "Golf Excitement '73 Invitational" tournament Aug. 22-24 at Hiwan Golf Club in Evergreen, Colo.

The pro-am tournament is to draw 40 of the area's top professional golfers and another 120 amateurs to compete in team play for \$15,000 in prize money over the par-71 course.

Frontier's new tour program is designed to acquaint avid golfers with year-round golf facilities throughout Frontier's 16-state system by combining all golf resort accommodations into a single folder. The Golf Excitement program includes three to seven-day tour packages in Arizona, Colorado, Utah and Las Vegas.

Hill, who has won \$96,000 on the PGA tour so far this season, will serve as Frontier's golf advisor, playing and recommending various courses on the FL system.

pass  
it  
along



John D. Ahlquist



Karen D. Thomas



Vancil C. Coleman

John D. Ahlquist has been appointed Director of Special Projects for the Marketing Division. He has been with the company since 1968.

Harold Maxwell, a veteran of 15 years with Frontier, is new Manager of Transportation Services. He has been with the company since 1968.



AMONG THOSE who participated in the Frontier Pilots Golf Tournament held June 15 and 16 at Park Hill Golf Club included (left to right): F/O Jerry Jones, Capt. Sam Grande, F/O Jim McGhee, F/O Rusty Lambert, Capt. J. P. Wyche, Frontier Executive Vice President Glen L. Ryland, F/O Tom Munden, Capt. Red Chambers, and, (kneeling) F/O Clyde Hart. Not pictured is F/O Jon Crouch. Winners were Lambert and Crouch. Winners (low net) were Wyche and Jones.



**GOLF CLUB WINNERS:** First place winners in the Frontier Golf Club June tournament held at Case Municipal Golf Course received gift certificates recently from Don Berridge, left, Frontier Golf Club committee chairman. Ernie Soto, center, Assistant Manager in Telecommunications, won first flight, and Jerry Broom, Program Specialist in Programs and Publications won second. The third place winner, Bob Mason, was not available for the picture. Any interested Frontier employees may participate in the remaining four club tournaments by sending their name, department, company and home phone numbers and \$12 to Don Berridge, DENMR.

## Route Exchange Hearing Expedited

The Civil Aeronautics Board (CAB) held a prehearing conference July 18 in reference to the route exchange agreement announced last April 9 between Frontier and American Airlines, and CAB Judge Thomas Sheehan has set the date of October 30 for the beginning of hearings on the route exchange.

The CAB announced late in June that it would hold an expedited hearing on the route exchange, which, if approved by the CAB, would extend Frontier's service to the Pacific Coast for the first time by permitting Frontier to serve San Diego, Calif.

The agreement calls for American to exchange its route authority between

Phoenix and San Diego and Tucson and San Diego for Frontier's authority between Dallas — Albuquerque and Albuquerque — Las Vegas.

The decision by the CAB to hold an expedited hearing in the case denied requests of other carriers to consolidate competing applications and expand the route transfer case beyond its present bounds.

If the agreement is approved, Frontier would provide a minimum of three roundtrip flights between Phoenix and San Diego and two roundtrip flights daily between Tucson and San Diego. Frontier would offer through service to San Diego from Denver and other points feeding into Denver.

John D. Ahlquist

John D. Ahlquist has been appointed Director of Special Projects for the Marketing Division. He reports to Vice President—Regional Marketing Hank Lund and is responsible for the development and implementation of various special marketing and customer service projects involving Frontier's major jet markets.

He was associated for 21 years with Northwest Airlines, serving the airline in Chicago the past seven years as District Manager of Transportation Services.

Ahlquist, his wife Shirley, and their two children reside in Aurora.

\* \* \*

Karen D. Thomas has been appointed Public Relations Representative for Frontier, and in that job is assisting in handling news media relations and other public relations activities and editing Frontier News. She reports to James W. Ramsey, director of Public Relations.

Miss Thomas, a former reporter and editor for the San Diego Evening Tribune and the Akron (Ohio) Beacon Journal, comes to Frontier from the University of Colorado, Boulder, where she edited a weekly faculty-staff newspaper and worked in the News Bureau.

A graduate of San Diego State College, Miss Thomas is residing in Denver.

\* \* \*

Vancil C. Coleman has been named Frontier's Equal Employment Opportunity Coordinator. He comes to Frontier from Freedom House Job Placement Center in Denver, where he was Senior Job Counselor and Developer. Prior to Freedom House, he retired from 22 years of military service.

Karen D. Thomas

Harold Maxwell, a veteran of 15 years with Frontier, is new Manager of Transportation Services at Albuquerque. He formerly was Staff Manager of Field Marketing in the Western Division and has been manager at Muskogee, Manhattan, Oklahoma City and Kansas City.

\* \* \*

Mrs. Jane Sullivan has assumed new duties as Supervisor of Food and Beverage Service. She previously was Dining Service secretary. In her new job she assumes all previous duties of Don Chambers and reports to Fred Harnisch, Manager of Food and Beverage Service.

\* \* \*

John R. Edens has been appointed to the position of Supervisor, Customer Collections. His responsibilities include establishing credit, granting limits and collecting all debts from designated classes of customers. He is assuming the duties formerly assigned to Karl Leonard, who retired recently.

\* \* \*

Jon Bartram has been appointed Quality Assurance Specialist and Jim Willey, Inspection Foreman. They both report to the Director, Quality Control and Reliability. Bartram will maintain a liaison with the FAA and other governmental regulatory agencies concerning compliance with company and FAA regulations and other applicable rules and procedures. He has been with Frontier 14 years in various technical positions, the latest being Inspection Foreman. Willey will supervise lead inspectors and inspectors in the performance of their duties. His last position with Frontier was as Manager of the Maintenance Control Center.



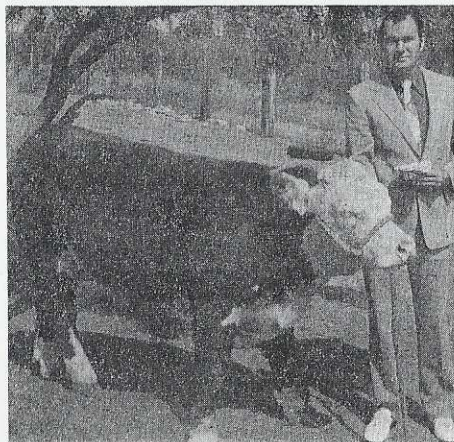
**CONTRACT SIGNED:** An agreement was signed on June 29 between Frontier and the Clerical, Office, Fleet and Passenger Service employees. The new agreement will expire Jan. 1, 1975. Seated, from left to right, are Dr. M. B. Wigderson, staff vice president for the Airline Employees Association; Don Hatfield, Frontier's Director of Industrial Relations, and Harry D. Bickford of the National Mediation Board. Standing (L-R) are company and association negotiation committee members: James Brice, Don Wright, Bill Monday, Jack Casey, John Scott, Marty Grass, Patty Green, Paul Burton, Harlan Muehring and Robert Revitte.



# interlining

By Karen Thomas

All the steak you can eat? It'll be right there in Amarillo, Texas, Sept. 6, 7, 8 and 9 during the Second Annual Amarillo World Airline Employees Steak-Eating Contest and Shindig. Sponsors for the event, open only to airline employees, are the Board of Convention and Visitors Activities in Amarillo and the Amarillo Chamber of Commerce.



Danny R. Johnson, Sales Service Manager at Amarillo, holds onto a 1,000-lb. steer which will be given away as a door prize in the Second Annual World Airlines Employees Steak-eating Contest and Shindig.

Events include a champagne reception and dance on Sept. 6, poolside bullshot eyeopener, beerbust barbecue and square dance, jeep rides, horse back riding, horseshoe pitch and a Six Gun City sing-a-long on Sept. 7; another eyeopener, reception and western dance and steak-eating contest with \$100 in prizes on Sept. 8 and a farewell on Sept. 9.

Headquarters will be the Villa Inn, and Saturday's western dance and steak-eating contest will be at the world-famous Big Texan Steak Ranch.

Special motel rates are \$6 per person, double occupancy, or \$9 single occupancy. The \$14.50 per person registration fee includes drinks and activities. Entry fee for the steak-eating contest is \$5. Reservations will be limited to the first 600.

Registration forms are available from Glen Gibson—BCVA—301 S. Polk, Amarillo, Tex. 79101.

\* \* \*

Effective Sept. 15, World-Wide Interline Tours will offer group tours to Rome and Athens, to the Holy Land and to Spain. Tours include air transportation, twin bedded room and private bath, sightseeing, all transfers, breakfast and dinner daily (on the Holy Land tour, three meals daily). Employees, spouses and children and parents of the employee are eligible. Costs range between \$210 and \$230. Contact World-Wide Interline Tours, P.O. Box 28034, Atlanta, Ga. 30328.

\* \* \*

Japan Air Lines is offering two popular Orient tours for full-time scheduled airline employees. The "Daikoku" 8-day independent tour for two or more people traveling together, covers Japan only, with stops in Tokyo, Kamakura, Hakone, Atami, Kyoto, Nara and Osaka and is priced at \$196. A four-day extension to Bangkok and Hong Kong also is available for an additional \$101. The "Takarabune" 15-day escorted tour stops at Tokyo, Kyoto, Kurashiki, Takamatsu, the Inland Sea and Osaka in Japan, then continues to Taipei and Hong Kong. Price is \$278. Air fares are based on 80 per cent reduced-rate transportation on excursion fare, economy class, positive space from any of JAL's U.S. gateways. Write Japan and Orient Tours, Inc., 250 E. First St., Ste. 912, Los Angeles, Calif. 90012.

\* \* \*

Interline International is offering a group of tours for airline employees, their spouses, parents and dependent children under 21. Tours depart from September 1973



EARLY JUNE Stewardess graduating class included, from left to right, Ginger DeMoldau, Pat Ross, Crystal Wooddell, Debe Zanders, Mary Herr, Chris Bonatti, Lucye Hollins and Re Wilson.



LATE JUNE Stewardess graduating class included, from left, Elizabeth Gomez, Patti Hara, Jan Duncan, Karen Miller, Pat Leitner, Pam Richardson, Janet Jackson, Karen McBride, Linda Mulder, Nancy Lohman, Dawn Waati, Angela Nichols and Charlotte Despeaux.

## They're Off to New Zealand . . .

Continued from page 1

NAC. NAC is a regional carrier much like Frontier and uses Boeing 737s, Viscount and Fairchild F-27 aircraft.

Pam and Jeanne both were nominated for Stewardess of the Year in 1972. Pam has been with Frontier since 1967. She was presented an outstanding service award in 1972 and was chosen Stewardess of the



Interline International is offering a group of tours for airline employees, their spouses, parents and dependent children under 21. Tours depart from September 1973 through May 1974. Tours are scheduled for Japan, South America, Russia, Warsaw, Budapest, Istanbul, Copenhagen, Oslo, Stockholm, the Holy Land, and Rome. Tours are complete, including positive space, roundtrip air transportation between designated U.S. gateway and destination cities, first class/superior hotel accommodations based on twin-bedded room with private bath, two or three meals daily, sightseeing, transfers, portage between airport and hotel and U.S. International Departure Tax. Tours range from 8 to 11 days and from \$249 to \$398. Contact Interline International, Suite 124-D, 1005 Virginia Ave., Atlanta, Ga. 30354.

## service awards

### 25 YEAR SERVICE AWARDS

Bastar, E., Crew Scheduler - DEN  
Cannon, D., Captain - DEN  
Ehre, A., Aircraft Technician - DEN  
Gee, W., Foreman - DEN  
Logue, C., Captain - DEN  
Pusede, P., Aircraft Tech. - DEN  
Rich, R., Captain - DEN  
Slivka Jr., G., Sales Service Mgr. -  
CYS  
Welling, D., Captain - DEN

### 15 YEAR SERVICE AWARDS

Banks, R., Captain - DEN  
Caruthers, C., Asst. Mgr. Trans. Svcs. -  
DEN

Clark, S., Captain - DEN  
Farnam, R., Station Agent - RAP  
Fitterer, M., Reservation Agent - DEN  
Hunt, T., Station Agent - DAL  
Kuehnert, D., SATO Manager - TUS  
Martinchick, J., Cleaner - DEN  
Mortensen, D., Mgr. Programs and Publ. -  
DEN

Oliver, G., Station Agent - OMA  
Reid, W., Sr. Agent - DEN  
Roy, C., Accounting Clerk - DEN  
Simmons, T., Asst. Mgr. Trans Svcs. -  
DAL  
Wachob, J., Station Agent - DEN  
Wagner, R., Sales Service Mgr. - LAR  
Wheeler, H., Captain - MCI  
Wilmes, B., Sr. Agent - DEN

### 10 YEAR SERVICE AWARDS

Aguirre, F., Tech. Specialist - DEN  
Catron, E., Station Agent - TBN  
Combs, D., Station Agent - ICT  
Counce, F., Mechanic - DEN  
Ellington, D., Mgr. Svc. Procedures -  
DEN  
Grissom, W., Station Agent - DAL  
Hall, J., Aircraft Tech. - DEN  
Harris, A., First Officer - SLC  
Huett, R., Sr. Agent - CPR

Huffaker, R., Station Agent - MHK  
Hurlburt, D., Secretary - DEN  
Jones, W., Station Agent - DAL  
Kruger, A., Cleaner - DEN  
Lang, M., Mgr. Compensation Prgrms. -  
DEN  
McGhee, J., First Officer - DEN  
Milne, R., Sales Service Mgr. - FLG  
Pearson, R., Relief Agent - DEN  
Pester, M., Mgr. Trans Svcs. - BIL  
Prange, R., First Officer - DEN  
Ruch, C., First Officer - DEN  
Sato, J., Reservations Agent - DEN  
Thaemert, D., Aircraft Tech - DEN  
Thomas, G., Station Agent - DEN

### 5 YEAR SERVICE AWARDS

Abraham, J., Station Agent - STL  
Acker Jr., W., Staff Mgr. Appearance -  
DEN  
Allbritton, Jr., Second Officer - DEN  
Baros, A., Cleaner - DEN  
Belanger, G., Air Freight Clerk - DEN  
Bell, C., Stewardess - DEN  
Bolt, P., Station Agent - DEN  
Bruce, C., Accounting Clerk - DEN  
Carroll, R., PBX Operator - DEN  
Carruthers, B., Stewardess - DEN  
Deutsch, C., Cleaner - PHX  
Dickinson, M., Stewardess - DAL  
Elliott, R., Engineer - DEN  
Fruhworth, R., Print Shop Operator - DEN  
Galusha, S., Station Agent - PUB  
Gibson, B., Cleaner - MCI  
Hardy, J., Secretary - DEN  
Hargis, J., Station Agent - STL  
Johnson, A., Stewardess - DEN  
Lane, R., Asst. Mgr. Trans. Svcs. -  
STL  
Olaiz, A., Reservations Agent - KCK  
Payne, N., Cleaner - DEN  
Portlock, L., Second Officer - DEN  
Rollins, K., Aircraft Tech. - DEN  
Toomey, G., Station Agent - LAS  
White, R., Lead Aircraft Tech. - CDR  
Wise, E., Aircraft Tech. - MCI

viscount and Fairchild F-27 aircraft.  
Pam and Jeanne both were nominated for Stewardess of the Year in 1972. Pam has been with Frontier since 1967. She was presented an outstanding service award in 1972 and was chosen Stewardess of the Month for October after completing a special project involving inspection of aircraft appearance. Her interests include dancing, skiing, horseback riding and collecting silver and turquoise American Indian jewelry.

Jeanne has been flying for Frontier since 1965 and has had several special assignments with the company. She is a certified SCUBA diver, likes horseback riding, ice skating and water skiing, and raises purebred dogs and cats.

Ros and Chris are both Check Hostesses for NAC. Ros has been with NAC nine years and Chris, three years.

## New Savings Branch Opened

Western Federal Savings has opened a new branch at the entrance to C Concourse on the main ticket level at Stapleton. Tom Waymire, manager of the new branch, says he welcomes Frontier employees to use the branch's facilities,

which include foreign currency exchange, free paycheck cashing, and issuing of American Express Travelers Cheques and money orders. Hours are 8 a.m. to 8 p.m. weekdays and 9 a.m. to 1 p.m. Saturdays.

## ideas unlimited

DONNA E. BONES, stewardess, DEN, \$15 - for her suggestion concerning the issuance of post cards for passengers.

RICHARD CANTWELL, lead aircraft technician, DEN, \$105 - for his suggestions concerning (1) the replacement of a spacer on the Attendants Seat to prevent breakage, and (2) building a storage compartment out of honeycomb.

JOSEPH B. COOPERSMITH, lead aircraft technician, DEN, \$45 - for his suggestion concerning the manufacture of CV-580 inlet nose fairing seals.

PAMELA DUANE, stewardess, DEN, \$25 - for her suggestion concerning the labeling of B-Bags in seat pockets such as "Air Sickness Container" or "Motion Sickness Container."

VIC DUNNING, senior agent, OMA, \$30 - for his suggestion concerning the changing of the Company Policy and Procedures on chapter 45-6.

U.S. BILL GRANT, aircraft technician, DEN, \$65 - for his suggestions concerning (1) the pull out door on the new liquor cart, and (2) putting guide clamps for the two brake control rods on the liquor carts.

R. CLAYTON HOUSH, supervisor of emergency procedures training, DEN, \$45 - for his suggestion concerning the manufacture of a tool to clean and lubricate window shade tracks on Boeing aircraft.

LARRY P. LAMBERT, aircraft technician, DEN, \$15 - for his suggestion concerning stocking all heat duct blankets made on the same pattern under the same stock number.

RUTH E. PITTS, stewardess, MCI, \$10 - for her suggestion concerning the posting of labels in the lavatory for sanitation purposes.

C. J. POELL, lead aircraft technician, DEN, \$80 - for his suggestion concerning a micro switch on the air stair door handle and wiring it to the existing door warning light.

SANDRA L. SANDOS, stewardess, SLC, \$25 - for her suggestion of replacing the metal bar that joins the cabin carpet to the entryway linoleum which would allow easier movement of the carts and eliminate undue spillage.

O. A. SOMERS, aircraft technician, DEN, \$25 - for his suggestion to substitute in places on the 580 right and left elevators a removable angle for curtain attachment.

ERNEST F. SOTO, assistant manager, telecommunications, DEN, \$340 - for his suggestion concerning the installation of a paper holder for the use of teletype paper in the IBM 1977 machine.

JAMES TURNQUIST, aircraft technician, DEN, \$35 - for his suggestion to manufacture a device for holding batteries while taping for manufacture of battery packs.

HAROLD G. WAGNER, aircraft technician, DEN, \$105 - for his suggestions concerning (1) repairing the B-737 liquor carts to replace the adjustable clevis bolts on the brake system, (2) the design of a template to drill the pedestal cover, PN 130-1719, and (3) the three aligning clips on the 737 nose cowl.

SID WALKER, manager, sheetmetal and upholstery, DEN, \$125 - for his suggestion concerning the manufacturing of Convair parts.