

Letters -- We Get Letters

By Ann Yanulavich

Editor's Note: As Manager of Customer Relations, Ann Yanulavich has lots of mail directed her way each month. We asked Ann to summarize the kinds of pats and pans received from customers in 1973 — to get some idea how we stand in the eyes of our passengers. Beginning next month, Frontier News will print some of the letters Ann receives.

BOY, do we get letters! With the degree of consumerism which prevails today, no doubt every service company is receiving an increased amount of correspondence. Frontier Airlines is among the fortunate, however, since during the past year, of the 2,810 passenger letters received, 48 per cent were commendation letters. The situation becomes even brighter when we take these letters and evaluate each area mentioned by our passengers. We feel this provides the most accurate measure of what our passengers think of us.



Ann Yanulavich

Breaking down these letters, in 1973 our passengers sent us 2,233 commendations and 1,482 negative comments. Of these our station personnel received 467 commendations on their helpful attitude and only 27 complaints, stewardesses received 566 commendations on their performance and only 25 negative comments, pilots 109 commendations versus one negative comment, inflight customer service representatives 232 commendations versus no complaints, reservations 42 commendations on their helpful attitude versus two negative comments, and last but not least, we received 228 commendations on the quality of our meal service and only four negative comments.

I must admit that some of my counterparts think our accounting may be a little off but I simply challenge them to fly Frontier and in the unlikely chance they still doubt me, I'll be happy to share my files. As a matter of fact, on a business trip to Denver,

one of our competitor's customer relations manager advised me that she wanted to use Frontier as far as DFW or STL on her return. Her main reason — so many of their passengers had told her about Frontier's meal service and personal treatment that she wanted to try it herself. Following that trip, she wrote a complimentary letter we were proud to receive, praising every bit of our service.

Readers Digest, Parade Magazine, Better Homes and Gardens and even Good Housekeeping have recently carried articles advising airline passengers of their "rights" and who they should report us to if they are not happy. I'm well aware that many employees view the Consumer Affairs Office of the CAB and this office as their "watch dog." That really couldn't be further from the truth — the CAB established the Consumer Affairs Office to assist all U.S. consumers in receiving exactly what they pay for.

Our main objective is to assist in solving passenger problems and, in many cases, explaining that a situation was handled as it should have been but we just didn't explain it to our passenger. Most importantly, we help each city in retaining their loyal customers and assist in providing the incentive to others to switch from our competitor to Frontier. In other words, we want to be the willing assistant to each of our passengers and each passenger service department.

I'm sure you'll agree that the figures above give us good reason to be proud of the service we are offering our passengers. As good as they are, though, I feel confident that we can do an even better job that will practically eliminate negative comments. We met a real challenge in the past months during the extreme weather and the schedule cutbacks and still heard many encouraging comments about Frontier service. Surely we can all shoot for even higher goals.

One thought comes to mind, though — if you are spurred on to even greater accomplishments after seeing the above figures, what's my desk going to look like in the days ahead? Anyone know of an available office in some out-of-the-way place like Honolulu or Tahiti that's bigger than Room 300?

FRONTIER AIRLINES



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Fuel Allocation Increased By 6.2 Million Gallons

The Federal Energy Office (FEO) has advised Frontier it has approved its application for an increased fuel allocation. A.L. Feldman announced this good news at a meeting in the executive

of its decision to increase our fuel allocation. "However, we have no assurance that our vendors will be able to supply this fuel," he emphasized.



allocation, A.L. Feldman announced this week. The allocation is in the amount of 6.2 million gallons per year.

Frontier had requested an increase in the allocation of 8.8 million gallons per year in order to bring us up to the level of operations performed during the third quarter of 1973, Mr. Feldman said. "Clearly, the FEO decision will not permit us to return to the same level of flying we had prior to the December 8 cutbacks," Mr. Feldman pointed out, "however, if our suppliers will provide the allocation granted, we will be able to start increases in flying by June 1."

Mr. Feldman said the FEO is in the process of notifying Frontier's suppliers



T. J. McCartin

T.J. McCartin Named V.P. — Materiel

T. J. McCartin has been elected to the newly created position of Vice President — Materiel. In this position, he is heading up all Purchasing, Production and Inventory Control, and Stores functions.

McCartin has been Director of Materiel for the past two years. He joined Frontier in October 1971, after serving with Collins Radio Co. in Dallas for four years as Director — Materiel, and prior to that in various management positions with Dresser Industries, also in Dallas.

A native of New York City, he was graduated from Hofstra University. He was employed with Sperry Rand Corp. in New York City and Charlottesville, Va., in various purchasing positions for ten years.

supply this fuel," he emphasized.

Earlier this week, testifying before the Senate Aviation Subcommittee in Washington, D.C., Mr. Feldman stated that airlines should receive equitable treatment with other forms of public transportation in obtaining adequate fuel and at prices which are not disproportionately high.

He said that present fuel allocations are leaving the local service carriers with too little fuel to meet their present service obligations, and far too little to keep up with growth of these obligations.

Mr. Feldman was invited to testify before the Senate subcommittee, chaired by Sen. Howard Cannon of Nevada, on behalf of the Association of Local Transport Airlines of which Frontier's president recently was elected chairman.

Referring to the Emergency Petroleum Allocation Act of 1973, Mr. Feldman said before the subcommittee: "It is clear that Congress intended for air transportation, along with other forms of transportation, to be provided sufficient fuel at reasonable prices to maintain service to the public."

He said that regulations of the FEO have provided other forms of passenger

Continued on Page 2

Traffic Up

Frontier's traffic was up sharply in February compared to the same month a year ago. Revenue passenger miles increased 18 per cent to 106.45 million, compared to 90.2 million in February 1973, despite a reduction in available seat miles due to the fuel shortage.

The passenger load factor rose to 60.1 per cent for the month, compared with 51 per cent a year ago. Passengers boarded for the recent month totaled 234,267, up 13 per cent from February a year ago.

A.L. Feldman commented that traffic throughout Frontier's system was strong and attributed this to both improved seasonal scheduling and diversion to the airline of some passengers concerned about growing fuel shortages and speed limits.



READY FOR RACE. Jim "Moose" Barrows, center, pro ski racer and Frontier's ski adviser, warms up for the Frontier Airlines/Steamboat Express pro ski race to be held this Friday, Saturday and Sunday at Steamboat. Also getting ready for the weekend pro races and the pro/am on Friday are Steamboat Frontier Girl Donna Stephens and Gail Godbey of Local Service Marketing, coordinator of the event.

FAA Selects C.J. Poell to Receive Regional Mechanic of Year Award



WINNING IDEA. Lead Aircraft Technician C. J. Poell devised a micro switch installation for the door handle of the Convair 580 which earned him the FAA's Rocky Mountain Region Mechanic of the Year award.

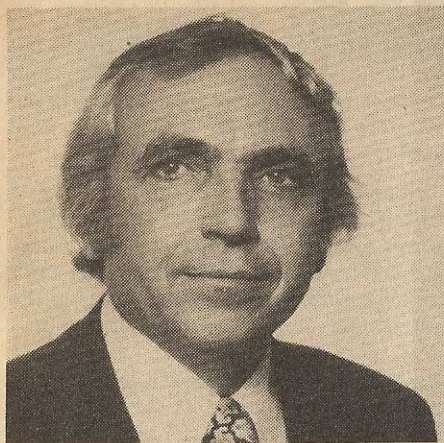
A Frontier mechanic whose ingenuity in devising a micro switch installation for the door handle of the Convair 580 has been selected air carrier Mechanic of the Year in the six-state Rocky Mountain Region of the Federal Aviation Administration.

C.J. Poell, lead aircraft technician and Frontier employee for the last 17 years, was selected from among six other state Mechanic of the Year Award winners from the region, which includes Colorado, Utah, Wyoming, Montana and North and South Dakota.

Poell's winning idea was to install a micro switch on the Convair airstair door handle which would cause a warning light to come on when the handle is in an unlocked position. He had won \$80 for the idea in Frontier's suggestion program last July after two aircraft had come in with unlocked doors.

A lead aircraft technician since 1965, Poell has worked in the aviation industry since 1937. He joined Frontier in 1957 after working for TWA and American. Aviation also extends into his private life as his favorite hobby is flying radio controlled airplanes.

Poell, as Rocky Mountain Regional winner, is now eligible for the national competition with other winners from FAA's 11 geographical regions.



executive message

William D. Wayne

Vice President and Manager
of Operations

"I know someone who will sell us a half million gallons of jet fuel a month. Will Frontier buy it and restore some of the cancelled flights?"

This is a fairly common question from employees throughout our system these days. The answer most generally must be "no" — but, why?

For Frontier to be interested in buying substantial quantities of fuel from other than our normal supply sources, the following criteria must be met:

1. The price must be competitive with that of the regular suppliers.
2. The fuel must be available where and when Frontier can use it.
3. There must be assurance that a given quantity of fuel will flow to us on a regular basis over a long period of time in order that the airline can be scheduled to use it effectively.
4. We must be assured that any purchase of fuel will not jeopardize our fuel supply as allocated by the Federal Energy Office.

Offers of fuel for sale outside our regular channels have not met these criteria. Therefore, Frontier has not responded to offers from fuel brokers, although each offer is evaluated against the criteria listed above. We do make spot purchases from fixed base operators to make up for local shortages.

The Federal Energy Office (FEO) allocates and directs our suppliers to provide us with fuel. The normal allocation is based upon the actual amount of fuel used in 1972. Frontier's usage in 1972 was 61 million gallons, which fell 14 million gallons short of our originally projected needs for 1974. As a result of our initial allocation for 1974, cutbacks were initiated in December. Later Frontier's 1972 base was "adjusted" upward some five million gallons, but still was nearly nine million gallons short of our third quarter 1973 usage rate.

This upward adjustment to our actual usage was won by vigorous action on the part of your executive management in time to prevent the second serious flight schedule cutback which had been planned for February 1.

Just within the last few days, the FEO advised us it has approved our latest application for an increased fuel allocation in the amount of six million gallons per year. We had requested an increase in the allocation of 8.8 million gallons per year in order to bring us up to the level of operations performed during the third quarter of 1973.

This FEO decision will not permit us to return to the same level of flying prior to the December 8 cutbacks, but if the suppliers will provide the allocation granted, we anticipate starting to increase flying by June 1.

short hops

By Jim Ramsey



VOTED IN: Frontier's Emily Howell has been elected the first woman member of the Airline Pilots Association (ALPA). Hired by Frontier in January 1973, she was a provisional member of ALPA during her first year. She and seven other members of her class were voted into active membership by fellow members of the Frontier chapter, Council 77, on Feb. 12.

GROWTH IN LOADS on our flights to the Steamboat area has prompted Frontier to file with the CAB to make permanent our authority to fly into the Steamboat-Hayden-Craig area. In 1973, we had a 22 per cent traffic growth over 1972 and, according to Sales-Service Manager Larry Denning, "there is every indication the trend will continue."

ALTA CHAIRMAN: A. L. Feldman recently was elected chairman of the Association of Local Transport Airlines (ALTA), organization representing the eight local service carriers in the U.S. plus the Alaskan and Hawaiian carriers. This follows his being elected to the Board of Directors of the Air Transport Association (ATA) and to the ATA's five-member Executive Committee.

SPEAKING OF HONORS: Wally Adams, Executive Director-Treasurer of Frontier Airlines Federal Credit Union, has been appointed to the Board of Directors of the National Association of Federal Credit Unions. Wally will represent Region V, comprised of 15 states. In announcing his appointment, the NAFCU's newsletter said: "Under Mr. Adams' guidance, the Frontier credit union recently offered a new service to its membership — safe deposit boxes — and has experienced growth to \$5.5 million, with membership in excess of 4,000."



Adams

KWICKEE SUCCESS: Jack Zembeck, Cargo Sales Manager, reports that Frontier's small package "Kwickee Service" is really booming. The service, which allows customers to airship packages under 50 pounds between any two points on Frontier's system for \$20 plus tax, increased 500 per cent in 1973 over 1972. "It grows every month, as more people find out about it," Zembeck says. Biggest customers for us are banks, and the data processing industry, which ships tapes, cards and other computer input materials.

anticipate starting to increase flying by June 1.

Although the FEO has directed each of our suppliers to sell a given amount of fuel to Frontier, in some cases the oil companies allege that they simply cannot provide the product to all the customers as directed by the government. Our Materiel Department is working constantly with our suppliers to obtain the fuel allocated for us.

We, along with the FAA, have implemented fuel conservation measures in aircraft operations to stretch the fuel we do obtain. Our executive management is working constantly with the government to bring our fuel allocations closer to our current needs.

It is our intent to work within the system established by the federal government to obtain our fair share of the fuel available. However, we must remain alert to assure that we obtain the fuel allocated us and to conserve the fuel we do receive. Your continued cooperation and response to this challenge is appreciated.



GATHERING AROUND Will Rogers Jr., second from left, featured speaker at the Frontier Federal Credit Union annual dinner dance held last Saturday night in the Denver Hilton, are, from left, Susan West, Credit Union Assistant Manager; Frank Villegas, Supervisor, Printing and Mail Services, and Albert Clark, Assistant Manager of Transportation Service, Phoenix. About 650 persons attended the affair, which featured dancing to the Steve Halpin Orchestra. Rogers spoke on "His Father in Aviation."



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addressed to DEN-GP.



NEW FOR SPORTSMEN: A new convenience for sportsmen traveling on Frontier is a special case called "Sport Pac," which protects rifles, shotguns, scopes, fishing gear or archery equipment. This container is made of plastic lined with foam rubber, and will hold two rifles with scopes. It has a pressure lock lid. According to Duke Ellington, Manager of Service Procedures, the "Sport Pac" is available to our customers for a \$30 deposit, which is refunded when the case is returned, thereby offering maximum protection at no cost to the customer. It should save us the high replacement cost of the previous cardboard foam rubber box, and also cut down on damage claims.



Frontier Files Application to Serve Kalispell, Columbia, Whitefish

Frontier has filed an application with the Civil Aeronautics Board to provide jet service to the Tri-Cities of Kalispell, Columbia Falls and Whitefish, Mont.

If approved, Frontier would provide Kalispell with its first jet service to the south, central and eastern portions of the U.S., and would open up this year-round vacation area to the rest of the country. Kalispell serves as western gateway to Glacier National Park, with its airport — Glacier Park International — 25 miles from the park.

"This extension to Kalispell is part of a program to expand and strengthen our route system for future growth," A.L. Feldman said. He added applications for other new routes would follow during 1974.

Kalispell is the only major Montana city with a significant void in air service to most of the United States, Mr. Feldman pointed out, and Frontier's proposal would eliminate the present gaps to major areas. Frontier serves more cities in Montana — 14 — than any other airline.

"Our jet service to Bozeman and Missoula inaugurated last spring has proven very successful," Mr. Feldman said. "The addition of Kalispell can mean additional service on the route sometime in the future."

It is estimated that more than 17,000 passengers will benefit annually from the new service by providing the more direct access to and from the east for Kalispell.

Fuel Allocation Increased

Continued from Page 1

transportation a priority for all the fuel required to meet their current needs, while the airlines — which provide 78 per cent of common carrier intercity passenger traffic in the U.S. — have been given a limited supply allocation based on 1972 usage.

He said that the nation's local service carriers used only about 8.8 per cent of the total fuel used by the domestic airline industry in 1973, yet this group of carriers is responsible for one-third of all domestic airline departures, and, for much of the nation, local carriers offer

the only form of air service available.

Mr. Feldman pointed out that prices for jet fuel "have increased drastically" and that these price increases will have to be passed on in the form of fare and rate increases — and, in addition, may require increases in subsidy payments for required service to small communities.

Mr. Feldman called on the Senate subcommittee to help the airlines by treating air transportation in the same manner as other forms of public transportation, and said: "We are asking for equitable treatment, not charitable treatment."

Filling Seats Profitably Keeps Sales Staff Busy

By Karen Thomas

Editor's Note: The Denver Sales Office is only one of 12 district sales offices operated by Frontier, the others being Albuquerque, Colorado Springs, Dallas-Fort Worth, Kansas City, Las Vegas, Lincoln, Omaha, Phoenix, St. Louis, Salt Lake City, and Tucson. In addition, all other stations have sales-service managers, who spend a good portion of their time on the sales function. All contribute significantly to Frontier's revenues, and the Denver office is singled out only because it is the largest such operation in Frontier.

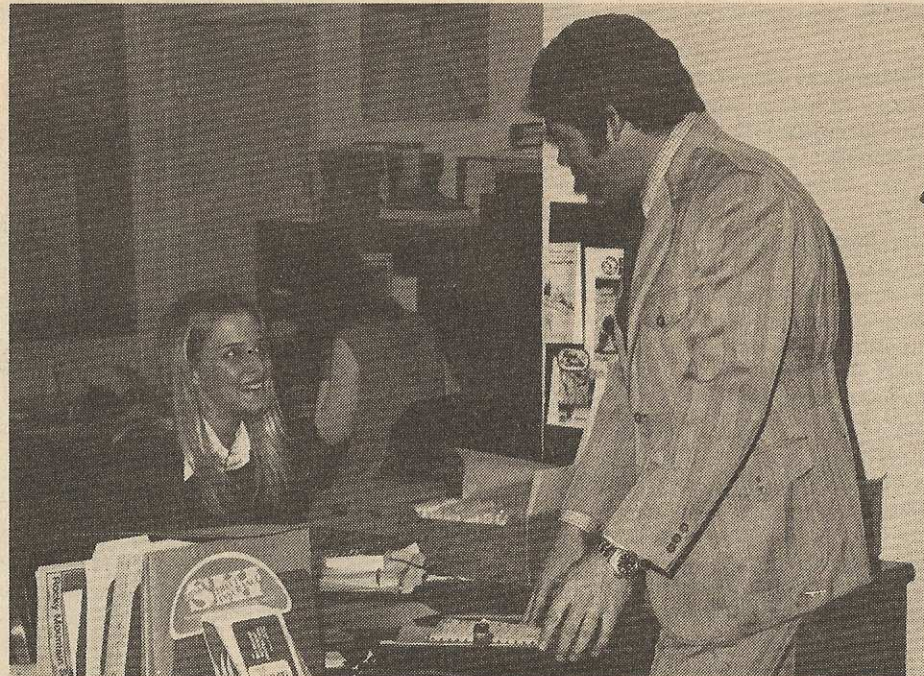
"We won't feel our job is completed until every flight is filled every day — then we've run ourselves out of a job."

Ken Gann, Denver District Sales Manager, summed up the job of Frontier's sales staff like that recently during an interview for *Frontier News* at the Denver staff's new suite of offices in the One Park Central Building in downtown Denver.

He heads up Frontier's largest sales office, which accounts for about 25 per cent of both passenger and freight sales for Frontier. Denver boards some 2,000 passengers a day and about 1.3 million pounds of cargo a month — and its 11-person sales staff is responsible for seeing to it that those figures go up, not down.

Six salesmen — Steve Spaulding, Dan McCauley, Mike Warner, Dennis Nimm, Ron Battles and Ken Johnson — and three saleswomen — Kathy Walker, Kathi Goff and Marne Davis — have that job, along with Gann.

"A salesman or woman needs a great deal of knowledge and background about



MAKING A CALL to the office of the United States Ski Association in Larimer Square is part of a day's work for Denver Sales Rep Dan McCauley. Dan also handles the Dallas sales effort and many commercial accounts.

the company," Gann commented. "In order to be effective they must know something about ticketing, tariffs, operations, reservations, advertising, public relations — and most other phases of the company." Gann, himself, has been with Frontier for 13 years, beginning as a station agent and working in reservations and sales before becoming Denver's sales manager.

"We have a young, aggressive sales force in Denver," Gann pointed out "and each goes about his or her job with one objective — to fill our planes at a profit."

Because of the size of the Denver sales force, each salesperson has a specialty area of accounts he or she works with.

Steve Spaulding is in charge of travel

Ken Johnson handles cargo sales and works out of the freight office at Stapleton.

Conventions are the special concern of Kathy Walker. She has the job of soliciting convention revenue out of Denver and other group sales activities. She not only arranges the group's travel plans, but often meets the groups at the airport to assist them with baggage and boarding. She also coordinates all travel out of the Denver Merchandise Mart, which attracts many buyers.

When she's not assisting Kathy Walker with convention groups, Kathi Goff is developing the lower volume Denver travel agents.

Marne Davis, who recently transferred to Denver from Billings, is developing unidentified Denver accounts into volume accounts and giving support for developed accounts.

Gann coordinates all his staff's duties, supplies sales leads through reading periodicals and other types of research, coordinates cargo sales, keeps watch over the office's sales commitment and coordinates his office with the General Office.

Gann estimates his staff spends between 50 and 60 hours a week each on their jobs. "We attend every function we know about in Denver where there may be large gatherings of people — sporting events, social events and the like. Many times at night or on weekends our staff must be at one of these functions or at the airport seeing off a group."

One of the most important parts of a salesperson's job is planning his time. Prime sales time is between 9 and 11:30 a.m. and 1:30 and 3:30 p.m., so each salesperson must plan his or her day to fit the customer's schedule and also to spend a certain amount of time in the office handling phone calls and paper work.

Margaret Purcell does all of the secretarial and clerical work for the Denver Sales Office, and handles many





TRAVEL AGENTS are important to Steve Spaulding, who shows Ruth Peterson of Park Central Travel Frontier's new Las Vegas and Mexico Excitement travel folders.



EXPLAINING a travel program to Charles H. Smukler, senior vice president of Central Bank and Trust, is Denver Sales Rep. Mike Warner.

Steve Spaulding is in charge of travel agency, interline and sports sales. He calls on the top travel agencies in Denver, explains new travel programs and services, gives agents new brochures and points out why they should book their customers on Frontier. He also deals with every college and professional sports team in the area to arrange travel for teams and for coaching and scouting staffs. He calls on all the other airlines with reservations offices in Denver and also visits reservations offices in other cities whose airlines feed into Denver.

Dan McCauley is sales solicitor for the Dallas market. He deals with known and potential travelers to Dallas, especially large corporations. He also handles all ski trip requests and works with the United States Ski Association and other organizations which may require ski travel.

Ron Battles, who helps Gann with administrative duties involving the office's sales commitment, handles all sales in Boulder and in the eastern half of Denver commercial accounts.

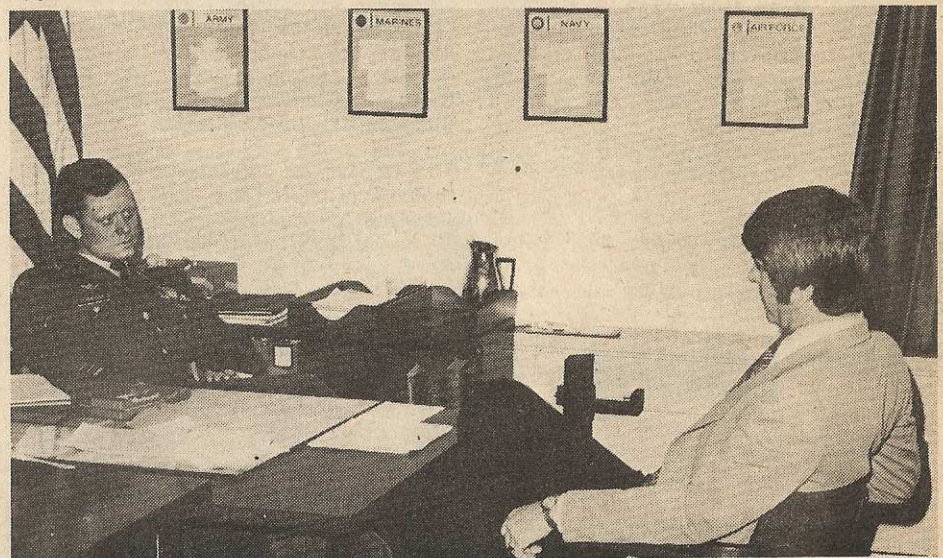
Mike Warner coordinates the Dallas market and keeps daily tabs on how Frontier is doing in that market. He handles all petroleum accounts and also coordinates any promotions with which the sales office is involved.



KEEPING TRACK of what's going on in the way of convention travel takes lots of phoning by Denver Sales Rep. Kathy Walker.



THERE'S A GREAT view of the Rockies out of the 13th floor offices of the Denver sales staff, but Ken Gann, District Sales Manager, rarely has time to appreciate it.



THE U.S. ARMED FORCES account for many Denver passengers each year. Here, Dennis Nimm calls on Major Robert E. Corrigan at the Armed Forces Examining and Entrance Station in downtown Denver.

New Big 8 Football Film Previewed

"Football — Big 8 Style 1973," the seventh Big 8 season highlight film sponsored, produced and distributed by Frontier, is being previewed this week in Denver and Kansas City. Director of Advertising Robert Dibb reports that this year's highlights film is a dramatic departure from past films in that human interest about the players is brought into the film, in addition to the usual exciting scoring football plays. It is narrated by

secretarial and clerical work for the Denver Sales Office and handles many customer calls, too.

There are many strategies involved in sales, according to Gann. The sales staff works on certain markets at certain times of the year. They also search out the needs and wants of Frontier's commercial travelers and make suggestions in such areas as schedules, reservations and meal service.

The staff knows that they are constantly being measured and that they have a commitment to meet, and that long hours are part of the job they've set out to do.

"We know that if we win, Frontier wins," says Spaulding, "and that's what it's all about."

Chris Schenkel, ABC-TV's top sportscaster and the voice of the National Collegiate Athletic Association.

The film is scheduled to be shown on prime time television in major jet cities on Frontier's system throughout the year.

It will be available for distribution around the end of March through Frontier's sales offices and through the Advertising Department.

interlining

By Karen Thomas

The World Interline Festival Committee has announced that the first major world interline event for 1974 will be a springtime Canary Islands Affair May 3-12. Open to all employees of every airline in the world, the Spring Interline Festival will be at Maspalomas (Las Palmas Airport), Grand Canary Island.

In conjunction with the festival, Iberia Air Lines announces it will accept reservations beginning April 1 for departures May 1-15 to Las Palmas from Boston, New York, Washington and Miami at a special interliner rate of \$90 round trip, positive space.

The festival includes accommodations at the Beuneventura Playa or Catarina Playa Hotels, parties, the first interline bullfighting championship, golf and tennis tournaments, swimming meet, briefest bikini contests, races and the Miss Atlantic Interline Pageant.

Hotel rates are \$10 a night, single or double occupancy. Registration fee is \$12 a person. For the festival, contact: Interline Committee, Pan Am Building, 200 Park Ave., Suite 303E, N.Y., N.Y. 10017. All reservations should include name, address, airline, arrival and departure dates, first night's room deposit and registration fee. For the special Iberia Air Lines rates, contact the airline.

Caesar Hotels of Italy announce another interline special for airline employees, their families and parents. The new London 1974 Interline Special will use the modern Imperial Hotel, opened in 1970, which overlooks famous Russell Square in London and is adjacent to the British Museum. The hotel has three bars, restaurant, snack grill and shopping arcade and is near the famous London theatres, restaurants and discotheques. Through April 15, the four-day, three-night package will cost \$49 per person, double occupancy. The rate will go up on April 16 to \$59 per person (through Nov. 30). Single supplement is \$18. The special includes accommodations with private bath, full English breakfast daily, a welcome cocktail and a half-day sightseeing tour of London. A three-day, two-night package also is available on request. Contact Caesar Hotels, Interline Vacations Department, 7733 Forsyth Blvd., St. Louis, Mo. 63105. (Telephone: 314-727-1503)

The ASU Travel Guide's "Between the Lines" includes several interliner items this month. A weekend in Costa Rica is being offered by Lasca Interline Tours, 100 Biscayne Blvd., Suite 1708, Miami, Fla. 33132. You leave Miami at 10:30 a.m. on Saturday and return at 5:20 p.m. Monday. Cost is \$54 per person, double occupancy, and includes airfare, accommodations, a city tour, transfers and a day-long trip to Irazu Volcano. Blackout periods include the 10 days before and after Easter as well as the months of July and August.

To celebrate its golden anniversary, Mexicana is offering both group and individual tours to Acapulco, Puerto Vallarta, Mazatlan, Cozumel, Mexico City, Guadalajara and Merida. Group departures include positive space airfare, hotels, some meals, transfers, a welcome cocktail and sightseeing. These three-to-five-night tours operate through October and depart from several U.S. gateways, plus San Juan and Kingston, Jamaica. Only airline personnel employed in sales, reservations or ticket counter positions are eligible. Contact Mexicana Airlines, Interline Sales, 60 East 42nd St., New York, N.Y. 10017.



A DRY RUN to see how fast Frontier's new ambulance service, Physicians Ambulance Service, located at 72nd and York Streets, can get to the G.O. in an emergency was timed recently at seven minutes by Frontier's Industrial Nurse Lavonne Shank and Richard Chouinard, Corporate Safety Engineer. Ambulance drivers are Rick Block, left, and Ron Williams.

Ambulance Service Named For Employees in Denver

Frontier Industrial Nurse Lavonne Shank and Corporate Safety Engineer Richard Chouinard have announced that Frontier has a new ambulance service — Physicians Ambulance Service — which should be called in case of any medical emergencies at the General Office, hangar or Stapleton ramp area. The phone number for the service is 659-2222 and the person calling should request Unit

should see either Dr. Joseph Becky, Corporate Medical Director, or one of a list of specialists available from Mrs. Shank. If the employee does not wish to see a panel doctor, he should request permission from Mrs. Shank or Dr. Becky (telephone: Mrs. Shank, 398-4703, office, or 421-4028, home; Dr. Becky, 355-2389).

Mrs. Shank reports that 27 Frontier

The Pass Bureau reminds employees requesting passes to allow plenty of time for the pass request to go through. Some requests are taking as long as three weeks to be approved. Plan your trips early!

service awards

25 YEAR SERVICE AWARDS
Beardsley, C.A., Captain — DEN
Markwart, R.I.; Captain — DEN
Reese, C.E., Mgr. Cargo &
Baggage Svc. — DEN

20 YEAR SERVICE AWARDS
Emmons, G.R., Mgr.
Transportation Svcs. — LNK

15 YEAR SERVICE AWARDS
Bailey, R.B., Senior Agent — TUS
Clark, L.E., Senior Agent — LAS
Crona, S., Lead Aircraft Tech. — DEN
Davis, V.S., Senior Agent — DEN
Dionne, L.G., Captain — SLC
Dykes, D., Captain — DEN
Goodrich, W., Station Agent — ABQ
Goodyear, W., Mgr. Interline Market
Planning — DEN
Hansen, T., Asst. Mgr.
Transportation Svcs. — DFW
Hunter, P., Lead Inspector — DEN
Hynes, F.J., Senior Agent — RAP

Iverson, E., Senior Agent — MCI
James, R.R., Sales Service Mgr. — SVC
Kelsch, R., Station Agent — PHX
McCarrel, G., Senior Agent — SLC
Oby, J.L., Station Agent — TUS
Olsen, J.L., Station Agent — PHX
Osborne, M.R., Station Agent — PUB
Parten, H.A., First Officer — DEN
Paul, R.F., Station Agent — PHX
Porter, E.E., Senior Agent — LAS
Tewinkle, W., Captain — DEN
Thomason, R.A., Captain — DEN
Turner, P.A., Senior Agent — DEN
Wayland, W.D., Captain — DEN
Widman, D.B., Captain — DEN
Wiggs, C.E., Captain — DEN
Wilkinson, C., Dispatcher — DEN

5 YEAR SERVICE AWARDS
Jordinelli, N., Stock Clerk — DEN
Lessing, B., Clerk — DEN
Munroe, M.J., Purchasing Expeditor — DEN
Poole, V.B., Sales Rep — ABQ
Rutherford, W., Station Agent — DEN

ideas unlimited

RUSSELL BLIESNER, aircraft technician, DEN, \$60 — for his suggestion concerning removal and installation for 580 fuel tank double.

ALBERT T. WASHBURN, aircraft technician, DEN, \$10 — for his suggestion to cut a 1/8-inch slot in the timer bracket of a new type 580 toilet.

DALE W. MILAM, aircraft technician, DEN, \$25 — for his suggestion to manufacture a special tool to fit the bolts on the 737 brake assembly.

E. A. HUSS, inspector NDT, DEN, \$27.50 — for his suggestion to x-ray 580 fuel cell access plate area during BOP.

R. J. BAITINGER, stock clerk, DEN, \$30 — for his suggestion to stock tubes for leather punch.

JOSEPH LIGRANI, aircraft technician, DEN, \$17.50 — for his suggestion to build a portable lifting frame with a power hoist for the weld shop.

DONALD SABO, aircraft technician, DEN, \$36 — for his suggestion to cut out the torn portion of the gasket on the oven door.

TOM HEINEY, aircraft technician, DEN, \$17.50 — for his suggestion that a fixture is needed for measuring a poppet valve used in the 737 Hyd Res air pressure regulator.

pass it along

Roger Gustavson has been named Manager Cabin Services—Denver, and, in that position, is responsible for the Denver-based cabin attendants. He reports to Roberta Lenahan, Director Stewardess Services.

Gustavson was employed by Northwest Airlines in Minneapolis for

seven years as Director of Personnel Administration. He left Northwest in 1972 to become personnel manager for a small retail company near Minneapolis.

His wife, Carol, and daughter will be joining him in Denver as soon as they locate a home.

the person calling should request Unit 304.

In a recent dry run of the service, the ambulance made it to the General Office in seven minutes from its base at 72nd and York Streets in Denver.

Patients for whom the service may be called should be taken to St. Joseph's Hospital, Mrs. Shank advises.

Any person injured on the job, according to Frontier's industrial nurse,

More Than 50 Employees Bowling In League; Other Teams Forming

Nearly 50 Frontier employees and their spouses are participating this season in the Frontier Airlines Mixed Bowling League — one of the sports programs available to Frontier employees.

Larry Vannoy, league president, reports that the 12 teams, which began their league play last September, will be bowling until May 12. The league plays at the Hoffman Heights Bowling Center in Aurora.

Currently leading the 12 teams are The Luckies, made up of Esther Long, Gladys Bracken, Ernest Fuqua and Gene Long.

Five of the bowlers have entered the state bowling tournament, to be played May 11 and 12 in Denver. They are Ernest Fuqua, Ernest DeSoto, Robert Long, Alfred Dietz and Thomas Keller. This is the third year the five have competed in the tournament as the Frontier Airlines Bowling Team. In last year's tournament held in Pueblo Frontier's team finished in the top 15.

A group of pilots is bowling as a team in the Empire Handicap at the Tri City Bowl in Broomfield, Colo. They are Capt. Wes Tewinkle; F/O Clyde Hart, F/O Larry Udelhoven and F/O Harold Osborne. They are joined by United pilot Wally Martin. Tewinkle and Osborne are commuting from their base in Salt Lake City once a week to bowl in the league, which continues through May 25.

Ernest DeSoto, who is heading up the Frontier Golf Club, is planning an organizational meeting for the club to be held March 13. The club is open to both men and women employees of Frontier. Anyone interested in the golf club should contact DeSoto at DENXXZ.

Jaimie Sinnock, DENID, is planning an organizational meeting the first part of

Mrs. Shank reports that 27 Frontier stations had perfect safety records in 1973. They are: Alamosa, Amarillo, Bozeman, Chadron, Columbus, Durango, Garden City, Grand Island, Great Falls, Hastings, Hot Springs, Jackson, Laramie, Liberal, McCook, Minot, Missoula, North Platte, Paris, Parsons, Ponca City, Scottsbluff, Sidney, Silver City, Stillwater, Wichita and Worland.

April for a ladies' softball team, which will play this spring and summer. Any female Frontier employee or wives of Frontier employees interested in participating should contact her.

March 13 is the deadline to send in entry fees for the First Annual Frontier Airlines Employees Golf Tourney in Tucson March 27, sponsored by the Tucson Sales Office. The entry fee of \$35 includes two nights at the Santa Rita Red Carpet Inn, green fees, electric cart, beer hole, lunch at the Tubac Country Club, ground transportation and prizes.

First prize will be a weekend for two at a Tucson ranch resort. There also will be prizes for second, third and fourth places and for the longest drive and closest to pin hole.

Send entry fee to Gary Mackie, P.O. Box 11243, Tucson, Ariz. 85734. For more information contact: Neil Averett, TUSA; Rusty Lambert, DALDP; Clyde Hart, DENDP; Herman Ellison, DALOO, or Mike Warner, DENSA.

Ryland to Speak To Management Club

Executive Vice President Glen L. Ryland will speak on the topic, "A Look Back — A Look Ahead," at a meeting of the Operations Management Club, to be held Wednesday, March 20, at the Captain's Quarters, Voyager Inn, I-70 at Chambers Rd., Denver. Cocktails are at 6:30, buffet dinner at 7:30. For reservations, contact Ron McGinley, etc. 4987, or Ron Willey, ext. 5093, by March 18.