



The Travel Agent — Our Indispensable Partner

The important contributions of travel agents to Frontier's marketing efforts will be emphasized to all employees over the next few months in a new company program called "We've Got A Good Team Going: Frontier Airlines and Our Professional Travel Agents."

Focusing on Frontier's "partnership" approach to working with travel agents, the program will spotlight the personal role each employee plays in making that relationship a 50-50 proposition. Some have a direct role — such as reservations people who provide prompt, courteous service to agents on the phone — while others indirectly support the partnership by helping to provide a top-notch product for the agent to sell.

Cornerstone of the program will be a series of colorful posters distributed to each station and department. The posters will feature caricatures of various Frontier employee groups — working with travel agents. Included will be flight crews (pilots and flight attendants), reservations, airport and station personnel, corporate officers, maintenance and engineering, accounting and various support services.

Mike Newman, manager of travel agency marketing, pointed out that Frontier has had "a strong working relationship with professional travel agents for the past three years, and it's really been paying off." (See Chuck Demoney's "Executive Message," page 2.)

In 1973, Newman explained, Frontier had a 53 per cent increase in agency revenues over 1972, and another 41 per cent jump in 1974. Both years

tickets, and makes other travel arrangements for the customer. We pay the agents a commission, and the customer doesn't have to pay anything extra for the service.

"In a very real way, this gives us 11,000 additional Frontier sales offices across the country," Newman stressed.

Newman said the importance of travel agents to Frontier was reinforced by President Al Feldman at the annual convention of the American Society of Travel Agents a few months ago, when he told the delegates that "if professional travel agents didn't exist, we would have to create them."

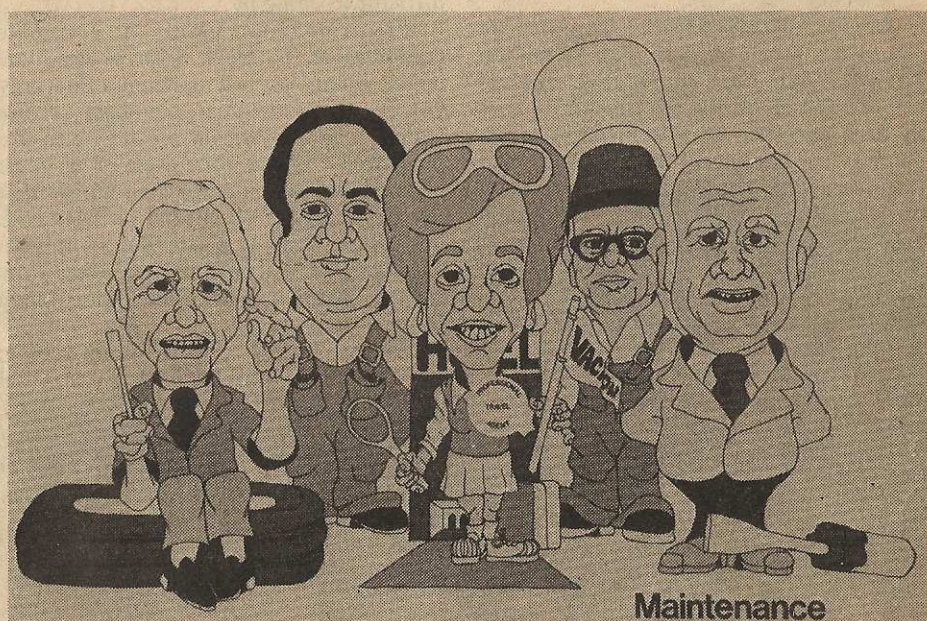
Newman said a major part of Frontier's marketing program is aimed at selling the services of travel agents to the discretionary traveler.

"All of our leisure travel advertising and brochures emphasize travel agents as the people to buy tickets from," Newman said. "Our leisure marketing program stresses that 'Vacation Excitement Begins with Your Professional Travel Agent.'"

He acknowledges that, despite a strong company-wide commitment to travel agents, Frontier has made some mistakes.

One of the most widely publicized "goofs," according to Newman, involved a provision in Frontier's proposed "Bicentennial Fare," which would have had the effect of diverting business away from travel agents.

"We recanted our position as soon as we realized our error," Newman said, "but we've been taking a lot of razzing from our travel agent friends, and we've been eating a lot of crow."



Caricature posters like this will start appearing soon throughout the Frontier route system headlined:

"We've Got A Good Team Going: Frontier Airlines and Our Professional Travel Agents."

Other posters will show travel agents working with flight crews, station personnel, corporate officers and other employee groups.

Compliments Up, Complaints Down

cent jump in 1974. Both years represented the highest percentage growth in the airline industry, he said.

"We're really serious about maintaining Frontier's reputation as the travel agents' airline," Newman said, "and we want to be sure that all employees understand how important agents are to our continued profitable growth."

"Travel agents multiply our field sales force by many times," Newman explained. "Often the only sales contact a customer has with Frontier is with his or her travel agent. The agent writes the

been eating a lot of crow." Newman said other elements of the "Good Team" program will include regular informative bulletins explaining Frontier's agency relationships, and what employees can do to assist the marketing effort.

In addition, Frontier Magazine, our inflight publication, will carry an article by Bruce Hamby, nationally known travel editor of the Denver Post, which explains the benefits of travel agents to travelers, along with suggestions on how to select a professional travel agent.



Some people really get excited about a flight on Frontier. See Short Hops, page 2.

'Bicentennial' Fare Gets O.K.

Passengers flying between 48 city-pairs in 12 states served by Frontier may be able to save 20 to 25 per cent of their roundtrip ticket costs under a "Bicentennial Fare" discount approved Feb. 28 by the Civil Aeronautics Board.

Expected to spur vacation travel in a belt-tightened economy, the new fare is now being offered for flights linking selected competitive markets of over 750 miles and will be in effect through Jan. 31, 1976.

A discount of 25 per cent will be available for most of this period, excluding the peak travel season of June

15 through Sept. 15 when a 20 per cent reduction will be offered.

Children under 12 will be eligible for a 50 per cent discount for the entire 11-month period.

To qualify for the new fare, passengers must book and pay for their tickets at least seven days in advance of departure. Also, the trip must last a minimum of seven days with a maximum stay of 30 days.

Frontier began taking Bicentennial Fare reservations on March 1. Passengers are being urged to contact their local travel agent for further details.

In 1973, more than half of the customers who wrote to Frontier cited something about our service that they didn't like.

That situation took a turnaround in 1974, with 52 per cent of our customers' letters containing compliments versus 48 per cent in the complaint category.

According to Ann Yanulavich, Frontier's manager of consumer affairs, 1,647 complimentary letters and 1,542 letters of complaint were received last year. This compares with 1,351 compliments and 1,459 complaints in 1973.

Letters to Frontier are classified into 103 separate categories under Reservations, Ground Service, Inflight Service, Food and Liquor Service, Operations Performance, Baggage Service and Service-General.

While improved customer reactions were not evidenced in all classifications, particularly marked upswings in compliments for our Inflight Service and

Ground Service were received in 1974. Among major improvements were the numbers of laudatory comments in these individual categories:

	Compliments	
	1974	1973
Attendant Performance (Inflight service)	696	566
Personnel Attitude (Ground Service)	668	467

Also, received in 1974 under Service-General were 61 compliments for Frontier Magazine/Coloring Book, compared with 14 compliments a year earlier. Additionally spotlighted in recent correspondence was Food and Liquor Service (Quality), with 251 compliments received last year versus 228 in 1973.

"What all of this boils down to," Mrs. Yanulavich stresses, "is that we're trying harder to please our customers — and they're pleased enough to let us know it."

Traffic Tapers as Passengers Tighten Belts

Affected by the nation's continuing economic slump, Frontier's passenger traffic took a slight decline in February as compared to the same month a year ago. At the same time, capacity was up sharply as compared with early 1974 when Frontier's flight operations were severely curtailed due to fuel shortages.

Revenue passenger miles (one passenger carried one mile) flown by Frontier last month were down one tenth of one per cent from February of 1974, while available seat miles (one seat available for one mile) increased 11.9 per cent.

Frontier's load factor (the percentage of seats filled) dipped nearly 6.5 percentage points this February from the like month last year.

	Feb. 1975	Feb. 1974
Revenue passenger miles (000)	106,340	106,449
Available seat miles (000)	198,402	177,226
Load factor (%)	53.60	60.06
Passengers originated	233,767	234,267

For the year to date, comparisons with 1974's performance show a 3.9 per cent increase in revenue passenger miles, a 15.2 per cent rise in available seat miles and a 4 per cent hike in passenger originations.

	Year to date 1975	Year to date 1974
Revenue passenger miles (000)	225,111	216,664
Available seat miles (000)	424,051	368,198
Load factor (%)	53.09	58.84
Passengers originated	496,747	477,644

executive message

Charles L. Demoney

Vice President & Assistant
General Manager,
Sales & Service

We can all take credit! Together we recorded a profit of more than \$9 million in 1974 — our third consecutive earnings record. The credit for our prosperity goes to each member of the Frontier team. Those in Finance, Maintenance and Engineering, Flight Operations, Materiel, Purchasing, Marketing, Professional Travel Agents, Sales and Service. TRAVEL AGENTS? Yes, travel agents! Today the 11,000 professional travel agencies in the United States and Canada sell 40 per cent of the tickets used on Frontier — about \$50 million in 1974. That compares to 23 per cent or \$37 million only two years ago. Yes,

professional travel agents are an important part of our team at Frontier.

During the past several years our company has taken important steps to become the travel agents' airline. Our marketing programs are being developed as a partnership with travel agents to be sold by travel agents. Today our 11,000 travel agency team members are selling more tours and making more reservations on Frontier than ever before. This adds up to more company income and job security for all at a time when both are difficult to come by.

Frontier has made a corporate commitment to work with professional travel agents as full partners. But only you — the individual members of our team — can ensure that we live up to this obligation. To do this, each of us must make a personal commitment to see that the travel agents' clients are satisfied with our service. Visually, a satisfied client is our message that we welcome bookings from travel agents and truly want their business.

We've got a good team going: FRONTIER AIRLINES and OUR PROFESSIONAL TRAVEL AGENTS. Let's keep it on the winning track.



Transportation Service Manager of the Year. The awards included trips to Hawaii, along with some spending money.

TOP MARKETEERS — Three field marketing managers were honored as "men of the year" at a special presentation in Las Vegas last month. The awards were based on a combination of factors, including performance against commitment, innovative marketing techniques and overall contributions to Frontier's success in 1974. From left are Jim Schneider (CPR), Sales Service Manager of the Year; President Al Feldman; Mike Leonard (PHX), District Sales Manager of the Year; Sales & Service Vice President Hank Lund; and Jim Moore (MCI),

short hops

CONGRATULATIONS TO: Carolyn Sandoval, promoted to Manager of Properties and Accounts; Eli Gallegos, named Manager of Maintenance Administration; Art Krieger, promoted to Manager — Technical Training; and Al Olinger, selected to fill the position of Manager-Propeller Overhaul.

DANCERS FROM THE COLORADO BALLET COMPANY pose with Frontier station agent Walter Sayer to publicize the kick-off of the group's 11th season in Colorado Springs. Photos like this and the one on Page 1 got wide distribution in the local media.



DID YOU LOSE SOMETHING? Somebody left a Swiss watch, a gold bracelet and other items (including a Frontier Employee Club Gift Order Form) in a rental car. The finder, who subsequently rented the car in Denver, says: "I will be happy to wrap and mail these items to the owner simply because I have enjoyed excellent service and courteous attention while flying FL." If you can provide proof of ownership, contact Mr. James L. Griffith, Box 479, Rd. 1, Lake Hopatcong, N.J. 07849. Be prepared to pay shipping costs (about \$2).



We Get Letters

From a honeymoon couple enroute to Phoenix — We wish to extend our gratitude to the hostesses on Flight 103 on February 16. They learned that we were on our honeymoon and went out of their way to extend extra personal service. It was obvious they were busy since they only had slightly over an hour to serve dinner to the entire load of passengers. We had asked if we could purchase the wine glasses we used during dinner. Kathy told us they were not allowed to sell them. This we could understand as your company would be constantly replacing glassware. Then came the big surprise! A short time before landing, one of the girls came to our seat and presented us with a package. It contained two of the glasses and some of the little bottles of wine. They had wrapped it in cellophane and inside was a note which read "Compliments of Frontier Airlines. We hope you are as happy for the rest of your life as you are today."

From the Bishop of the Diocese of Bismarck — Yesterday morning I was planning on flying to DEN on Frontier but I had a slight accident in the parking lot at the airport. The members of your staff were most helpful and solicitous for my welfare, even though I thought it best to cancel my trip to DEN. I particularly wish to mention Mr. Donald Kadrmaz who was at the counter when I arrived there and who continued to help me. In the accident I had lost my keys and he went out into the parking lot with me and with the aid of his flashlight found the keys. Then he stayed with me until he was sure that I could get back to town by myself. I appreciated this kind of attention and wanted you to know about the fine staff you have here.

From a man in SLC (to the Civil Aeronautics Board) — I would feel very comfortable if this situation was inspected relative to the rate of fare and the services rendered by Frontier. I will stand strongly on my position that the airplane I flew in from DEN to SLC was the dirtiest, unkept, filthiest airplane, inside, in which I have ever flown.

From a couple in Edmonton, Alberta — We have just had our first flight with FL and we were very favorably impressed. The reservations attendant was very pleasant as was the supervisor and the stewardesses that accompanied the flight. I'm so glad you haven't followed other airlines in using paper napkins, plastic dinnerware and paper containers of salt and pepper. The meal we were served was very good, the salad excellent and the dressing very nice. Especially appreciated was the complimentary bottle of Mateus which was totally unexpected. These things along with your great staff made us decide we will very definitely fly with Frontier again every chance we get. Will you please pass on to Kathy Hines, our thanks. She is a very personal, pleasant, efficient hostess and a credit to your company. Kathy was very knowledgeable about the Lambert airport and very helpful.

From a lady in Las Vegas, New Mexico — With the quality of life deteriorating in almost every phase of human activity and interest, I never cease to be amazed and delighted at the upgrading of Frontier air service over the past several years. The Denver Hilton can't compete with the tasty lunches served on the PHX/ABQ flights.

From a professor in Burlington, Vermont — While I initially was dubious about being booked on Frontier (what's that, I asked?) by my travel agent back in Burlington, I was most pleasantly rewarded — no, astounded — by the comfortable aircraft, the expert and professional aircraft operation in flight and landing, the hostesses, the delicious meals; the whole operation is great! The meals were undoubtedly the best I have had on a coach flight (and some first class too) on any other airline.



DIRECTORS OF FRONTIER'S FEDERAL CREDIT UNION take a break during the 4,667-member organization's Annual Banquet held Feb. 22 at the Hilton Hotel in Denver. From left are: Executive Director Wallace Adams, Dick Gibson, Frank Villegas, John Randall, Dallas Mortensen, Frank Davidson and Albert Clark. Mortensen was named Credit Union President for 1975, succeeding Clayton Housh.



BBBBRRR Previewing a new vacation package, 15 travel agents bundle up for a 65-mile snowmobile trip from West Yellowstone to Old Faithful. Among hosts were Aldon Sprenger, Frontier sales-service manager in Bozeman, and officials of Winterwest, a Utah-based tour wholesaler that co-sponsors the tour with Frontier.

FRONTIER NEWS

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



In-Flight Magazine to Salute Frontier Flying Fort Vets

Frontier pilots and other employees who served as B-17 crewmembers during World War II will be spotlighted in the next issue of our seat-pocket publication, *Frontier Magazine*.

As editor "Chick" Stevens (a Frontier captain) puts it: "It seems appropriate that 30 years after the defeat of the mighty German Luftwaffe, we recall a few of the thousands of sacrifices made by the young men who flew the legendary Boeing B-17... the average life of a B-17 crew was only 15 missions, and 25 were mandatory."

Stevens noted that 12,731 "Flying Fortresses" were produced between 1935 and 1945. Approximately 4,750 of these aircraft were lost on combat missions carrying 47,500 crewmembers, he reports.

The following pictures are among photos to be used in the *Frontier Magazine* article and are printed here courtesy of Captain Stevens and the In-Flight Publishing Co. of Aurora, Colo.

JACK SHADE — He flew Flying Fortresses on antisubmarine patrols out of Panama and Guatamala City. Now based in Salt Lake City, he commands a Boeing 737 twinjet.



GEORGE MESHKO — Now a Boeing 737 jet captain based in Denver, he served with the 96th bomb group operating out of Norwich, England, during 1943 and 1944. A ball-turret gunner and flight engineer on a B-17 named "Sky Ball," he was one of 19 crewmembers — of an original group of 250 men — to survive 25 missions.



JIM CARNEY — As skipper of "Bridget O'Flynn" (second from right) he flew 50 missions in 1943. Denver-based Captain Carney presently flies in the left seat of a Boeing 737.



C. K. LOGUE — Another Denver-based jet captain, he is a veteran of 25 missions over Europe as a B-17 commander.



LOU BERETS — "Most of my missions were in the lead plane that carried the bombsight," he recalls, "and this was the first aircraft the Germans tried to knock out." He flew 28 runs over Europe as a ball-turret gunner aboard a B-17 named "Knockout Drops" between 1942 and 1945, serving with the 34th bomb group, Mendlesham, England. Berets is now Frontier's sales-service manager in Grand Junction, Colo.

Frontier Honor Roll

Name	Job With Frontier	B-17 Assignment	Name	Job With Frontier	B-17 Assignment
Wayne N. Aspinall Jr.	Captain (Boeing 737)	Served as pilot instructor in Oklahoma; also was B-29 instructor in New Mexico.	Ed Mills	Flight Dispatch Coordinator	Pilot instructor, based in Colorado Springs.
Vern Carlson	Vice President, Public Affairs	Bombardier; flew 34 missions from base in	B.R. "Bud" Naylor	Vice President, Maintenance	Skipper 19 B-17 missions plus 33 missions in Martin B-26

Vern Carlson	Vice President, Public Affairs	Bombardier, flew 34 missions from base in England.	B.R. "Bud" Naylor	Vice President, Maintenance	Skipper 19 B-17 missions plus 33 missions in Martin B-26 bombers. Based in England, was shot down over Berlin and held as POW for two years.
Joe Claffy	Flight Dispatcher	Piloted B-17s and other aircraft on ferry runs from England to North Africa.	Bob Nicholson	Captain (Boeing 737)	Test pilot, instructor pilot; based in South Dakota.
Bill Graves	Director, Line Maintenance	Top-turret gunner.	Robert M. Oswald	Sales-Service Manager, Manhattan, Kansas	Armorer-gunner, based in Italy. Flew 35 missions; wounded twice.
S. W. Isaacs	Captain (Boeing 737)	Aircraft commander, based in England. Flew 35 missions over Europe.	S.P. Ruster	Captain (Boeing 737)	Aircraft commander, based in Italy. Was shot down and captured on third mission; four other crewmembers were killed.
Darwin Jimerson	Aircraft Technician	Tail gunner, based in England.			
Scott Millis	Flight Dispatch Coordinator	Aircraft commander, based in England. Was shot down over Germany; held as POW.			

It's The Personal Touch that Counts

To Sister Helen Sullivan — and more than 500 other passengers in the last two years — Denver station agent Lary Heinbaugh is "one in a million"; a man who takes the time to add a unique personal touch to customer service.

Heinbaugh wins many friends for Frontier by returning lost and broken baggage tags, which he finds in cargo pits, baggage carts and on the ground, to passengers traveling through Denver. On his own time he cleans and returns the tags to their owners with a handwritten note and a new Frontier bag tag.

"I want passengers new to Frontier to fly us again," stresses Heinbaugh, "and frequent Frontier travelers to know that we haven't grown too big . . . that we're still an airline with a heart."

A family man from a South Dakota farm, Heinbaugh joined Frontier as a station agent almost 10 years ago. Five of those years he spent working on the ticket counter in Denver. "I got tired of hearing complaints about how the airlines mishandle baggage," he remembers, "so I decided to let them know that we care at Frontier."

Response to Heinbaugh's initiative and thoughtfulness is worldwide and highly complimentary. For example, here are samples of the dozen or so letters received every month by the Denver station:

" . . . I shall remember your thoughtfulness as (my baggage tag) travels along on my bag wherever I go. I suspect

you are one in a million — most people would not take the time to return the tag — much less think of sending a new replacement."

Sister Helen Sullivan
Marillac Hall
Billings, Montana

"Speaking for myself, personally, and my wife, and speaking as Mayor of Scottsbluff and as a stockholder of Frontier Airlines, I am glad to see this very excellent service on the part of Mr. Heinbaugh and certainly this is indicative of the reason that the earnings of Frontier have been going up in recent months."

Donald E. Overman
Mayor
Scottsbluff, Nebraska

"I appreciate this man's courtesy, initiative — and salesmanship."

G. V. Owens
Shell Oil Company
Houston, Texas

Possibly Bob Omer of Inland Associates, Glencoe, Mo., best summed up the typical passenger's reaction to Heinbaugh's unexpected courtesies. He wrote:

"It has always been my opinion that Frontier was way out in front of the other airlines when it comes to service and the fact that you went to the trouble of returning my luggage tag confirms this opinion. I will continue to ask the travel agency to use Frontier whenever possible."

Plucky Putters Overcome 'Handicap'

Some guys will do anything to win a golf tournament. Ask Ernie DeSoto, supervisor of network control in Denver. He won Frontier's recent golf tournament in Tucson through a combination of lucky putting (he'd call it "skill") and determination to overcome the hazards of non-revenue flying.

It all started when DeSoto and 20 other would-be Frontier golfers left Denver early Saturday morning, Feb. 16, on FL 91, with thoughts of getting to the Kino Springs course in time for a practice round before the big event on Sunday.

It would have been fine if they hadn't had to stop in Albuquerque. That's where all the non-revs were pleasantly asked to relinquish their seats to the paying customers.

Of course, the next Frontier flight was full. So DeSoto and his pals checked out the bus. But they couldn't see spending 12 hours without first-class legroom. Then they convinced a Continental agent to sell them half-price tickets to Phoenix,

picked up FL 107 to Tucson, and finally arrived at their hotel in Nogales around midnight.

All together, 64 golfers from 30 different stations throughout the system made it to Kino Springs for the tournament, not counting 12 others who weren't as tenacious as DeSoto. And, according to Gary Mackie (TUS 00), organizer of the event, it was the most successful tournament they've sponsored for Frontier employees.

DeSoto won the Championship Flight with a gross 78, taking only 25 putts for the 18 holes. Runner up was First Officer Rusty Lambert (DFW).

Capt. Red Chambers (DEN) won the President's Flight; Doug Knipfer, senior station agent (DEN), won the Director's Flight, and Mrs. Art Keck (RKS) won the Angel's Flight.

Tucson Agent Bob "Toski" Pearson entertained at the awards banquet on Sunday evening with his amusing anecdotes about how not to play golf, and what to see and do across the border.

Prizes to winners included positive-space passes to Honolulu and Acapulco, golf equipment and Mexican art.

Hopefully, Frontier non-revvers will find it easier to get to Texas for another employee golf tournament slated there for June 24 and 25. Billed as the "DFW Wide Open," the 36-hole event will be held at the Greater Southwest Country Club in nearby Arlington, Tex. Details of a complete package being offered to Frontier employees and their families — including lodging at the Spanish Inn — can be obtained from Rusty Lambert or Tom Munden at DFWDP, or from Bill Kirkley or Austin Henry (DFWOO).

interlining

By Mary Budke

HERE TODAY — GONE TO MAUI

Hawaii is the place to go this spring, and Continental Airlines' popular Hawaii 5-0 positive space interline program has been extended to July 1. Conditions are:

Eligibility: Currently employed full-time employees, their spouses and immediate family members.

Flights available: CO 605 Coach Class (leaving LAX 7:50 p.m., arriving HNL 11:19 p.m.) and CO 606 Coach Class (leaving HNL 4:45 p.m., arriving LAX 11:49 p.m.) on any Tuesday, Wednesday or Friday.

Fare: \$50 plus tax (\$56.72).

Booking reservation: Call nearest CO reservations office and indicate when you would like to travel. Reservations may be accepted up to one day prior to departure.

Ticketing: Obtain a copy of the travel request form in the 5-0 brochure. Mail the completed form plus your check to the nearest CO city ticket office or make your request in person. Tickets will be mailed or given to you directly.

Additional information: Children under two years of age will be accommodated free of charge. Airline identification will be requested on check-in at gate. Positive space travel is applicable on the Los Angeles to Honolulu to Los Angeles segments only. However, *space available transportation to Los Angeles on Continental will be provided from any Continental on-line city.*

(As an added bonus, Aloha Airlines offers space available passes for the outer islands for just \$10. Just present Hawaii 5-0 tickets to their Waikiki city ticket office for processing.)

When you're in Hawaii, you may want to take advantage of two new airline discounts. The Ambassador Hotel of Waikiki offers a special discounted rate of \$14 single and \$16 double plus Hawaii state tax. Inquiries should be directed to Henry Nakahodo, Manager, Ambassador Hotel of Waikiki, 2040 Kuhio Ave., Honolulu, Hi. 96815 (telephone: 941-7777). The Mana Kai encourages employees to try their condominium apartments on the beach in Kihei, Maui. One and two-bedroom units are available. Rates include use of a car with 50 free miles per day. For information and reservations contact: Mana Kai-Maui, No. 700, Rocky Mountain Bldg., Fort Collins, Colo. 80521 (telephone: 484-5142).

SAND, SURF AND TACOS

If the beaches of Mexico sound more appealing, you may want to consider the Acapulco Princess Hotel and Club de Golf and the Acapulco Princess Country Club. Princess Hotels offer a special rate of \$14 per person for double or single occupancy effective June 1st through Sept. 30. For further information on this beautiful hotel, call Princess Hotels central reservations toll free number (800) 327-1313.

NEW ORLEANS — BRANIFF STYLE

"Come Fly With Us" says Braniff, which beckons employees to spend three days

Suggestions Pay Off

Safety and service were spotlighted in February as 15 employees netted a total of \$792 for their contributions to Frontier's suggestion program. While aircraft technicians received awards for their technical suggestions, reservations agents demonstrated that money-saving ideas can also benefit our customers.

A familiar face at the general office for the past 23 years, Glenn Robinette picked up the highest individual award of \$180 for suggesting installation of direct drive in place of a clutch on Lear Siegler aircraft heaters. Robinette, a lead mechanic, stresses that this installation increases the life span of the drive train and saves the inconvenience of down time. Robinette is pictured by the aircraft heater that won him his award.



RESERVATIONS SCORES

Representatives from Denver reservations and the accounting department also contributed to February's list of winning ideas. Reservations supervisor Karen Kern received \$45 for suggesting changes to the Preliminary Boarding Report/Passenger Boarding Recap to indicate all closed and/or overbooked status. Elimination of the COD check request form earned accounting clerk Jane Jones \$30.

Not to be outdone by aircraft technicians were Overland Park reservations agents Ann Ruethling and Carol Sheppard who won \$25 and \$28, respectively, for their interesting ideas regarding customer service. Ruethling's suggestion concerning the handling of waitlisted flights could eliminate some degree of no-shows, thereby resulting in increased revenue. Sheppard showed concern for the disposition of passengers on delayed or cancelled flights by suggesting that more detailed information on these passengers be fed into the computer.

Design and manufacture of a major tool in maintaining quality workmanship in radome repair earned the month's highest award of \$270 for the team of Merle Russell and Max Chambers. The stretching form they devised to stretch the rubber sheeting over fiberglass repairs on radomes maintains a smooth contour on the radome and minimizes the need for conductivity tests. (Sounds complicated, but these aircraft technicians — nine and seven-year veterans with Frontier — say it does the job.) Russell and Chambers are shown admiring the radome stretching form they devised.



Safety, the subject of most of February's suggestions, was foremost in the minds of Denver aircraft technicians Robert Carrell, Albert Wells and Duane Esau when they submitted ideas worth a total of \$53. Carrell devised a nose case stand for the CV-580

"Come Fly With Us" says Braniff, which beckons employees to spend three days and two nights at the Braniff Place Hotel in New Orleans for \$54. The price includes roundtrip air fare from any point on the Braniff domestic system, accommodations at the hotel on the edge of the French Quarter, a choice of three city tours and French quarter carriage tour and a drink at the "Top of the Mart." Airline employees and accompanying parents, spouses, family members and eligible retirees may contact the Braniff Pass Bureau, P.O. Box 35001, Dallas, Texas 75235, for reservations.

ANAHEIM — MICKY MOUSE STYLE

Winter season room rates at Best Western Motels serving Disneyland are effective until May 23. Rooms at the Inn of Tomorrow, Space Age Lodge, Cosmic Age Lodge and Galaxy Motel are large family-type accommodations for two to five persons. Rates are \$12 for single, double and twin and go up \$2 for each additional person. The motels provide free transportation to Disneyland and the Anaheim Convention Center, the Anaheim Airport Coach Service Terminals and Greyhound Bus Terminal. (Disneyland is closed Mondays and Tuesdays until June 1 when it's open daily.)

FOREIGN AFFAIRS

For the more adventuresome, Interline International offers an eight-day tour of Prague and Moscow for \$340 and an eight-day tour of the Holyland for \$312. Both tours are open to all full-time employees, spouses and dependent children ages two through 18. Price of these tours includes positive space roundtrip economy air transportation (departing New York), international departure tax, accommodations in first class hotels, transfer and portage, sightseeing and three meals daily. Various departure dates are available. For more information, contact Interline International, 730 Third Ave., Suite 2500, New York, N.Y. 10017 (telephone: 986-1360).



A scrapbook of a quarter-century of memories at Frontier brings smiles to the faces of Denver secretary Eleanor Randall and her bosses (from left) Controller Jim Murphy and Harlan Muehring, director-revenue accounting. At right is her husband, Carol C. Randall. An auditor's copy of a group ticket "issued in exchange for loyalty" invited guests to a cocktail party on March 7 where friends presented Mrs. Randall with a unique mounting of 25 silver dollars in the shape of the number 25.

submitted ideas worth a total of \$53. Carrell devised a nose case stand for the CV-580 engine that provides increased safety for the technician as well as added protection of the nose case itself. Esau and Wells shared \$28 for their design of a turbine lifting sling which minimizes damage to the turbine and, again, is safer for the technician to use.

Additional safety suggestions came from Richard Coon, Denver plant maintenance mechanic, who picked up \$30 for suggesting placing safety signs within the Denver maintenance area, and aircraft technician James Edwards. Edwards netted \$48 for suggesting incorporation of the CV-580 water shutoff valve and the pressure gauge into the water supply line adjacent to the propeller hydraulic test stand and within easy reach of the stand operator.

Rounding out February's winners were aircraft technicians John Magee (\$20) and Ed Pellerin (\$28), and lead aircraft technician Leroy Frazier (\$35). Magee's suggestion that two wheel hand trucks used to carry heavy parts to the ramp be assigned to Denver line maintenance was logical and time-saving. Pellerin's idea to rework the CV-580 G.T.C. check valve dash pots is being used as a backup to valve replacement. Finally, Frazier earned his award money for manufacture of an installation tool for passenger service unit support boxes.

service awards

25-YEAR SERVICE AWARDS

Dryden, W.G., Foreman — DEN
Randall, E.V., Secretary — DEN

20-YEAR SERVICE AWARDS

Castrop, F.G., Sales service mgr. — EAR
Hughey, L.G., Senior agent — GJT
Parkhill, J.L., Sales service mgr. — HRO
Tuttle, B.G., Station agent — ALM

15-YEAR SERVICE AWARDS

Borchard, R.A., Station agent — SLC
Clark, L.M., Cleaner — PHX
Ganske, R., Station agent — DEN
Haney, D., Lead cleaner — DEN
Keith, J.F., Station agent — ABQ
Oats, J., Flight attendant — DEN
Payne, J.R., Senior agent — MEM
Perry, F., Lead aircraft technician — FSM
Siebert, R.F., Station agent — DRO
Vacek, H., Sales service manager — HSI
Washburn, R.E., Station agent — LIT
Williams, W.L., Supervisor fleet planning — DEN
Wilson, C.W., Station agent — DEN
Wortham, C.L., Station agent — CPR

10-YEAR SERVICE AWARDS

Anderson, M., Lead aircraft technician — DEN
Baysinger, D.R., Manager of subcontracts — DEN
Blankley, J.A., Aircraft technician — DEN
Broton, J., Ticket counter agent — FMN
Croissant, R., Aircraft technician — DEN
Crowe, S., Flight attendant — DEN
Fahrenbruch, H.H., Senior agent — DEN
Gilbert, F.S., Aircraft technician — DEN
Johnson, L.R., Station agent — SLC
Linkon, G., Vice president — marketing — DEN

Matlock, W., Aircraft technician — MCI
Melton, G.H., Station agent — CYS
Robson, D., Station agent — BIL
Salsbury, S., Flight attendant — DEN
Simpson, C., Lead aircraft technician — STL
Welch, R., Senior agent — MCI
Wells, D., Ticket counter agent — DFW

5-YEAR SERVICE AWARDS

Averbeck, M.A., First officer — SLC
Bauer, M.F., Flight attendant — DEN
Berger, R.L., Provisioning agent — DFW
Bittner, D., Station agent — DEN
Callan, S., Flight attendant — DFW
Cimock, H.N., Accounting clerk — DEN
Clay, W.H., First officer — MCI
Clipper, J.F., Lead cleaner — STL
Esterling, S.R., Accounting clerk — DEN
Gallentine, E.S., Senior data conversion operator — DEN
Gardner, H.M., Ticket counter agent — LAS
Goodpaster, D.A., Station agent — LIT
Jiracek, C., Flight attendant — DEN
Johnson, M., Aircraft technician — DEN
Koontz, D.E., First Officer — MCI
Lemay, E.R., Assistant manager trans. services — DEN
Norton, J.A., Cleaner — DEN
Porter, G., Flight attendant — DEN
Reeves, B.C., Tool room attendant — DEN
Roark, C., Flight Attendant — DEN
Sato, B., Aircraft technician — DEN
Schubert, F.M., Station agent — TOP
Toll, A.E., Sales service manager — TUS
Watson, E.T., Senior clerk — DEN
Wilson, S.V., Director dining services — DEN