

# FRONTIER NEWS

VOL. 9, NO. 4

Published for Frontier Airlines Employees and Their Families

MAY/JUNE, 1975

### **Operation 'Storklift'**

No one is exactly sure how it got started, but some 15 Frontier reservations agents recently ended up playing "stork" — for new parents all over the western U.S.

The bundles from Heaven were Vietnamese war orphans, hundreds of whom were being cared for at staging centers operated by Denver-area agencies. But assistance was needed — mainly loving arms and quick transportation — to get the infants to their new homes in far-away cities.

Somehow, the agencies' call for help found its way through the grapevine to Frontier's Reservations Center in Denver. And after a landslide of offers by off-duty agents, babes-in-arms (of Frontier volunteers) were soon heading to such varied destinations as Phoenix, Bismarck, Dallas and St. Louis.

Typical of these trips was one organized in late April by agent Carolyn Boller. From the Friends of the Children of Vietnam and the Friends for All

Children came five St. Louis-bound tots, ranging from about a month to three months old.

Using their reduced-rate travel privileges and on their own time, five reservations volunteers bundled up the tots and hopped on a jet to St. Louis — and two hours later delivered them to five sets of anxious (and very grateful) parents.

On arrival, the scene was like most other "storklift" endings: there wasn't a dry eye in the terminal.

#### More 'Storklift' photos, page 3

Among reservations and other Frontier employees who helped out on the storklifts were: Shirlie Bryan, Helen Bryant, Marge DuBois, Cindy Demuth, Anna Forsythe, Diane Gregory, Diane Kellett, Judi Lundquist, Marge McAlister, Kay Morey, Mary Prince, Lois Taylor, Carolyn Crabtree, Shirley Shackelford and Vicki Shepit.





GOING THROUGH ITS PACES near Seattle is Frontier's 16th Boeing 737-200 jet, subsequently delivered in early June. Among equipment featured on this new aircraft is a Ground Proximity Warning Indicator (which alerts pilots to potentially dangerous flight paths) along with the latest type of "quiet" engine nacelles. Frontier's GPWI was the first to be certificated by FAA under a requirement that all U.S. airliners must be equipped with these devices by Dec. 1. Frontier has also been certificated to operate a GPWI system on its Convair 580s.

#### **Employees Recognized For Service**

Honors for outstanding service and a special award for heroism were presented recently to four Frontier employees.

Receiving one of two Frontier President's Awards was Dean Reynolds, Vernal station agent, who risked his own life to rescue the pilot of a small aircraft after a landing accident March 15. "Flames were leaping around the cockpit," the Vernal Express reported, when Reynolds opened the cockpit door, unfastened the unconscious pilot's seat belt and pulled him from the plane — just 30 seconds before the craft was completely engulfed by fire. Reynolds is a 22-year veteran with Frontier.

Denver Station Agent Lary Heinbaugh also received a President's Award for his off-duty project involving the restoration and return of lost baggage tags to Frontier passengers. (Heinbaugh's efforts, which have resulted in more than 500 commendations, were featured in the last issue of Frontier News.)

Honored by the Federal Aviation Administration was Edward A. Huss, a nondestructive testing inspector, who won the agency's regional "Mechanic of the Year" award — making it three-in-a-row for Frontier. Huss, who has served with Frontier for 17 years, was cited by FAA for his development of an eddy-current method to detect potential structural problems in Convair 580 wing parts.

Named Frontier's "Flight Attendant of the Year" was Sonje Shivers, who was recognized for her consistent top-level performance in in-flight service. A flight attendant with Frontier since 1966 and now based in Kansas City, she earlier received



DEPARTING FROM DENVER three Vietnamese war orphans begin the final portion of a journey half-way around the world to new homes and families in St. Louis. Frontier reservations agents who volunteered to carry the infants were (left to right): Cindy Demuth, Anna Forsythe and Kay Morey.

#### **FL Seeks New Jet Route**

Plans by Frontier to operate a new jet route linking Denver, Wichita, Little Rock and Memphis were proposed to the Civil Aeronautics Board on June 19. Although Frontier currently serves each of these points on different service patterns, the airline does not have nonstop authority between Denver and Wichita, and between Wichita and Little Rock.

Removal of the intermediate stop restrictions and inauguration of two daily roundtrip flights on the new route would benefit some 150,000 passengers a year, Frontier projected.

If approved by the Board, Frontier plans to fly this route with Boeing 737-200 aircraft, putting Frontier jets into Wichita, Little Rock and Memphis for the first time.

#### Traffic Dips In May, Still Up For Year

Frontier continued to experience an industrywide softening of traffic in May, but maintained a slight increase in revenue passenger miles (one passenger carried one mile) for the first five months of 1975.

Adjusting to decreased demand, the airline's capacity growth was narrowed in May to a rise in available seat miles (one seat available for one mile) of less than 10 per cent over the same month a year earlier. Capacity was up 13 per cent for the five-month period.

	<u>May 1975</u>	May 1974	Change
Revenue passenger miles (000) Available seat miles (000) Load factor (%) Passengers originated	107,075 211,557 50.61 251,210	109,754 192,429 57.03 285,078	-2.4% $+9.9%$ $-2.5%$
	Year to date 1975	Year to date	Change
Revenue passenger miles (000) Available seat miles (000) Load factor (%) Passengers originated	562,830 1,063,599 52.91 1,262,654	558,598 941,160 59.35 1,267,627	+ 0.8% + 13.0% - 0.4%

one of the airline's 10 "Outstanding Service" awards for 1974.

Candidates for the annual award are selected from the "Outstanding Service" recipients and from winners of Frontier's "Flight Attendant of the Season" awards. Last year, Joy Alley, Jane Gagan and Janie Roach took honors in the latter category while other winners of the service awards were Marie Bauer, Samantha Dillard, Sue Evans, Joani Fohn, Katherine Hines, Candy Koby, Angela Nichols, Carlene Peters and Betsy Sprangers.





DEAN REYNOLDS (second from right), who rescued a private pilot from a burning aircraft, is commended by Frontier President A.L. Feldman while his wife, Donna, and daughter, Joyce, look on. After saving the pilot, Reynolds took this photo of the burning plane, a Cessna 150.



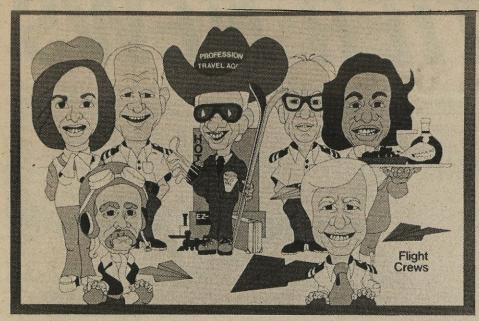


LARY HEINBAUGH won Frontier's touch" in customer service.

ED HUSS was named "Mechanic of the President's Award for his "personal Year" by FAA's Rocky Mountain Region.



SONJE SHIVERS receives Frontier's "Flight Attendant of the Year" honors from Executive Vice President Glen Ryland (left) and Vice President-Marketing Gordon Linkon.



A GOOD TEAM — Spotlighted this month are the highly visible contributions of crew members to Frontier's working "partnership" with travel agents. Posters like this are being distributed throughout the Frontier system as part of an employee-awareness program called "We've Got A Good Team Going: Frontier Airlines and Our Professional Travel Agents." Future issues of Frontier News will feature other employee groups working with travel agents.

#### **New Advertising Director**



James B. Winston has joined Frontier as director of advertising, according to an announcement by Gordon Linkon, vice president — marketing.

Winston formerly was vice president for advertising and promotion with the Rival Pet Foods Division of Nabisco Inc., Chicago, having joined the firm in 1965. Earlier, he was an account executive with Needham, Harper & Steers Advertising, Chicago, and had held various sales management positions with the Jell-O Division of General Foods.

An Illinois native, Winston attended the University of Colorado, where he earned a degree in marketing in 1955.

# short hops

CONGRATULATIONS — Recently announced appointments and promotions include: William McKenney, deputy director, market planning and development; Doug Sullivan, deputy director, system reservations; Margaret Borden, manager, market forecasts; Louis Fuller, sales/service manager (MHK); Gail Godbey, sales promotion manager; Ben Harris, manager, futures planning; Walter Jarrell, manager, systems and programming; Lewis Johnston, Jr., sales/service manager (HOT); Jeff Lyman, district sales manager (COS); Rich Miller, project manager, futures planning; J.F. "Pappy" O'Drain, manager, properties and contracts; Leroy Roberts, manager, market research, and Mike W. Weber, assistant manager, transportation services (PHX).

WE'VE COME A LONG WAY — Honoring Frontier's 25 years of service to Phoenix, Tucson and Flagstaff, June 1 was proclaimed "Frontier Airlines Quarter

Century Day" by the State of Arizona. Presenting the proclamation to Frontier President A.L. Feldman (left) is Arizona Aeronautics Director James Vercellino, while District Sales Manager Mike Leonard looks on in foreground. More than 150 civic leaders, corporate accounts, travel agents and the news media turned out for the ceremonies, held in Phoenix. Shown above is a DC-3 "gooneybird" operated by Arizona Airways, which merged with Challenger Airlines of Salt Lake City and Denver-based Monarch Air Lines to form Frontier on June 1, 1950.

RESULTS OF ELECTIONS for the Frontier Employees Club Board of Directors have been announced by Club



President Bill Hilbert. Reelected to serve another term in office were August Ehre, Marvin Glantz, Vicky Glasgow, Glenn Robinette and Betty Watson, while Jerry Manlove and Jack Miracle were named as new members of the Board. Next major function of the Employees Club will be a picnic at Estes Park on July 26, featuring a chuckwagon supper. For more information, contact Ernie DeSoto at DEN-XZ.

HERE COMES THE BIG ONE — A record-breaking turnout is expected for this year's Frontier Airlines Championship Golf Tournament July 25-26 at "The Ranch" Country Club in Westminster, north of Denver. Open to all Frontier employees and their dependents, the course will feature 36 holes with a full handicap, an 18-hole event and a special Women's Tournament. For further information, contact Bob Drake

#### we **Get Letters**

or Red Chambers at DEN-DP.

to whom it may concern-we would like to Comment the flight Crew

Of Frontier # 89, DALLAS DENVER

Feb 13, 1975 — atthough the

Slowest flight we weren countered,

(75 yds. in 2 hrs!) — and and

the girls valued to make it a fautastic flight.

PASSENGERS WHO SAT out a two-hour mechanical delay at DFW found this way to say "thanks" for extra courtesies provided by the crew. Captain Paul Liscomb, First Officer Tom Munden and Second Officer Dave Joiner handled things up front while the flight attendants — Andy Anderson, Kathy Fahrenholz and Jeannie Rankin — served steak and lobster dinners during the delay.

GIFT SHOP EXPANDS — New and expanded "shopping" facilities are now available at the Employees Club Gift Shop, located on the east side of Frontier's Main Complex at 8250 Smith Rd. Shop hours are 11 a.m. to 1 p.m. on Mondays and Fridays and 3 to 5 p.m. on Wednesdays. In addition, telephone orders can be placed by calling Evelyn Kelly at 4929.

FRONTIER'S LATEST "EXCITEMENT" poster, the first to feature St. Louis, is presented to St. Louis Mayor John Poelker (left) by Frontier Sales Representative Al

Hepner. Looking on at right is Bob Koebbe, director of visitor promotion for the St. Louis Convention and Tourist Board.

MAJOR MAINTENANCE General Foreman Fred N. Walsh has been named a Designated Mechanic Examiner by the Federal Aviation Administration. In this capacity he will give oral and practical examinations to applicants who have completed their written tests for Airframe and Powerplant Mechanics ratings. Walsh can be contacted for appointments at 398-4893 in Denver during business hours, or at 371-5053 evenings and weekends.



CORRECTION — The last issue of Frontier News noted the succession of Dallas Mortensen to the presidency of the Frontier Federal Credit Union. This was incorrect; Frank Davidson was named President of the Credit Union for 1975. Frontier News regrets the error.

COOKIE CAPER — Frontier's Salt Lake City passengers are getting a little something extra these days; fortune cookies. Inside, the little paper inserts read "Person Who Flies Frontier Is One Smart Cookie." The idea was cooked up by Jim Judd and his Salt Lake City sales staff.

#### FRONTIER NEWS

Published for Employees and their families by the Corporate Communications Department of Frontier Airlines, Inc. 8250 Smith Road, Denver, Colorado 80207

Director-Public Relations . . . . . . Bob Schulman
Public Relations Assistant . . . . . . Mary Budke

Larry A. Bishop, Director-Corporate Communications

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



State-of-the-Company

## Feldman Briefs Employees On FL Future Planning

Route development and fleet expansion are subjects that come up consistently throughout the Frontier system in employee meetings with President A. L. Feldman.

During the past few weeks, Feldman has presided at informal sessions in Kansas City, Omaha, Phoenix and St. Louis to field questions about the progress of the airline. Similar meetings are planned at other cities, as his travel schedule allows.

Commenting on route development, Feldman said "we've got a better than even chance" of gaining CAB approval to begin flying to Chicago's O'Hare Airport. He explained that our existing authority to serve Midway Airport is suspended because "there's just no way we can make money serving an airport that only has a combined total of six flights a day from three carriers.

"We're confident we could develop a good share of the market into O'Hare from Omaha," Feldman said, adding that "both the City of Chicago and the CAB's Bureau of Operating Rights are behind us."

He's not as optimistic about quick Board action on other pending applications, however. On file with the CAB are requests that would take Frontier to San Diego, San Francisco, several Mexican resort cities, and Fargo and Grand Forks, N.D.

He said the company will continue to press for favorable decisions on these applications, and that he expects we will be filing for additional route opportunities this year.

Feldman told employees that he foresees a gradual, orderly growth in the jet fleet, along with a similar reduction in the number of Convairs.

"We'll add new Boeings when we're confident we know how to sell the seats," he said, noting that Frontier's 16th jet was added to the fleet in June, and a 17th is on order for late this year.

Other questions that were raised frequently by employees were:

Question: Do we have any plans to offer a "no-frills' fare?

Feldman: No.

Question: Any truth to rumors that we are planning to merge with another airline?

Feldman: There have been merger rumors ever since I can remember. The only thing that changes is the name, the time and the place. There is absolutely no substance to any of those rumors.

Question: Are we going to change uniforms?

Feldman: We have been studying a possible change in our flight attendants' uniforms, but it looks like it will be a way off yet. We're not contemplating any other changes at this time.

Question: What's happening with the ALEA contract negotiations?

Feldman: We had been moving along pretty well until things bogged down a while ago. Now that everybody is back at the table with the mediator requested by ALEA, we're hopeful we can arrive at an equitable settlement as quickly as possible.

Question: It's been almost a year since we began service to Winnipeg. Are we happy with this route?

Feldman: Winnipeg is a clear winner for us, although the second flight is not doing as well as the first. We're confident that in the long run, Winnipeg will be one of our top-producing stations.

Question: Are we planning any special in-flight promotions, like our competition?

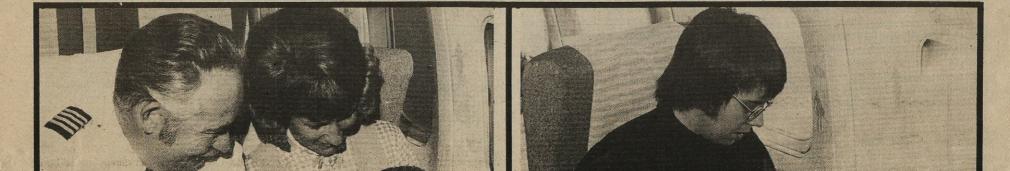
Feldman: Nothing more than continuing to improve the outstanding service we're already providing. I'm convinced our passengers are more interested in on-time performance, reliability and quality food service than they are in ruffled shirts and fancy-dan advertising claims.

TAKING AN irresistable "coochie coo" break are Captain James Langhofer and Flight Attendant Lydia Hawes.

### **Employees Fly 'Storklift' For Viet Tots**

(Story on page 1)

CHOW TIME — Although baby bottles aren't standard equipment for "storks," Ms. Boller managed to fit the bill.









ONE OF FIVE infants escorted by Reservations Supervisor Diane Kellett puts on his best finger-in-the-mouth pose.



HELPING OUT during an escort shortage was Evelyn Morey, Kay Morey's mother.



FLIGHT ATTENDANT Jo Snell gives "VIB" (Very Important Baby) treatment to a passenger.



BEING CUDDLED BY escort Mary Prince, this new jet-setter seems more interested in a food cart. ("So how come everyone else got Mateus wine while all they gave me was pablum?")

# Introducing: Con

## FRONTIER'S General Store

Something new is in store for Frontier's passengers: an in-flight "store." It's our first seat-pocket gift catalog, loaded with over 100 items ranging from multiband radios to bubble-gum machines, and aptly named the Frontier General Store.

Produced in cooperation with K-Promotions of Milwaukee, the 24-page catalog features many items bearing the Frontier logo — including travel posters, golf balls and even a beach blanket lettered "Reserved for Passengers Traveling Together."

And here's some more good news: The General Store offers a 20 per cent discount to all Frontier employees. To get a copy of the catalog, send a note to General Store, DEN-SP, giving your name and department locator code. When ordering items, include your Frontier ID number to qualify for the discount.

Note: Since the "store" is expected to be a real money-maker for Frontier, employees are requested not to remove the catalog from the seat pockets. As in all Frontier services, our passengers come first.



## Suggestions Pay Off

Imaginative aircraft technicians continue to dominate Frontier's employee suggestion program, but reservations agents and station agents are coming on strong with ideas to improve service to our customers.

Suggestors received a total of over \$1,300 in the past several months, with the highest award of \$85 going to Denver lead aircraft technician Gene B. Smith. Smith suggested that the B-737 tee tube for leading edge slats be repaired instead of discarded. These items cost over \$300 each, so Smith's idea is a money-saver for the company.

Competing with Smith for top honors was traveling ground mechanic Everett L. Thomas, who won a total of \$83 for two suggestions which save valuable employee time and needless company expense. He suggested that GPU hobarts used at our stations be protected from inclement weather with a canvas cover, and that reuseable

shipping boxes be used by traveling mechanics to ship new parts.

Suggestions with safety in mind netted five Frontier employees \$121. Cleaner Todd Kenney won \$30 for suggesting that signs be painted on baggage and freight carts indicating on-off positions for hand brakes. A safer method for testing portable water-fill fire extinguishers earned Denver aircraft technician Eldon Munro \$28. Aircraft technician Joseph Mann received \$25 for his idea to surround the oxygen fill-stand with a safety screen at the hangar in Denver. For suggesting that used CV-580 batteries be used in hallway emergency lights, aircraft technician Edward D. Schroeder picked up \$15. And regarding safety awareness, aircraft technician Don Slack received \$23 for suggesting safety quizzes in Frontier Magazine.

In the area of customer service, reservations agents Julie Cluff, Ann Ruethling, Shirley Jackson and Glenda Lacy offered ways of improving reservations procedures to better accommodate our passengers. Ms. Cluff received \$50 for her idea to confirm group reservations five days prior to departure. Overland Park agent Ruethling suggested a method of streamlining pet-approval requests and was also awarded \$50. Ms. Jackson received \$45 for suggesting a special account queue position, and agent Lacy picked up \$23 for an exchange of ideas between our two reservations offices.

Station agents are also concerned with customer service. James D. Sledge in Memphis won \$18 for an idea regarding the pass reporting procedure, while Donald E. Koughn in Tucson considered revision of the PTA file — netting him \$65.

Winning suggestions from aircraft technicians usually concern ways to improve maintenance procedures on the CV-580 or B-737. Three suggestions regarding the B-737 coffeemaker meant cash for the following: aircraft technician Mathias Litzinger (\$48); aircraft technician Ron Ferrie and lead aircraft technician Arrlo Dillow (\$25 each), and aircraft technician William S. Caldwell (\$38).

Other suggestions relating to B-737 procedures included lead aircraft technician Lee Gregory's method of repairing fuel nozzles on jet engines (\$38); aircraft technician William M. Castleman's improvement of the APU fire-bottle pressure gauge (\$20); aircraft technicians Merle Russell's and Jerry Hix's idea to use corrosion inhibitor primer on ovens (\$20), and aircraft technician Joseph Ligrani's and lead aircraft technician Arthur Benson's design of a nose cowl stand (\$24).

Highest award regarding the CV-580 was submitted by lead aircraft technician Delbert L. Hicklin. Hicklin received \$65 for noting that side brackets should be removed from the CV-580 seats to prevent wearing of the side of the aircraft and to lessen the weight. Other winners were: Sid Walker, manager — support shops, for increasing the skin thickness on leading edges (\$53); aircraft technician Albert A. Wells for replacing the fillister head terminal box screw with a hex-head screw (\$48); aircraft technician Jeff Wallace for the staking of the gyro stator bracket (\$40); Eldon Munro



LOOKING BACK – "I wouldn't have changed a single thing," muses Bert "Pappy" Clark, one of Frontier's first employees, at his retirement dinner in March. He is shown with his wife, Jeri. Pappy and Frontier veteran John Myers worked for Ray Wilson prior to and after Monarch Air Lines was formed in 1946.



ON THE BALL – It takes an alert station agent like Neil Wickstrum in Manhattan, Ks., to identify a problem in a new computer program and convince his instructors to make a change. Shown at a recognition dinner, Wickstrum (left) and his wife, Linda, receive \$200 and company "thanks" from Truman Jeter, staff manager – field marketing.

### service awards

25 YEAR SERVICE AWARDS
Brgoch, F., captain — DEN
Cook, W.H., sales service manager — WRL
Dorchak, S.J., aircraft technician — DEN
Heckman, W.D., captain — DEN
Hill, R.R., station agent — DRO
Klingensmith, J.R., dispatcher — DEN
Langfield, B.E., technical foreman — DEN
Langhofer, J.R., captain — DEN

Cope, D., ticket counter agent — DEN
Crowell, F.A., aircraft technician — DEN
Davis, O.L., mechanic — DEN
Duckett, E., aircraft technician — DEN
Fahrenholz, C.J., district sales manager —
LAS
Fannholtz, J.R., inspector — DEN
Flatten, R.L., station agent — GJT
Greene, D., aircraft technician — DEN

for a more flexible wire in the oil temperature thermostat (\$35); Arthur Benson for the manufacture of spare short tail pipes (\$22), and aircraft technician Robert D. Carrel for differentiating between upper and lower bleed elbows on the CV-580 engine (\$25).

Awards for improving methods were received by aircraft technician Richard W. Wentzel for simplifying work on the log book carried on the field trip truck (\$50); aircraft technician Dave W. Koepp for color-coding flight data recorder doors (\$30), and scheduler Charles E. Gayles for a method of saving packing material (\$44).

The following employees received \$10 awards for the subjects listed:

Warren Hill, lead aircraft technician, and John Magee, aircraft technician — torque meter horsepower check.

James B. Bare, station agent (OKC) — old magazine donations. Ben J. Gallegos, aircraft technician — CV-580 water filling adapter. Gary Trujillo, aircraft planner — vendor part numbers/IPC's. Ed Huss, inspector — wheel inspections.

J. J. Morris, Larry Lambert and Douglas Cass, aircraft technicians — electrical cord for cutter.

Dwayne Esau and Robert Carrel, aircraft technicians — CV-580 nose shipping container.

Jack Brown, plant mechanic (MCI) - jetway spline bar pawl.

Mathias Litzinger and Jerry Hix, aircraft technicians — coffeemakers.



THERE I WAS AT... Reminiscing about past flights are Captains Matt Ferguson (left), Frank Brgoch (second from right) and Jack Schode (right) on the occasion of Brgoch's 25th anniversary with Frontier. Bill McChrystal (second from left), regional director of flight operations (SLC), is shown presenting Capt. Brgoch with his pin.

QUARTER CENTURION— Congratulations on completing 25 years of service are extended to Marv Larson (left), director of general accounting, by Executive Vice President Glen Ryland. Also on hand was Harlan Muehring (center), director of revenue accounting.





TOP LEFT-SEATERS — Receiving their 25-year pins are Captains Warren Heckman (third from left) and James Langhofer (second from right). Enjoying the event are (left to right) Boyd Stevens, manager — jet training; Dick Orr, regional director flight operations (DEN); Heckman; C.A. Fechner, assistant regional director flight operations (DEN); Langhofer, and Jim Wyche, assistant regional director flight operations (DEN).

Leslie Jr., J.D., captain – DFW

Leslie Jr., J.D., captain – DFW

Matthews, D.E., aircraft technician – ABQ

Miller, G.E., aircraft technician – DEN

Peck, E.L., aircraft technician – DEN

Waldren, P.W., aircraft technician – DEN

20 YEAR SERVICE AWARDS

Acridge, D., inspector - DEN

Anderton, D.R., assistant manager transportation svcs — SLC

Bearer, C., aircraft technician — MCI
Dorsey, L.W., captain — DEN
Erickson, D.K., lead aircraft technician — DEN
Hopkins, H.W., senior agent — COS
Keen, N.L., lead aircraft technician — DEN
Long, H.R., station agent — RIW
Morris, P.D., dispatcher — DEN
Reynolds, W.D., aircraft technician — DEN
Schulte, J.J., station agent — OMA
White, R.L., station agent — GRI

15 YEAR SERVICE AWARDS
Appleby, J.D., captain — MCI
Damato, R.J., captain — MCI
Denson, D.O., SATO manager — FSI
Eckles, R.J., station agent — GRI
Fohn, J.M., flight attendant — DEN
Fuller Jr., L.A., sales service manager —

Glasgow, R.E., station agent — ELP
Hanson, H.D., station agent — BIL
Hartzer, J.N., station agent — DEN
Hatcher, M.V., senior reservations agent — DEN
Hawes, L.M., flight attendent — DEN
Hendrickson, N.A., aircraft technician —
DEN

Klonizos, J.G., station agent – SLC Machart, W.J., sales service manager – WDG

Miller, S.A., station agent – PHX Mulville, T., sales service manager – RIW

Ramos, S.L., crew schedule — DEN Roberts, B.H., tariff analyst — DEN Silmon, M.D., reservations agent — KCK Smith, W.L., stock clerk — DEN Vroomen, R., lead cleaner — DEN Wagner, G.I., station agent — DFW Wardlow, F., station agent — RIW Wilds, J.L., station agent — GJT

10 YEAR SERVICE AWARDS
Beringer, S.J., aircraft technician – MCI
Bollers, E., lead accounting clerk – DEN
Born, J.W., station agent – TUL
Brady, J.G., aircraft technician – DEN
Bundy, M.E., reservations agent – DEN
Caradori, R., station agent – OMA
Castleman, W., aircraft technician – DEN

Grizzie, D.L., senior ageni - DEN Hardten, J. V., station agent - SLN Johnston, R.L., supervisor schedule production - DEN Kern, K.R., central res control supervisor - DEN Kohs, L.D., station agent - GJT · Larson, S.W., director market research analysis - DEN Marshall, L.E., station agent - DEN Martinez, L.L., station agent - ABO Middleton, L., senior agent - DEN Nakata, D.H., senior scheduler - DEN Roybal, T., station agent - COS Saunders, R.G., senior agent - DEN Tomalino, R.L., aircraft technician - DEN Weickum, H.L., first officer - MCI Williams, J.L., lead cleaner - MCI

5 YEAR SERVICE AWARDS Baker, W.B., ticket counter agent - DEN Bare, J.B., station agent - OKC Brantley, W.J., porter - ABQ Burke, R.L., ticket counter agent - MCI Campbell, K.M., flight attendant - DFW Capehart, D.R., cleaner - STL Elston, M., flight attendant - DEN Ford, S., sr. accounting clerk - DEN Harrison, L.G., flight attendant - DFW Hathy, A.J., ticket counter agent - DEN Hendreschke, R., ticket counter agent - DEN Hinde, W.A., flight attendant - DFW Hoelscher, E., flight attendant - DFW Homer, D., flight attendant - DFW Johnson, V., flight attendant - DEN Jones, P., flight attendant - DEN Kellett, D.C., reservations supv - DEN Kennedy, M.R., sales rep. - STL Koby, C.J., flight attendant - DEN Kreimer, M.L., station agent - DEN Lawrence, R.J., trans svcs analyst - DEN Mas, A.G., cleaner - DFW McCullough, R.C., maintenance scheduler -Mendelsberg, J., flight attendant - DFW

Meyer, D.B., flight attendant - DFW Powers, P.J., flight attendant - MCI Schmidt, T., station agent - TOP Scofield, L.L., sales service mgr - GTF Scoville, J.R., asst mgr trans svcs - MCI Shepherd, B.M. buyer - DEN Sorensen, R.J., station agent - DEN Spencer, P., reservations agent - DEN Stevens, M.L., flight attendant - DEN Stone, P.J., ticket counter agent - LAS Swift, S., flight attendant - MCI Tripp, D., flight attendant - DFW Uhrich, R.L., supv purchase orders - DEN Washington, B.F., flight attendant - DEN Wassertheurer, T.W., station agent - JAC Weese, K.K., flight attendant - DEN Wester, M., flight attendant - MCI Wolfe, C.L., flight attendant - DFW Womack, B.L., flight attendant - MCI