



## Christmas Crunch of '75 No Holiday

When United Airlines "went down" in early December, more than 2-million passengers expecting to fly the Friendly Skies over the coming holiday season had to face these facts of travel life:

- With better than one-tenth of the nation's air service not in service, seats on other airlines were especially difficult (if not impossible) to find.
- With competing carriers full, the only alternative to travel on United's high-density routes was to fly circuitous routings — often taking a full day or more and involving numerous connections.

For Frontier and the other airlines, the passengers' dilemma meant a massive upsurge of phone calls... near chaos at the ticket counters... jammed hold areas, sometimes overspilling into terminal offices and even the restrooms.

At Denver Reservations, for example, an average answering time of less than 15 seconds before the shutdown stretched out to as long as 15 minutes — even with every available CRT in use and agents working unlimited overtime. At Kansas City Reservations, agents averaged a 60-hour work week. And at the terminals, employees offered beyond-the-call-of-duty services to passengers, working long, hard hours to handle a seemingly endless flow of airport-weary travelers.

In the air, crews found themselves facing 100 per cent load factors on flights that were running only half-full as little as

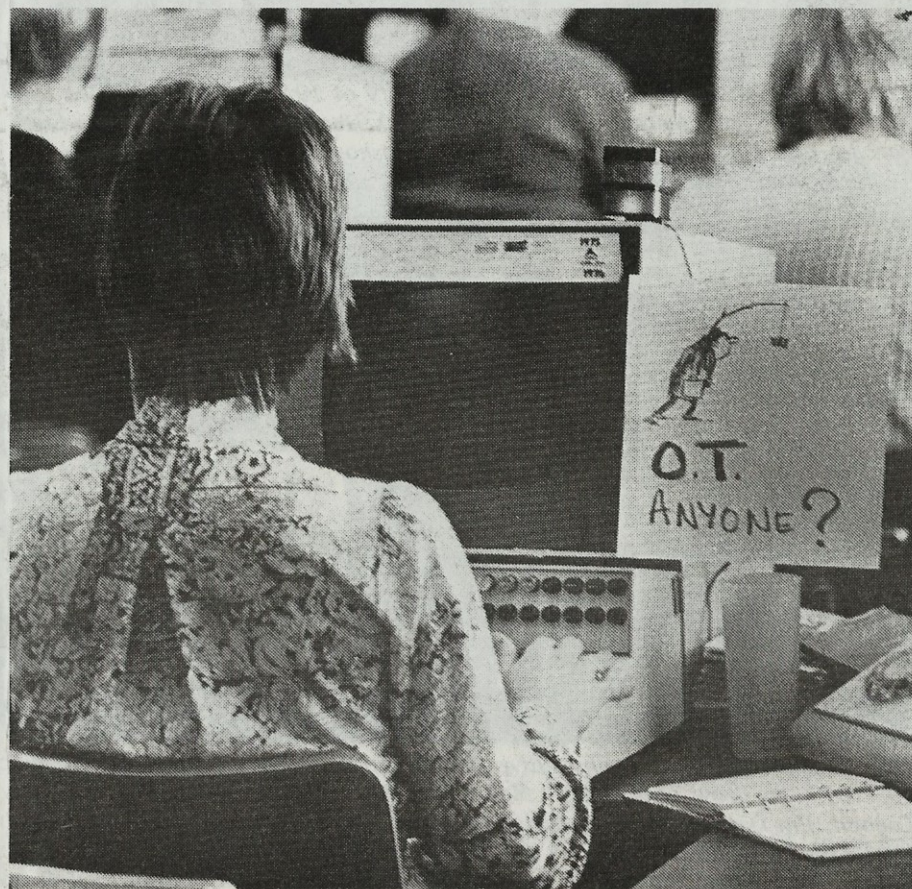
a week earlier. People were even trying to book the jumpseats.

Before the onset of the dispute Frontier had already scheduled its aircraft and flying time to operate extra sections for the holiday season, especially to key ski resorts. We were able, however, to squeeze in some special flights, including a charter for the Denver Broncos to Oakland, and extra sections from Lincoln and Omaha to Phoenix for the Fiesta Bowl.

For many passengers, the circuitous routings resulted in their first flight on Frontier. Thanks to close teamwork with travel agents, people who normally would have flown nonstop to the East were routed instead to such points as St. Louis, Kansas City and Dallas/Ft. Worth to catch connecting flights. Westward, others flew on Frontier to Salt Lake City, Phoenix, Las Vegas and Albuquerque to connect at these points.

Good news came on Dec. 19, when an agreement was reached in the United dispute. Following ratification of the settlement, United got back to a full flying schedule by Christmas Eve.

"We are proud of the superb performance of employees throughout our system during this difficult period," said Frontier President Al Feldman. "From all reports, the exemplary service provided to Frontier's customers — and to those who otherwise might not have had a chance to sample our service — will be well remembered in the future."



O.T. ANYONE? — To handle the unusually high volume of calls, reservations agents were offered unlimited overtime during the holiday season. Shown on the job is Denver agent Susan Price.



# FL Donations Reunite Families, Children For Christmas At Asthma Center

Christmas had special meaning this year for eleven young patients at Denver's National Asthma Center — Children's Asthma Research Institute and Hospital (CARIH) as a result of the generosity of Frontier employees who donated over \$6,800 to the Christmas Fly-In.

The money was used to fly family members to Denver on Dec. 23 for a four-day reunion with their children at the Center. The Denver Marriott Hotel at I-25 and Hampden Avenue provided complimentary accommodations for the families who had use of rental cars from Ramadacar.

"Our total donation this year exceeded last year's total by \$900," emphasized Art Davis, volunteer program administrator for the last nine years, "and we are more than pleased with employee participation."

Although most donations were individual, the Fly-In did receive special donations from the following: the Frontier Employees Club — \$500, Grand Junction Employees Club — \$300, Revenue Accounting — \$333, Dispatch — \$150, IAM local Lodge No. 2337 — \$100, Pilots' Wives Club — \$160 and local travel agents — \$230.

Each Fly-In family was assisted in Denver by a volunteer Frontier family. On Dec. 13, Frontier families used money from the fund to take the children shopping for gifts for their visiting relatives.

"The kids let the adults handle the finances," said Dave Baysinger, manager — subcontracts, "but they knew pretty well what they wanted to buy. They enjoyed being able to make their own decisions."

The children and their families who visited this year are:

Michael Curto, 9 — his mother, Anne Curto, and brother David, 5, and John, 16, of Perth Amboy, N.J.

Valerie Bates, 12 — her parents Mr. and Mrs. W.J. Bates, sister Jane, 12, and brother Warren, 4 months, of Warwick, Rhode Island.

John Reyes, 11 — his mother Julia Reyes, sister Isabelle, 12 and brother Nelson, 8, of New York, New York.

Darryll Hunter, 11 — his parents Mr. and Mrs. M. Thomas of North Manchester, Indiana.

Frank Ewbank, 14 — his mother Louise Ewbank and sister Jeannett, 15, of Bellflower, California.

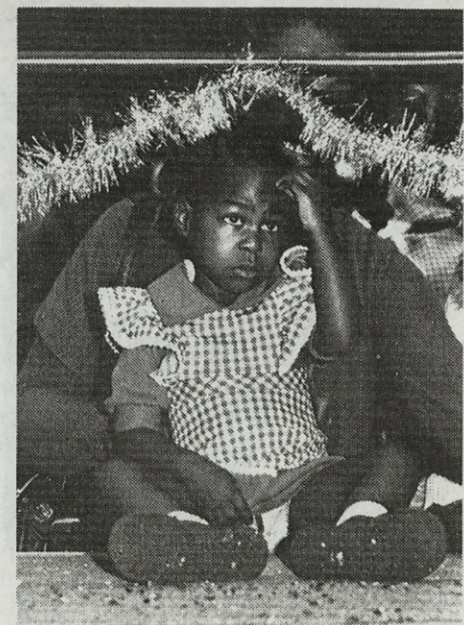
Henry DeCoteau, 13 — his mother Rose Mary DeCoteau and sister Lillian, 14, of Belcourt, North Dakota.

Kenneth & Kevin Mathis, 10, (twins) — their mother Mary Mathis, their brother James, 14, and their sister Sherry, 12, of Cororan, California.

Stacey Burley, 10 — his parents Mr. and Mrs. T. Elston of Hebron, Indiana.

Michelle McCoy, 11 — her parents Mr. and Mrs. Harrington, brother Patrick, 8, and sister Meredith, 5, of Mishawaka, Indiana.

Janie Caldwell, 15 — at the special request of the Center, Janie visited her family in Los Angeles.



ALL I WANT for Christmas Is...

(See Page Three)

## Send Us Your Survey

Your response to the recently distributed employee communications survey is vital to our understanding of current communications needs.

We're interested in your opinions on the importance of various methods of receiving and transmitting information about the company and about your job. Additionally we'd like to know your thoughts on Frontier News and suggestions for its improvement.

We thank those who have already responded but we'd like to hear from everyone. Please take time to fill out your answers and return the survey to Corporate Communications DENG. Again, all responses are anonymous and will be kept confidential.

If you haven't seen the survey, give us a call at ext. 4793 and we'll get one to you immediately.

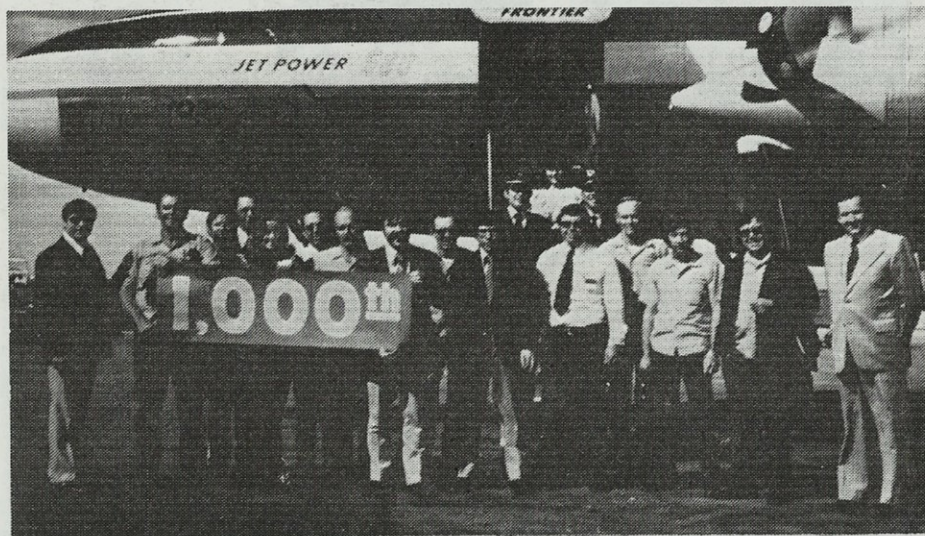


YOUNG NATIONAL ASTHMA CENTER PATIENTS focus their attention on Art Davis, volunteer coordinator, as he explains the details of their reunion at Christmas with visiting family members. Shown clockwise from Davis are Michael Curto, Kevin Mathis, Stacey Burley, Kenneth Mathis, Darryll Hunter, Janie Caldwell, Frank Ewbank, Henry DeCoteau, Valerie Bates, Michelle McCoy and John Reyes.





JOPLIN AGENTS (who boast an average seniority of 19 years) are welcomed to the 1000 Club by Staff Manager Truman Jeter (left). Next to Jeter (l. to r.) are Station Manager Bob Milne and agents Otis Lytle, Ed Ciskowski, Doyle Osborn, Fred Butts, Jerry Pickering and Sam Jones.



PROUD OF THE 1000TH consecutive on-time departure from Albuquerque on March 19, 1975, are (row one) "Mac" McElhaney, Walt Albany, Sandi Reger, Clarence Cannon, Jim Dawson, Reub Gutierrez, Ron Showalter, John Gibbs, Leo Martinez and Harold Maxwell. Row Two: John Keith, Don Wareham, Jerry Hollman, Ted Pfau, Jeff Gilbert. Row Three: Capt. Paul Haynie, Flight Attendant Ginny Elrod, First Officer Jack Emerson.

## JLN, ABQ Stations Hustle to Join 1000 Club

To win it, you really have to do the hustle!

It's the 1000 Club — the honor awarded to Frontier stations who successfully dispatch 1000 consecutive departures without a controllable delay in excess of three minutes. It may sound easy, but it takes a combination of teamwork and luck to keep a record going.

First station to work 1000 consecutive flights without a delay was Kansas City, dispatching 1163 flights from March 6 to April 21, 1972. Upon receiving the honor, Ed Dunaway, then manager — transportation services, was quoted as saying, "There was and still is a lot of hustle going on in Kansas City." (And they also dispatch their flights on time.) That same year the Omaha station, under the leadership of Lee Davis, broke the record twice with marks of 2114 from July 9 to Dec. 17, 1972, and 1759 from Feb. 17 to May 11, 1972.

This year two more stations — Joplin and Albuquerque — joined the Club.

A snow storm and subsequent deicing delay on Nov. 26, 1975, ended Joplin's streak of 1,189 on-time departures begun on Feb. 15. Handling four flights a day (increasing to six on Nov. 7), the seven agents also established a new traffic record of 23,560 passengers off and on. On Oct. 18 Joplin became the first and only "B" class station to break the 1000 mark.

"I've never seen a more enthusiastic group of employees all pulling together," said Station Manager Bob Milne. "They obviously take great pride in their own abilities and in the company they support."

Joplin employees and wives celebrated the record at a dinner on Oct. 24 when all agents were presented with clock radios.

With a record of 1962 departures without a delay, Albuquerque came within days of establishing their own 2000 Club. Averaging 14 flights a day, the Albuquerque staff of 34 kept their record going from Jan. 5, 1975, to May 28, when a contract fueller was the delay-causing villain.

"The pressure started at 1500," said Harold Maxwell, manager — transportation services, "and everyone at the station, including people handling baggage and air freight, was conscious of the record. Albuquerque agents are hard workers — we're determined to be the best on Frontier's system!"

Any discussion of on-time performance for station controllable delays is incomplete without mentioning the Las Vegas station. Under the leadership of Larry Nenstiel, Vegas agents have consistently maintained an outstanding on-time record. In 1974 the Vegas station topped all others with 99.6 per cent of its flights readied on schedule. Frontier's 1974 systemwide on-time performance in this category was 97.5 per cent.

## We Get Letters

From a private pilot in Omaha — I was enroute from Omaha to Van Nuys when I became aware of the fact that I had some serious problems which included being lost,

short hops



# short hops

**TAG THAT BAG CONTEST RESULTS.** Winner of the Frontier/Samsonite "Does Your Luggage Have A Name" contest was Thomas A. Simpson of Northport, Ala., who received his ticket at Salt Lake City. As a result of the Salt Lake drawing, another set of luggage was awarded to station agent Wayne Hays. Among the more humorous responses (out of 3,000 received) were:

"(Luggage should be named) so 'Goldilocks and the three bags' don't get separated."

"... so I won't be embarrassed by arriving at my motel with Joe Namath's pajamas."

**CONGRATULATIONS** — Recently announced appointments include: Jim Jette, supervisor of food and beverage service; Arnall Haden, manager of schedule display; Jan Kraft, assistant to the district sales manager (MCI). Additionally, Ann Yanulavich, manager — consumer affairs, has been elected to the five-member executive committee of the Worldwide Airline Customer Relations Association (WACRA).

**FOR HOOKERS AND SLICERS.** It's not too late to join over 30 employees who have signed up for Tucson's Third Annual FAL Employees Golf Tourney Jan. 10-13. Included in the rates (\$75 double occupancy, for three nights) are two rounds of golf with electric cart, cocktail party, awards banquet, prizes and transportation to and from the airport. Various other rates are also available. Facilities at the Skyline Resort and Country Club in the Catalina Mountains are deluxe. For details and a great sales pitch, call Gary Mackie, Eddie Bryant or Dara Carswell in Tucson; Austin Henry, Dallas; Royce Stanley, Kansas City; and Ernie DeSoto or Red Chambers, Denver.

**EARLYBIRD INAUGURAL.** You had to get up early to celebrate the inaugural departure of Frontier Flight No. 71 from Fargo, N.D., on Nov. 15, at 7 a.m. Key individuals in the ribbon cutting ceremony included (from left) Joe Parmer, Director of the Airport Commission; Pat O' Day, Chairman of the Airport Authority; Fargo Mayor Richard Hentges; Director — Field Marketing Ed Dunaway; and K.G.A. Springer, member of the Airport Commission.



## FRONTIER NEWS

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



became aware of the fact that I had some serious problems which included being lost, low on fuel, in the mountains after dark, an inoperative transponder and last but not least, only about 60-70 hours as a private pilot (in the Midwest — no mountains)! However, thanks to the weather personnel operating the Unicom and to the Captain of Flight 509, I was able to find my way and land successfully in Flagstaff. It was the captain of the Frontier flight who finally got a visual on me and guided me into Flagstaff. More importantly he detected the anxiety in my transmission and stayed on the field subtly reassuring me and building my confidence.

*From a Kansas City businessman* — I met a very good friend in the terminal and he was also on your flight. Since there were no seat assignments, we stood by the door waiting for the time to board so we could get two seats in the rear together and not be bothered with another person sitting beside us. The young lady boarding then brought sixteen big palookas to board early. They were a rugby team bound for Kansas City. I and other passengers complained to her when she returned. Then she brought an older man with a young boy for early boarding (which I agree on) and then stated to us all — Do you mind if they board early? She used a very discourteous tone of voice and, of course, everyone heard her remarks.

*From a doctor in Paw Paw, Michigan* — I was waiting in line in Fayetteville to check my ticket when I saw this employee talking to an older lady. She asked a lot of exasperating questions and he did a lot of work checking the various details for her and was answering her in the utmost courtesy. When I would have tired much before that time or made some sarcastic remark, he had nothing but a smile and kindness. I was very much impressed. Later when my plane was late I found the same courtesy in trying to help me and in checking back at the desk found that he was already checking on a new flight for me since I was going to miss a connection flight. I have traveled quite a bit by airlines. I have met a lot of courteous people but this gentleman's kindness stood out as being something outstanding.



**"WE'VE GOT A GOOD TEAM GOING"** — Frontier's marketing people work with travel agents to "package" and "sell" our product, but it's up to airport personnel and other public-contact groups to "deliver" it. In a very real sense, these personnel play a key role in Frontier's corporate partnership with travel agents.



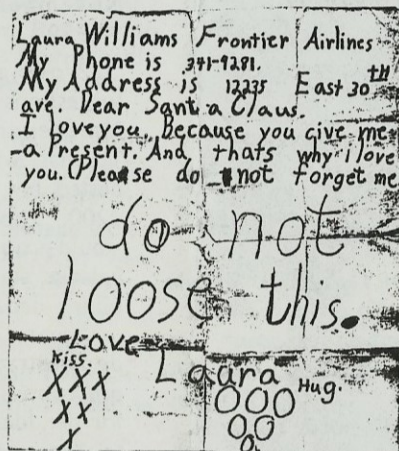
## Christmas is . . .



*Meeting Santa . . .*



*Sharing with your sister . . .*



*Writing a special letter . . .*



*Making twin requests . . .*

## The 'Ground Prox' Program: A Frontier Team Achievement

By Bob Schulman



A quarter-century ago it didn't work. That's when the Civil Aeronautics Administration (the federal air safety agency at that time) first ordered all U.S. carriers to install devices to prevent "inadvertent flight into terrain."

So back in 1948 the airlines dutifully equipped their new Convair 240s, Stratocruisers, Constellations and other aircraft with CAA-prescribed radio altimeters — war surplus items reworked to sound off buzzers, bells and lights when an airplane was in danger of crashing into the ground.

But the old tube-type altimeters were extremely unreliable. They set off so many false alarms that the CAA eventually had to rescind its order. It was clearly a good idea, but one whose time hadn't yet come.

Round two got underway in January of 1975 when the Federal Aviation Administration — in a wake of a number of crashes and increasing concern in Congress — ordered all U.S. airlines to install Ground Proximity Warning Systems (GPWS) by December 1 of 1975.

This time reliable hardware was available, incorporating jet-age design features and a highly sophisticated electronics system. In fact, the GPWS was already in operational use on a Scandinavian airline, SAS, and was being installed on Pan Am's fleet when the FAA order was issued.

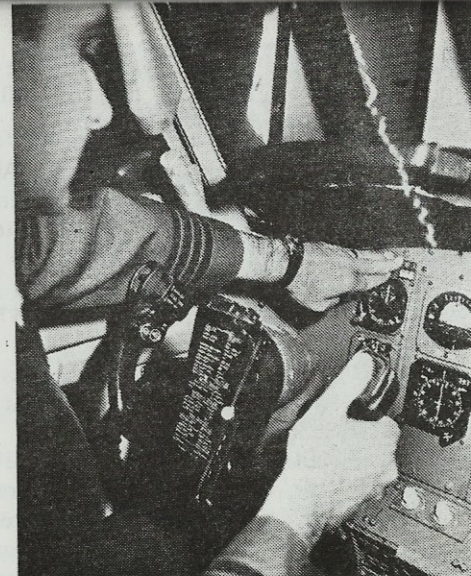
Frontier had been taking "a hard look" at the safety features of the GPWS for some time. So when the FAA specifications came out, the company lost no time in setting up a top-priority task force to get the job done. Sid Shore, a check airman, was assigned as project manager, heading a hand-picked group of specialists from virtually all of Frontier's departments.

An overall program plan was developed and approved by March 10. From there, design, engineering, purchasing and other key tasks were accomplished leading to FAA certification of the system on June 3 — the first certification issued to any U.S. domestic airline.

In the shop, a team of 23 specialists in electronics, avionics, sheet metal and other technologies worked on a three-shift basis to install the systems. Headed by Avionics Supervisor Leo Schuster, each member of the maintenance crew bid the job for participation on an ongoing basis in order to achieve the needed continuity of work. Excellent cooperation was received from IAM leadership to make this departure from the normal bidding system and to develop work schedules exceeding contract limitations — an essential ingredient in the program's success.

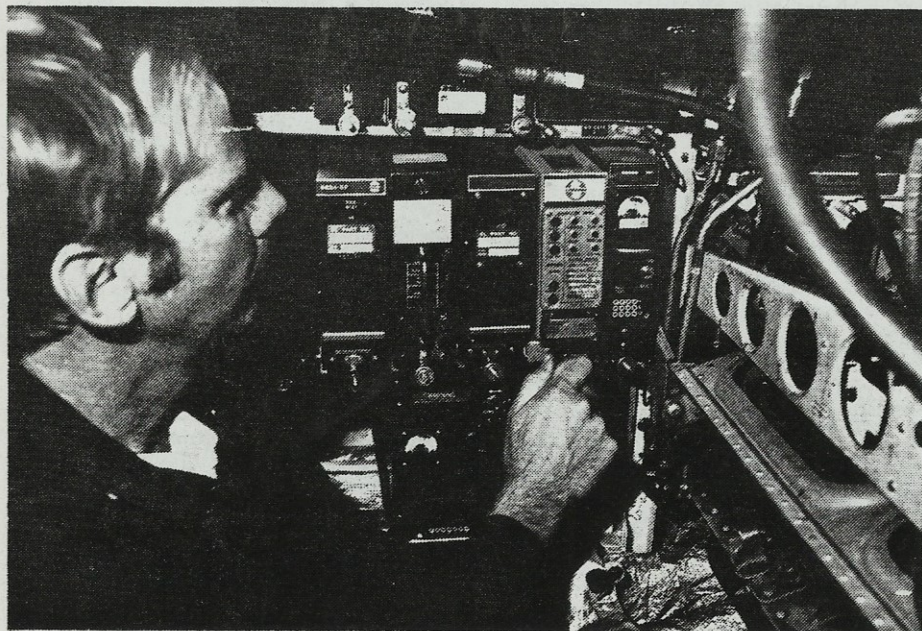
Commending the team effort, Frontier President Al Feldman said "... it is exciting to see what people can do when they have the opportunity to demonstrate their own abilities." All of the GPWS project participants, he stressed, "have well earned Frontier's congratulations."

Installation of the last GPWS on Frontier's fleet of 17 Boeing 737s and 28 Convair 580s was completed on Nov. 7, again marking another "first" among the U.S. domestic airlines.



CAPTAIN Sid Shore, GPWS project manager, tests a system warning light in B-737 flight simulator.

With the system now in fleetwide operation, Frontier's pilots are "seriously setting about to make it work," Shore reports. "Our safety record is among the best of any airline — and we aim to keep it that way."



MECHANIC Adrian Welter, one of 23 members of a special maintenance team set up for the program, checks a GPWS installation (light-colored "box" above his hand).

## GPWS: How it Works

The Ground Proximity Warning System receives electronic signals from airborne instruments to measure the position of the aircraft relative to the ground. When an aircraft encounters a potentially dangerous situation, the system automatically sets off a loud "whooping" sound in the cockpit along with the oral command, "Pull Up, Pull Up."

It is programmed to provide these warnings, along with visual alerts, if the plane:

- a) Is descending too rapidly.
- b) Is in danger of hitting a terrain obstacle, such as a hill.
- c) Is losing altitude after takeoff.
- d) Is attempting a landing with improper settings of its wheels, flaps, etc.
- e) Is descending below an electronic "highway in the sky" (produced by airport glideslope beams) during its approach to landing.

Produced by the Sundstrand Data Control Corp. of Redmond, Wash., the GPWS is enclosed in a metal "box" approximately 1.5 feet long by .3 inches wide by 6 inches high.

Cost of the devices and installation on Frontier's fleet was approximately \$1.1-million.





VETERANS of 25 years of flying at Frontier, Dallas based captains (from left) George Ceshker, John Leslie, Les Harper, Del Booth and Dick Cottingham picked up their diamond wings Sept. 3. Ceshker also celebrated his retirement Oct. 6.

## A Cat-Tale . . .



A SPECIAL EFFORT to aid a Frontier passenger in need — a prize show cat — recently earned Denver res agent Mary Cuthbertson a check and the commendation of Chuck Demoney. Cuthbertson tells Deputy Director — Systems Res Doug Sullivan how she cat-sat the stranded feline Nov. 9 and delivered it via Western to its anxious owner in Salt Lake the next morning.

## Denver Manager Tops List

# Suggestion Winners Earn Extra Christmas Cash

A sound and simple idea which saves the company over \$8,000 a year has put extra Christmas cash in the pocket of Ed Salathe, Denver's manager — major maintenance.

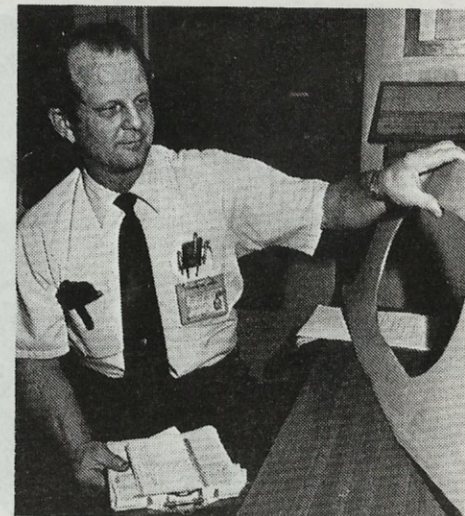
Salathe received \$866 for suggesting that CV-580 wing doublers could be made in the sheet metal shop. His suggestion, teamed with those of 13 other employees from Maintenance, Marketing and Accounting, won awards in November and December totalling \$1,952.

Proving that the most valuable suggestions don't have to come from Maintenance was Cashier Ethel M. Thomas, whose idea to save postage fees netted her the second highest award of \$200. Thomas suggested that Frontier would save money by not mailing zero balance statements from the air freight billing department.

Agents in Denver res continued to demonstrate their ability to improve procedures. Midge Bundy received \$90 for her idea concerning wasted space on teletype messages, while supervisor Betty McPhee picked up \$45 for a suggested revision in record keeping which would cut paperwork and costs.

Out in the field, Station Agents R. J. Turner (Gunnison) and Kevin Barney (Salt Lake) made their contributions to customer service by suggesting fabrication of fishing pole containers for passenger use (\$35) and the placement of Frontier decals for Frontier identification on roll up stairs (\$10).

Rounding out winning suggestions for November and December were those from Maintenance.



TOP WINNER Ed Salathe, manager — major maintenance, examines the CV-580 wing doubler which earned him \$866.

Donald Sabo and Stanley Kyed, aircraft techs — \$22 each, for suggested use of epoxy resin in repair of loose excitor strator coils.

B-737. Gene Smith, aircraft tech — \$68, for suggested use of abrasion protector on trailing edge flap segments.

Miscellaneous. Claude Clay, aircraft tech — \$128, for two ideas: to install rubber wheels at corners of bag carts and heat tape on hydraulic electric lift beds.

Joseph Coopersmith, aircraft tech — \$38, for suggestion concerning connector indexing blocks.

Marvin Glantz, planner — ground maintenance — \$127, for suggested use of different type of rubber bumpers on jetways.

interlining



**MORE SKI GOODIES.** Tired of working overtime? Plan a ski trip to Vail, Telluride or how about France? Here are three possibilities:

**VAIL** — Maybe Gerald Ford can afford to go at Christmas but it's wise for interliners to take advantage of Airline Week April 19–25. Lift ticket special is \$7 (with a three-day minimum). Lessons, lodging and everything else you to to Vail for is discounted. Contact Vail Resort Assoc. (303) 476-5677 for reservations.

**TELLURIDE** — Interline Week is Jan. 10–16 with six days skiing and seven nights lodging available for \$139. (A bargain if you didn't spend it all at Christmas.) Accommodations are at the Telluride Lodge at the foot of the new Coonskin lift. Activities include races, bingo, eating, drinking and dancing (not necessarily in that order). For info contact the Telluride Lodge (303) 728-3831. Bingo?

**LAS CLUSAZ, FRANCE** — If you're serious about skiing, look into the eight-day, seven night ski trip offered by Air France. For \$199 including air fare from New York, you can enjoy unlimited use of all ski lifts and stay at the Hotel La Montagne. Departures are restricted to Jan. 6, 13, 20; Feb. 24; March 2, 9, 16, 23. Contact the Interline Dept. at Air France in New York for details.

**PARK CITY QUICKIE** — The Treasure Mountain Inn now offers a 30% discount to all airline employees.

**ARIGATO FARE.** Japan Air Lines again offers special positive space discount fares from its seven North America gateways to Tokyo effective Dec. 1 through March 31, 1976. Rates are \$99 (\$79 from Honolulu and Anchorage) and apply to all full-time employees and spouse or eligible dependents. Request tickets from nearest JAL office two weeks prior to departure.



**NEW FACES** flying Frontier's system are November 28 graduates, from left, Patricia Younggren, Gloria Santeramo, Kerry Jo Hernandez, Shirley Holder, Bonnie Kee, Barb Collier, Debbie Bonde, Mike Dundon, Mireille Veannis, Jill Moyer, Nancy Beckel, Peggy Howell, Elaine Bettez and Susan Mizuki.

Zaiss, R.N., buyer — DEN

Peggy

**CV-580.** Larry Vannoy, aircraft tech — \$185, for improvement in method of changing wing doubler.

James Lengyel, aircraft tech — \$20, for improvement in method of checking anti icing ducting system.

John Browning, aircraft tech — \$96 for three suggestions: modification of rear platform of pot truck, design of adapter for use in removing flywheel on Clark tugs and suggested manufacture of engine shipping crates.

## service awards

### 25 YEAR SERVICE AWARDS

Crawley, V.R., senior agent — PHX  
Fulscher, D.T., reservations agent — DEN  
Smith, F.H., captain — DEN  
Walling, H.R., maintenance mechanic — DFW

### 20 YEAR SERVICE AWARDS

Beeler, M.E., station agent — SLC  
Ciferri, A.F., station agent — ABQ  
Lowe, H.P., station agent — DEN  
Maggard, C.L., sales service mgr — ALS  
Modrow, L.B., senior agent — FMN

### 15 YEAR SERVICE AWARDS

Fletcher, H.L., captain — DFW  
Hatfield, W.F., station agent — PHX  
Marr, W., aircraft technician — DEN  
McCall, D.H., station agent — LBF  
Muske, R.W., station agent — DEN  
Ness, J.W., station agent — SLC  
Nessler Jr., O.M., captain — DFW  
Stemler, A.K., director market planning — DEN  
Steward, J.D., ticket counter agent — MCI  
Wright, D.E., station agent — MOT

### 10 YEAR SERVICE AWARDS

Allison, D.A., station agent — DFW  
Barnett, L., aircraft technician — DFW  
Barreras, R.T., ticket counter agent — ABQ  
Bryan, S.P., reservations agent — DEN  
Burgess, C.L., station agent — DFW  
Caldwell, M., aircraft technician — DEN  
Cannon, R.J., sales service mgr — GLD  
Cheak, C.A., ticket counter agent — DFW  
Cluff, J.F., reservations agent — DEN  
Corcoran, A.L., ticket counter agent — GJT  
Dawson, J.V., asst mgr trans svcs — ABQ  
Evans, S.A., flight attendant — DEN  
Faltys, D.M., station agent — TUS  
Given, R.J., lead inspector — DEN  
Glantz, M., planner ground maint. — DEN  
Horan, T.A., first officer — DEN  
James, C., engineer — DEN  
Knudsen, D.K., station agent — MSO Mizuki.

Kramm, F.M., station agent — TUS  
Lane, E., lead inspector — DEN  
Magee, J., aircraft technician — DEN  
McLeod, B., senior programs specialist — DEN  
Officer, M., station agent — MOT  
Opperman, G.R., station agent — OKC  
Patterson, J.O., station agent — MHK  
Paul, H., aircraft technician — DEN  
Potter, L.J., flight attendant — DEN  
Reavis, J.P., reservations agent — DEN  
Sanders, B., stock clerk — DEN  
Schroeder, C., aircraft technician — DEN  
Segebartt, K.L., station agent — MCI  
Spagnoli, R.H., station agent — DFW  
Stone, V.D., senior agent — DEN  
Taylor, L., lead aircraft technician — BIL  
Thompson, H., aircraft technician — DEN  
Vess, T.D., ticket counter agent — DFW  
Wareham, D.E., ticket counter agent — ABQ  
Welter, A., aircraft technician — DEN  
White, D.R., aircraft technician — DEN

### 5 YEAR SERVICE AWARDS

Bogges, S.M., flight attendant — DEN  
Chambers, G., flight attendant — DEN  
Covington, S., flight attendant — SLC  
Crain, C.E., accounting clerk — DEN  
Duden, K.L., senior clerk — DEN  
Fisher, S.L., flight attendant — MCI  
Godbey, H.G., manager sales promotion — DEN  
Hatzky, L.M., flight attendant — DFW  
Jacobs, L.S., flight attendant — DEN  
Majetich, C.C., accounting clerk — DEN  
Murphy, J.T., controller — DEN  
Quick, J.C., secretary — DEN  
Rimmer, K., flight attendant — DEN  
Roach, J., flight attendant — DFW  
Soliz, E., print shop operator — DEN  
Spencer, D.C., shop planner — DEN  
Stayton, D., flight attendant — DEN  
Warner, M.D., sales rep — DEN  
Weisiger, K., flight attendant — DEN  
Zaiss, R.N., buyer — DEN

Peggy Knudsen