
FRONTIER NEWS



Published for Frontier Airlines Employees

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Paint program scheduled for April startup.

Frontier will take to the skies with a new corporate image in 1978, but a revised delivery schedule from Boeing has delayed introduction of the program until the end of April.

New exterior paint schedule plans went awry when a six-week-long strike of Boeing machinists in October and November resulted in production problems. Frontier placed orders for three additional Boeing 737s in November, bringing our total order to eight and increasing our Boeing fleet size by the end of 1978 to 30.

The first aircraft to carry Frontier's new burgundy, red and orange colors will be No. 22, the 737 on two-year lease from Western scheduled for delivery on April 29. Two more aircraft will follow in May: the D-check scheduled for roll-out approximately May 12 and a new 737 to be delivered from Boeing on May 18. Tentative delivery dates for the remaining new Boeings are June 16, July 6 and 26, August 9, October 26 and November 2 and 21.

By year end '78, 15-737s will have the new exteriors and 27 will have the new interiors. Exterior painting on the Convairs will begin in May and ten of them will be completed by the end of the year.

Applying the new look to our fleet of 737s and 580s, however, is just part of the corporate identification program. Work will also begin in 1978 on our ticket



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counters, city ticket offices, stationery, timetables and ticket jackets. And that's not all. "Everybody is thinking in terms of major items such as aircraft and ticket counters," says Director - Corporate Communications Larry Bishop, the man charged with providing overall corporate control of the program. "But there are literally thousands of items we use every day that carry our company symbol and colors."

Bishop is working with division coordinators to make sure all of these items receive attention. "The importance of Frontier's corporate identification program," he stresses, "lies in its consistent and quality implementation. Properly implemented, all elements of the program will support one another to form a unified statement about Frontier."

South to San Antonio: FL makes bid for route from Denver.

Plans for another major route extension were unveiled by Frontier on Dec. 1 when we asked the CAB for rights to fly an 800-mile nonstop hop between Denver and San Antonio, Texas. If approved, this would be our sixth largest market in terms of revenue passenger miles, and would benefit some 107,000 passengers a year.

Initially, Frontier's schedules call for two daily round-trip flights on the new route, with a third flight to be added in the second year of operations. (Braniff and Texas International already have nonstop rights between Denver and San Antonio, but neither carrier has flown the route since 1973 without making intermediate stops.)

In other cases, the CAB recently gave us green lights to fly nonstop between Albuquerque and Phoenix, and between Tulsa and Little Rock and Memphis. We're now taking a look at schedule possibilities for these new authorities.

Coming up in March, according to a CAB timetable, will be a final decision on our proposed nonstop routes between Wichita and Denver, Little Rock and Memphis. As reported earlier, a CAB administrative law judge recommended Frontier for these routes in an initial decision announced in August.

There has been some action on the Mexico case. U.S. and Mexican officials in mid-December agreed to open a new air route linking Albuquerque and El Paso to 12 resort cities south of the border. The agreement now goes to President Carter, then to the Civil Aeronautics Board to decide which airline or airlines should get the route. Then it goes back to President Carter again. And so, the lengthy process goes on.

Meanwhile, we added the 18th state to our route network on Nov. 7 when Frontier inaugurated service to Chicago's O'Hare International Airport from Salina, Topeka and Lincoln. As planned, we're operating two roundtrips a day, using Eastern Airlines gates on Concourse "D" at O'Hare's Central Terminal No. 2. With the introduction of these flights, Salina joined Durango and Riverton as cities getting first time jet service this past fall.

Flight crew honored as employees pull together in hijack drama.

With a handshake that conveyed the appreciation of all Frontier employees, Al Feldman presented Presidential Awards on Oct. 28 to Capt. Edwin J. Curtis, First Officer Gerry H. Jones and Flight Attendants Bobbie Karr and Diane Lord, members of the crew on Flight 101 from Grand Island on Oct. 20, a day destined to go down in Frontier history.

"As members of the crew on this hijacked flight, you all demonstrated an extraordinary degree of competence in the performance of your duties," said Feldman. "As a result, none of the passengers suffered any physical harm and the aircraft was undamaged." In recognition of the highest standards of Frontier flight crews, Feldman awarded each crew member \$500, "with the sincere thanks and appreciation of the company, its employees and passengers."

Feldman's tribute to the flight crew was in effect a tribute to all Frontier employees. All departments—in operations and marketing as well as staff groups—pulled together to help bring the traumatic experience of Oct. 20 to its successful conclusion—the safe return of passengers and flight crew members, said Feldman.

Vital to the efforts of Frontier employees was the excellent support and cooperation received from countless other organizations located primarily in Denver, Kansas City and Atlanta. In addition to the FBI and FAA, Frontier had help from employees of Delta, Southern, Piedmont, Eastern, United and Braniff, as well as the American Red Cross, Lockheed Air Terminal, Dobbs House Caterers, Mountain Bell, the Atlanta-Fulton County Civil Defense and police in Atlanta and neighboring counties.

"We could not have successfully handled the hijacking," commented Hank Lund, vice president - sales & service, "without the teamwork of all these people."

Flight 101's journey, which ended with the suicide of

hijacker Thomas Michael Hannan about 8 p.m. (MDT) in Atlanta, began at 5:30 a.m. (MDT) as the Frontier Boeing was loading passengers at Grand Island. During security screening, Hannan pulled a shotgun from his bag, forced his way on board the plane and commandeered the jet loaded with 29 passengers to Kansas City.

In Kansas City Hannan demanded \$3 million, parachutes, weapons, ammunition and the release of a friend, George David Stewart, a fellow robbery suspect held in the Fulton County Jail near Atlanta. The FBI negotiated the release of 16 women and children and two male passengers, and the plane departed for Atlanta with the remaining 11 male passengers and four crew members.

As the scene shifted to Atlanta, Frontier employees waited with the rest of the world as the 737 sat on a

taxiway for six hours while FBI agents and Hannan's lawyer negotiated the release of the hostages. After releasing the flight attendants and the remaining passengers, Hannan agreed to surrender. He turned the gun on himself and ended the ordeal.

Nearly fifteen hours after it had begun, the drama was over. Frontier personnel assisted passengers in their return to their destinations; crew members flew back to Denver during early morning hours of Oct. 21. And at a press conference on the 21st, Capt. Curtis, a 26-year veteran, and First Officer Jones, a 10-year pilot with Frontier, joined Flight Attendants Karr and Lord in saying they knew one thing all along—that they would make it.

(For passenger reaction to Frontier's handling of the hijacking, see Letters, page 4.)



IN RECOGNITION of their courage and professionalism, President Al Feldman (second from left) awards Frontier's highest honor to members of the hijacked flight crew (from left): Flight Attendants Bobbie Karr and Diane Lord, Capt. Jay Curtis and First Officer Gerry Jones.

FL Briefs touch of green colors Boeing fleet.



What has green stripes . . . a saint on the nose . . . a shamrock on the tail . . . and offers first class legroom at coach prices? It's not Frontier's new paint scheme, but a Frontier-Aer Lingus 737, one of two aircraft on six-month lease from the Irish airline. The planes have been flying the line for two months now and drawing more than one puzzled look from our passengers. Frontier introduced the Aer Lingus jets last October when two flight attendants from Dublin flew in uniform on a flight to Las Vegas, El Paso, Albuquerque and back to Vegas. Passengers were pleased and the media delighted as Ann Donohue and Irene Gallagher (left) discussed their homeland and impressions of the U.S. The Aer Lingus planes will return to Ireland in the spring, but perhaps some of that legendary luck will stay with us.



Frontier personnel have also been making news. Ann Yanulavich, manager - consumer affairs, has been elected president of the Worldwide Airline Customer Relations Association (WACRA), a professional organization of customer relations officials. A 21-year veteran of the company, Yanulavich was chosen by representatives of 86 airlines to serve a one-year term.

Other employees who have recently received appointments within the company are: Linn McDonald, manager - flight service (Kansas City); Boyd Stevens, director - flight operations training; Jack Howell, manager - flight training; Bob Prange, assistant regional director (Denver); Orv Bowen, director - futures scheduling; Dallas Copen, director - schedule planning; Margaret Borden, sales analyst; Tom Weable, manager - market forecasts; Ann Ruethling, staff manager - sales & service; Danny Johnson, sales/service manager (Lawton); Larry Lankford, sales/service manager (Chicago); Karen Hirschfeld, special assistant to sales/service manager (Chicago); Harold Maxwell, manager - transportation service (Salt Lake City); Chuck Caruthers, manager - transportation service (Albuquerque); Lou Berets, city manager (Grand Junction); Duane Phelps, manager - transportation service (Grand Junction); Bob Hall, staff analyst - local tariffs; June Beuchler, staff analyst - interline tariffs; and Michelle Squillante, marketing rep (DFW).

PILOT APPLICATIONS NOW ACCEPTED.

Do you know someone interested in becoming a Frontier pilot? For the first time in a year, Frontier began accepting applications for cockpit crew member positions on Oct. 1. According to Director - Personnel Cal Wolfe, however, additional pilot hiring is not foreseen at this time. The purpose of accepting new applications is to replenish the files that have been depleted by recent hiring. Remember: there is still time to apply; when future classes are chosen, the date of application is not normally a factor to be considered in the final selection.

Frontier's employee population has exceeded the 4,200 mark and the Personnel office is teeming with applicants seeking future openings. "We handle in excess of 200 applications a day," said Wolfe, "and a number of applicants are referred to us by employees." Applicants referred by

FLIGHT ATTENDANTS END NEGOTIATIONS WITH APPROVED TWO-YEAR CONTRACT.



Ending months of hard work and negotiations, representatives of the Association of Flight Attendants (AFA) joined Frontier management in the official signing of a new contract on Sept. 29. On hand for the ceremony were: (seated, left to right) Vice President-Administration Buz Larkin; AFA President Patricia D. Robertson; and Frontier Flight Attendant Kathi Norris, administrative assistant. Standing are: Director-Consumer Services Bill Monday; Director-Industrial Relations Don Hatfield; Flight Attendant Sandy Sandos, Frontier's new MEC Chairperson; Shelly Graybill, flight attendant and negotiating advisor from Allegheny; and Flight Attendant JoAnn Jella, former MEC Chairperson. Frontier flight attendants ratified the two-year contract by a vote of 77 per cent.

Self-Help assists in problem solving.

A WARM SALUTE TO KANSAS CITY RES.



A warm party heated up an otherwise frigid night in Kansas City Dec. 8 when marketing saluted the KCK reservations people for their fine work during the year. At left are Deputy Director - Field Marketing (Eastern Div.) Truman Jeter, Res Agent Ann

Olaiz, Kansas City Manager - Transportation Services Jim Moore and Res Agent Shirley Davis. CRO Manager John Morgan presides over the Overland Park office where his staff and 94 employees he prefers to call "sales agents" handle reservations for 27 Frontier cities located primarily in the midwest. Growth is a problem in the office which has almost doubled in size since its opening in 1973. "Compared to '73, we take 552,000 more calls a year," explains Morgan. But future prospects look good. Plans are underway for the res office to leave the confines of the Weight Watchers building to work in a new facility in spring 1979. The problem then—how will they stay so slim?

AWARD WINNERS & APPOINTMENTS.

Frontier's promotion of the western region of the U.S. won an award from the Old West Trail Foundation in Rapid City on Oct. 21. The Trail Blazer Award was presented to the company which did the most to advertise, publicize or promote the beauty, attractions, events and the lure of the Old West. Frontier did just that in cooperation with co-recipients United Airlines and Western Travel Merchants in a promotional program centered around the Old West tour folder. Rapid City Sales/Service Manager Vern McMullen accepted the award from Hoadley Dean, Frontier Board member and former president of the Foundation.

are referred to us by employees. Applicants referred by employees are given consideration whenever possible, he added, "but the heavy workload frequently prevents us from advising the employee of the applicant's progress."

RIBBONS FALL AT SERVICE INAUGURALS.



Ribbon cuttings at Salina, Topeka and Lincoln spotlighted the Nov. 7 inauguration of our new route linking these cities to Chicago's O'Hare International Airport. Shown above at the Lincoln ceremony are (from left): Flight Attendant Sara Roberts, Lincoln aviation officials George Hessling and Fred Eiche, Mayor Helen Boosalis, Vice President - Sales & Service M.C. "Hank" Lund, and Flight Attendant Charles Johnson.

Just five days earlier, Frontier introduced jet service between Denver and Durango, Colo. Attending inaugural activities were (below, left to right): Director - Field Marketing (Western Div.) Ed Dunaway, Ute Indian Chief Leonard Burch, Mayor Maxine Peterson, Durango aviation officials Charles Stillwell and Erwin Means, Vice President - Economic Planning Clark Coe and Chuck Demoney, vice president and ass't general manager - sales & service. That's Durango sales/service manager Bob Foster directing ribbon cutting activities from behind.



To employees who experience problems related to alcoholism and other disorders, Frontier's Self-Help Program may be a life-saver.

Over the past 14 months, the counseling and referral service has proven its value as a vehicle for solving personal problems and perhaps saving a career. Recognizing that their behavioral problems are affecting job performance, participants have discovered that someone is there to help, and that the company cares enough about them to provide this service.

"We don't have all the answers," explains Jim Kenefick, counselor and program administrator (pictured), "but if an employee comes to us with a problem resulting from the excessive use of alcohol and/or drugs, we'll look for solutions together. Sometimes the answers lie in referral to outside professionals."

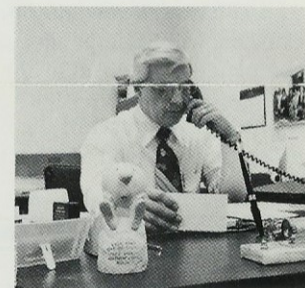
It is Frontier's policy that a trained employee is an asset to the company and an investment to be protected. The objective of Self-Help, then, is to retain valued employees and offer a method by which they can restore their productivity.

Key to the program's success is its confidentiality. According to the ground rules, employee participation is in no way reflected in personnel records; requests for assistance do not jeopardize job security or promotion opportunities.

Employees enter Self-Help by self referral. "But not all of the people who come to us have problems of their own," says Kenefick. "The problems of a family member may also affect an employee, and in some cases we encourage family participation."

Management and union representatives support the program, which is administered by PAR Associates, a Denver firm specializing in such programs for industry. The office is located in the Ringsby Building at 3980 Quebec in Denver, but the service is available to employees throughout the system.

"You may not hear people talk about our service, but we're here when you need us," Kenefick adds. To contact him, call (303) 388-1433. The telephone line is open 24 hours a day, seven days a week.



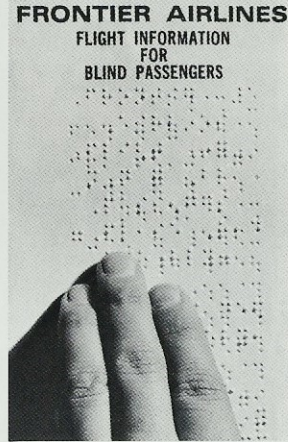
FL efforts aid handicapped passengers.

Few sighted persons can read Frontier's new brochure at right, but to a blind person the raised dots of the braille alphabet carry life-saving flight information. With the introduction of this brochure for the blind and another for the physically handicapped, Frontier continues to take a leadership role in providing service to handicapped passengers.

"Our new brochures outline evacuation procedures and illustrate the locations of emergency exits," explains Duke Ellington, manager - service procedures. "We developed them because lack of time frequently prevents flight attendants from explaining these procedures to our handicapped customers."

Frontier has been actively working with wheelchair-bound individuals for the past two years. Bill O'Daniel, director - physical therapy at Denver's Craig Rehabilitation Hospital, began the special program using the Convair 580 mockup; later, the demonstrations moved to a 737 where actual evacuation procedures are taught. Working with the handicapped is now a part of the flight attendant school curriculum.

"All our efforts have helped psychologically as much as



anything else," adds Ellington. "We feel we can break down some of the barriers surrounding this subject by showing both the handicapped person and the flight attendant what can and should be done."

Frontier's work in this area has not gone unnoticed. In a recent letter to Al Feldman, Colorado Senator Gary Hart commended Frontier on the new flight information brochures. "Frontier's concern with providing equal service for handicapped passengers," he said, "is just one more reason why Colorado is proud of your Denver-based airline."



FLIGHT ATTENDANTS learn to assist wheelchair-bound passengers from Craig Hospital's Bill O'Daniel (right).

Interlining Europe on sale at bargain prices.

With prices for European travel due to rise sharply in 1978 due to the dollar devaluation, Caesar Hotel's week-long trips for as little as \$199 offer an unusual opportunity to travel Europe at bargain rates.

Airfare and accommodations are included in the "Europe on sale" tours which feature specially reduced prices in January and February. Highlighted tours include: Spain's sun coast and Madrid from \$199, French Riviera holiday from \$199, Rome-Athens from \$269, London-English countryside from \$247, Tunisia-Rome from \$259, London-Vienna from \$239 and Rome-Vienna-Amsterdam from \$329.

Eligible for "Europe on sale" are employees, spouses and dependent children. Parents are welcome on land portions and retirees should verify eligibility on specific tours by contacting Caesar. Call or write Caesar Hotels at 7733 Forsyth Blvd., St. Louis, MO 63105, (314) 727-1503.

Positive space airfare-only is available to 20 destinations in Europe and the Middle East in TWA's Eurofare Interline Program. Spouses, children and parents are eligible for roundtrip rates from east coast gateways for \$120 (Paris, London—space available only, Lisbon) to \$160 (Athens, Cairo). You may purchase a \$20 one-way space available pass on TWA's domestic system for transportation to and from gateway cities. Eurofares are valid year-round with applicable black-out periods. For further details, contact Tom Gale, manager—interline sales, TWA, 2 Penn Plaza, New York, N.Y. 10001.

Service awards.

September/October/November
30 Years

Bollinger, R.J. — Captain, DEN
Carney, J.G. — Captain, DEN
Elliott, A.R. — Station agent, DEN
Hoshock, A.J. — Check airman, DEN
Lietz, E.P. — Captain, DFW
Miller, R.C. — Dispatcher, DEN
Monday, W.R. — Director, consumer services, DEN
Pasqua, J. — Aircraft technician, DEN
Rea, W.C. — Station agent, DRO
Weed, C.H. — Captain, DFW

25 Years

Cales, S.L. — Manager, transportation, services, PHX
Ciskowski, E.L. — Station agent, JLN
Jones, E. R. — Dispatcher, DEN

20 Years

Blum, N.E. — Ticket counter agent, SLC
Boone, G.D. — Senior agent, DEN
Bruns, A.L. — Station agent, GJT
Cahoy, J.W. — SATO manager, FBA
Dirksen, R.R. — Ass't manager transportation services, STL
Dunaway, E.L. — Director field marketing, western div., DEN
Gauer, J.K. — Captain, DEN
Haley, C.J. — Station agent, LAW
Harrison, D.E. — Senior agent, STL
Krieger, R.G. — Inspector, DEN
Lytle Jr., O.M. — Station agent, JLN
McCaleb, W.G. — Captain, DEN
Morgan, J.T. — Manager CRO, KCK
Palser, W.G. — Senior agent, DEN
Rocheleau, F. — Lead aircraft technician, DEN
Schall, E.L. — Station agent, OKC
Skeen, R.L. — Station agent, DEN
Smith, A.G. — Sales service manager, CDR
Taylor, D.A. — Ticket counter agent, SLC
Tersteeg, R.L. — First officer, DEN
Tongish, M.J. — Captain, DEN
Treptow, G.A. — Ticket counter agent, PHX
Turgon, C.E. — Ticket counter agent, MCI

15 Years

Bowers, G.J. — Reservations agent, KCK
Burrows, J.W. — Station agent, TUS
Cook, L. — Flight attendant, DFW
Crary, T.E. — Engineer, DEN
Daubert, W.D. — Station agent, SLN
Hopper, K.D. — Aircraft technician, DEN
Jeter, H.T. — Deputy director field mktg., eastern div., DEN
Johnson, D.E. — Station agent, LAS
Koepp, D.W. — Aircraft technician, DEN

Krauter, A.A. — Ticket counter agent, BIL
Linder, E.M. — Inspector, DEN
Mueller, D.F. — Engineer, DEN
Price, M.W. — Ticket counter agent, PHX
Rankin, H. — Traveling automotive mechanic, DFW
Stults, J.R. — Station agent, FYV
Turner, B. — Ticket counter agent, DEN

10 Years

Adair, W.E. — Station agent, DEN
Aerni, F. — Senior agent, OMA
Allen, W.E. — Senior agent, STL
Arwood, G.F. — Operations instructor, DEN
Ball, W.B. — Station agent, OKC
Barnett, A.E. — Aircraft technician, DEN
Beabout, R.G. — First officer, DEN
Beaumont, R.R. — Director travel agency & leisure sales, DEN
Bibo, L.L. — Station agent, DEN
Black, F.E. — Senior programs specialist, DEN
Brant, L. — Senior ticket counter agent, MCI
Brindley, W. — Technical specialist, DEN
Brooke Jr., M.L. — First officer, DEN
Carlson, S. — Reservations agent, DEN
Charbonneau, J.F. — Station agent, DEN
Colling, O.H. — First officer, DEN
Dakon, P. — Station agent, MCI
David, V.B. — First officer, DEN
Donelson, E.H. — Station agent, BFF
Elliott, R.A. — Aircraft technician, DEN
Ellis, L. — Flight attendant, DEN
Erickson, G.N. — Flight attendant, DEN
Evanson, G.C. — Station agent, DEN
Fekas, R. — Reservations agent, DEN
Flinn, R.E. — Aircraft technician, DEN
France, R.P. — Station agent, CPR
Fritzus Jr., W.E. — Station agent, DEN
Gibbs, J. — Station agent, ABQ
Giffin Jr., K.M. — Manager accounts payable, DEN
Green, J.O. — lead stock clerk, DEN
Hankins, L.A. — Cleaner, DEN
Harding, C.C. — Station agent, SLC
Harding, T.W. — Station agent, DEN
Harlan Jr., J.W. — First officer, DEN
Hart, P.S. — Station agent, PHX
Hashimoto, E. — Secretary, DEN
Henderson, C. — Station agent, FSM
Houck, M. — Senior clerk, DEN
Houg, D.R. — Ticket counter agent, DEN
Howenstine, R.J. — Reservations agent, DEN
Hunter, B.E. — Station agent, DEN
Hyde, B.L. — Expendable inventory controller, DEN
Johnson, R.W. — First officer, DEN
Johnston, R.W. — First officer, DEN
Kataoka, M.J. — Senior accounting clerk, DEN
Kempfer, D.C. — Station agent, DEN
Kenney, J.R. — First officer, DEN
Kennon, R.A. — Station agent, DEN
Kimmel, J.P. — Station agent, LAS
King, K.L. — Station agent, LAR
Knutson, D.E. — Aircraft technician, DEN
Lankford, L.G. — Sales service manager, ORD

Larson, M.R. — First officer, DEN
Latino, J.A. — Station agent, DEN
Loyd, R.J. — Station agent, JAC
Lutrick, B.W. — Station agent, DEN
Madden, D.R. — First officer, DEN
Marshall, A.P. — Flight attendant, DEN
McDonald, M.L. — Aircraft technician, DEN
Metzsch, A.K. — Reservations agent, DEN
Meyer, F.W. — Operations instructor, DEN
Michalson, G.E. — Aircraft technician, DEN
Miller, C.D. — First officer, DFW
Miller, G.T. — First officer, DFW
Miller, N.F. — First officer, DEN
Morris, D.J. — Station agent, JAC
Myers, J.E. — First officer, DEN
Olmsted, J. — Senior reservations agent, DEN
Olona, L.C. — Aircraft technician, DEN
Owens, C. — Stock clerk, DEN
Pappas, J.A. — Sales representative, PHX
Patterson, D.R. — Station agent, PHX
Pattison, J.L. — First officer, DEN
Peruski, D.H. — Inspector, DEN
Peterson, K.J. — Aircraft technician, SLC
Pfeiffer, J.L. — Station agent, BIL
Phelps, M.A. — Computer operator, DEN
Pladson, B. — Executive secretary, DEN
Radovich, G.D. — Station agent, DEN
Remmich, R.D. — Station agent, GFK
Richards, F.A. — Station agent, RAP
Robinson, J.E. — Aircraft technician, DEN
Scheffler, T.C. — First officer, DEN
Schreder, R.W. — Station agent, STL
Settgast, W.R. — Aircraft technician, DEN
Siler, L.I. — Station agent, DEN
Slack, D.L. — Aircraft technician, DEN
Smith, O.L. — Aircraft performance analyst, DEN
Stillman, C.S. — Station agent, SLC
Tesar, J.A. — First officer, MCI
Thomas, E. — Cashier, DEN
Trimble, E.D. — First officer, DEN
Tucker, O. — Aircraft technician, DEN
Vannice, D.W. — Station agent, DEN
Varnon, D.G. — Lead aircraft technician, DEN
Verhey, J.M. — Data conversion operation, DEN
Walker, W.D. — Captain, DEN
Weber, M.W. — Sales service manager, CPR
Williams, H.J. — Aircraft technician, DEN
Williams, P. — Flight attendant, DEN
Wright, J.L. — Station agent, PHX
Yoder, C. — Aircraft technician, DEN
Young, S.L. — Dispatcher, DEN
Zoretic, S. — Reservations agent, DEN

Retirements

Charles R. Anderson — Aircraft technician, DEN, 11 years
Ernest McCrory — Lead aircraft technician, DFW, 26 years
Elmer Tanner — Mail clerk, DEN, 8 years

Friends and families of veteran Frontier captains gathered on Nov. 11 to honor the following retirees: H.E. "Army" Armstrong, 30 years; R.I. "Mark" Markwart, 28 years; Glen Gettman, 27 years; D.K. Miller, 27 years; Ken Dealy, 30 years; Bill McChrystal, 29 years; George Veldboon, 26 years; and Les Schaffer, 29 years.

Employees brighten holidays for children.

The spirit of giving made the holiday season a special one at Frontier as children lined up to see Santa Claus and employees opened their hearts to donate over \$8,500 to the Asthma Center Christmas Fly-In.

Frontier's own Santa, Lead Aircraft Technician Jack Mericle, listened to countless requests after making a grand arrival by helicopter at the hanger on Dec. 10. By the time the last child sat on Santa's weary knee, the Employees Club had given out more than 700 bags of fruit and candy.



SANTA draws smiles from hopeful employee children.

Christmas was an especially happy time for twelve young patients at Denver's National Asthma Center. The money collected by employees was used to provide air fare for 29 parents, brothers and sisters who traveled to Denver from all parts of the country on Dec. 22 for a five-day visit with their family members. Along with airline transportation, the reunited families received complimentary accommodations donated by the Cosmopolitan Hotel and rental cars from Budget Rent-A-Car.

Holiday activities for the patients began early in December when they toured the general office and maintenance base. In preparation for the Christmas visit, volunteer Frontier employees took the kids, ranging in age from seven to 15, shopping for gifts for their family members. Following the trip, the kids were treated to lunch and taken back to the Center to wrap their gifts.

"Once again Frontier employees demonstrated their compassion for the Asthma Center patients by collecting the largest sum of money in the 11-year history of the program," commented Art Davis, staff manager - labor relations and administrator of the Fly-In. While most of the donations were individual, special donations were received from the company, the Employees Club, IAM Local Lodge No. 2337, the Pilots' Wives Club, several Denver area travel agencies, Cow Cook, Wyo., and revenue accounting, dispatch and aircraft overhaul departments.

"The employees who contributed can take pride in showing in a very meaningful way the true spirit of Christmas," added Davis.



TOURING THE HANGAR are Asthma Center patients and employees (from top down): Administrator Art Davis, Aircraft Tech Al Trautman, Flight Attendant Jan Kildal, patient Nathaniel Taylor, Employee Club President Betty Watson, patients Marla Armstrong, Uluhane Lui, Sandy Mosby. Keith Bruner, Michael Ellis and John Reyes, Dispatch Coordinator "Buck" Buckingham and Revenue Accounting Clerk Sandy Schroeder.

Letters from Flight 101.

Customer service tips count for cash.

For 29 passengers on board Flight 101 from Grand Island to Phoenix via Lincoln, Omaha and Denver, Oct. 20 was a day that will never be forgotten. Following are excerpts from letters to Al Feldman received from some of those passengers and a comment from a Denver television station regarding Frontier's handling of the press.

From passenger David Alwood: I want to express my gratitude to you and the professional people at Frontier for their expertise in handling the hijacking. Mr. Vittal is my wife's new friend for life—his hourly up date to her was an invaluable help. Both Mr. Gann and Mr. Ahlquist were very helpful and instrumental in getting us back to Grand Island that night. I also want to mention the flight crew who were calm and professional during the entire situation—they, probably more than anyone else, saved our lives. It is certainly a pleasure to do business with a company that puts their customers first.

From the father of passenger Ron Hasse: My son was on that flight and needless to say it was the longest and most fear filled day I have ever had. Thank God our prayers were answered and the actions you took showed that you really care about your fellow man. You and your company have renewed my faith in people. My family and I thank you from our hearts. Keep Frontier flying Nebraska skies.

From the Jelinek and Strong families to the Grand Island Daily Independent: We want to express our gratitude for all the help given to us by the Red Cross, Kansas City police, Frontier Airlines and the FBI. Their consideration for us during the hijacking was greatly appreciated. In spite of the anxiety of the day, we have a good memory of all those who were with us.

From Sue O'Brien, news director at Denver's KOA stations: Frontier has always been one of our favorite airlines to cover because of the superb cooperation we receive from your staff—and when that relationship was really tested in the hijack situation, you and your people more than came through. Larry Bishop and Bob Schulman have drawn praise from our reporters who worked the story. They understood our needs and problems, were constantly available to answer questions and relay new information, and seemed to trust us to show discretion in sensitive areas. In addition, they helped logistically—with everything from work space and telephones to food and hospitality. In brief, we are grateful—and more than ever impressed by Frontier's awareness in dealing with newspeople.

Employees are learning that ideas contributing to improved customer service can benefit our passengers as well as earn extra cash in the suggestion program.

Flight Attendant Nancy Smith (right), formerly a res agent in Kansas City, proved the value of her idea to advise passengers of through-fares from low leverage cities in a five-month test period. By volunteering additional fare information, Smith earned the gratitude of potential customers (who saved money) and a revenue gain in excess of \$3,600. Her reward—\$365, for a suggestion that made sense.

Denver Station Agent Daniel Luby, First Officer Gene Postlewate and Omaha Station Agent W.R. Sullivan also won awards for ideas concerning customer convenience. Luby received \$18 for suggesting placing a calendar in Frontier timetables, and Postlewate picked up \$23 for pointing out improvements to the Denver station television monitors. Sullivan's suggestion regarding a numbering system on non-smoking boarding passes earned \$58.

Other ideas having to do with reservations procedures earned cash for four agents who took the time to fill out a suggestion form. Doug Woodham, Nancy Heath and Linda Pitts in Denver and Shirley Noonan in Kansas City shared \$151 for five suggestions that in some way directly improve service to the customer.



Always coming on strong in the suggestion program, 13 employees in maintenance won a total of \$1,305 in September, October and November. Walking off with the largest share of that total was Heavy Check Planner Gary Trujillo, who earned \$554 for two ideas.

Other winners in maintenance were:

B-737: Terry Carlson, shop planner, and Oliver Scott, aircraft tech, \$21.50 each, for installation of nut plates on aft side of door frames; Carlson again, \$79, for airstair slide assembly as repairable item; Dick Cantwell, lead aircraft tech, \$23, for removal of trays from right aft seat; Gene Smith, lead aircraft tech, \$163, for repair of P.W. heat tubes; Elvis Patton, aircraft tech, \$35, for stand for dial indicator to check wear on torsion links; and Rodney Slack, aircraft tech, \$25, for replacement of valve block on thrust reverser test stand.

CV-580: Oliver Davis, mechanic, \$159, for changing size of ground power direct current outlet cables; Robert Carrel, aircraft tech, \$25, for in-house manufacture of drain tray for gear box splits.

Miscellaneous: Robert Tomalino, lead aircraft tech, and Ken Bauer, aircraft tech, \$40 each, for procedure to recycle sanding disc; Ross Rush, aircraft tech, \$145, for eliminating zinc chromate as primer; Sam Pierce, forman, \$53, for placing sand containers on jetways.

Any employee can submit a suggestion—defined as a proposal to improve something in a specified manner—to the suggestion program. Ask your supervisor for additional information and a suggestion form, or contact Personnel at DENII.

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