



FRONTIER AIRLINES

Frontier News

Published for Frontier Airlines Employees

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New routes

Welcome SNA, DSM

When Frontier jets land in Orange County and Des Moines in December, the airline will celebrate its long sought route to suburban Los Angeles and its first route to the state of Iowa.

Starting Dec. 15, Frontier will offer two daily round trip flights between Denver and Orange County's John Wayne Airport, located in Santa Ana, Calif., with intermediate stops in Las Vegas.

The CAB granted Frontier authority to serve Orange County in March under the "automatic entry" provision of the Airline Deregulation Act, which allows an airline to apply for one new route each year without customary CAB review. Orange County recently lifted an embargo on new airline service to the area, enabling Frontier to schedule the Dec. 15 inaugural.

Orange County is a community of some 26 cities with a combined population exceeding two million. John Wayne Airport is the "gateway" to such attractions as Disneyland and Knott's Berry Farm along with various beach resorts and business centers.

Also offering Denver-Orange County one stop service is Republic Airlines, a route operated by Hughes Airwest before the Republic acquisition. Orange County-Las Vegas service is also offered by Republic and Air California.

Three daily round trip flights between Denver and Des Moines begin Dec. 1. Two flights will operate non stop; one will have an intermediate stop in Lincoln.

Books score big hit at ZIH library

"I got the shock of my life when we arrived at the library and the whole town of Zihuatanejo was there," recalls Flight Attendant Diane Hall.

Hall, chairwoman of a Frontier flight attendant committee that collected over 1,000 books for the library, was in the little west coast Mexican fishing village to make what she thought would be "a modest presentation." But Mayor Armando Federico Gonzales had other ideas—like a 12 piece band and an invitation to everyone to come out and say "thanks" to Frontier.

Mexico's Secretary of Tourism and the Fonatur resort-development agency took part, too, by sending top executives in for the event. They joined a roomful of local hotel, civic and tourism officials in hailing what one called "a wonderful example of the true hands-across-the border spirit of the bilaterals (the U.S.-Mexico air treaty)."

It all began a few months ago when Hall and her



IXTAPA/ZIHUATANEJO: Outside the Zihuatanejo Public Library, Flight Attendants Diane Hall, left, and Susan Boggess help some local youngsters sharpen their English reading skills. Painting of the mural was sponsored by Frontier earlier this year in a project with Denver artist Carlos Sandoval.

books all over the place... about the only problem we had was to get them into boxes strong enough to hold them all."

Over the next month, working with Denver station agents, customer service representatives, and "Polo" Perez, Frontier's manager at Ixtapa/Zihuatanejo, they managed to get the book shipments down south—until Perez finally ran out

stop in Mexico. Frontier selected Des Moines for new service "because of the strong community of interest" between the Iowa capital and several cities served by the airline, including Denver, Phoenix, Albuquerque, Las Vegas, Sacramento and Salt Lake City.

Recording a metropolitan population of 330,000, Des Moines is the hub of Iowa's agriculture interests which produce over 10 percent of the nation's food. The city also serves as headquarters for 60 major insurance companies.

United Airlines offers three daily non stop flights between Des Moines and Denver, and Ozark Airlines introduced one daily Des Moines-Denver non stop Oct. 26.

Ryland addresses ALEA convention



The importance of increased employee productivity in the deregulated airline environment highlighted remarks by Frontier President Glen Ryland at the recent Air Line Employees Association (ALEA) Fourth International Convention in Chicago. Pictured are, from the left, Victor Herbert, ALEA president; Ryland; Wyatt Johnson, ALEA general counsel; and Jack Casey, West Central regional ALEA representative.

co-chairwoman Susan Boggess were taking a few days off at Fonatur's new luxury resort at Ixtapa, which is right next door to Zihuatanejo. During a tour of the village, they decided to check out a mural Frontier had sponsored on the library wall.

"It was a great mural," Hall explains, "but we couldn't help noticing that there was only a handful of books for the people to read. So we started thinking, flight attendants always have lots of books around to read between trips—and maybe they'd donate some for the library."

They kicked off the project as soon as they got back to Denver, working up posters, a notice in the flight attendant newsletter and special collection boxes in the crew lounges.

"The response was overwhelming," says Boggess. "Within a few weeks we had stacks of

of room to store them. He figured the time had come to set up what he, too, thought would be a little ceremony.

It turned out to be anything but that. The local band, "The Fox Trots," kept things jumping for over an hour before the speeches began. Finally, Hall was asked to make the official presentation.

She told the gathered officials: "On behalf of all of Frontier's flight attendants, we give you our gratitude for giving us the opportunity to share our books, our thanks for this wonderful reception, and our love."

Summing up the city's feelings, Mayor Gonzalez put it this way: "In November of 1979 Frontier pioneered a route in Ixtapa/Zihuatanejo. Today, you have found the way to the hearts of our people."



STANDING AMIDST more than 1,000 books collected by Frontier flight attendants for the Zihuatanejo Public Library are, from the left, Dan Todd, Frontier's vice president of public affairs; Raul Esponda, representing Mexico's Department of Tourism; Francisco Fonseca, director of Fonatur, Mexico's resort-development agency which launched the Ixtapa project next to Zihuatanejo; Susan Boggess, co-chairwoman of the book project; Armando Federico Gonzales, mayor of Zihuatanejo; "Polo" Perez, Frontier's city manager in Zihuatanejo; and Diane Hall, chairwoman of the book project.

FL 3rd quarter profits increase

Frontier has reported revenue and net income increases for the third quarter of 1980.

Net income for the three months ended Sept. 30 was \$5,924,000 on total revenues of \$122,609,000. For the third quarter of 1979, net income was \$5,808,000 on total revenues of \$106,508,000.

For the first nine months of the year, revenues have increased 22 percent to \$345,604,000, and net income has declined 19 percent to \$12,790,000.

Glen Ryland said that income before taxes for the year to date is 16 percent ahead of 1979, noting that the airline is paying a higher tax rate in 1980.

He said that the airline continued to feel the effects of the recession during the third quarter, with passenger traffic off nine percent from a year ago, but noted that "traffic began to improve as we ended the period."

It is now evident that Frontier's pre-tax income for the year will reach an all-time high," Ryland said. "Only a higher tax rate in 1980 keeps us from predicting a new earnings record in one of the industry's most difficult years."

Employees in the news

Bernie Gareis has been named director of material control. Gareis joined Frontier in 1970 and has held various positions in the materiel division, serving most recently as manager of inventory control. Gareis holds a bachelor's degree in business administration from Colorado State University.

Appointments

H. Nan Bradley — Manager, passenger revenue
Robert Coombs — Mgr., system development-futures planning
Pam Cruickshank — Analyst, fuel
Dick Cummins — City manager, DSM
Suzanne Frazier — Admin. asst., aircraft provisioning
Charles Gayles — Manager, spares planning
Gail Godbey — Deputy dir., sales promotion, special events
Guy Hammerland — City manager, PUB
Vera Kooken — Supervisor, fuel administration
Mickey Mitchell — City manager, ATL
Carol Morgan — Manager, payroll
Howard Schatz — City manager, SNA
Joleen Scott — Mgr., administration, quality control
Greg Smith — City manager, LAR
Paula Trustdorf — Asst. mgr., customer service, DEN

Aug./Sept./Oct. Service Awards

30 Years

Walling, H.R. — Plant maintenance mechanic, DFW

25 Years

Barron Jr., H.C. — Captain, DEN
Beeler, M.E. — Ticket counter agent, GEG
Bricker, R.G. — Senior agent, MSO
Ciferri, A.F. — Station agent, ABQ
Eicher, F.M. — Station agent, GJT
Gilliam, W.G. — Captain, DEN
Maggard, C.L. — City manager, ALS
Modrow, L.B. — Senior agent, FMN
Phiffer, R.O. — Station agent, LBF
Taylor, L.K. — SATO agent, FSI

20 Years

Davis, H.L. — Manager, ramp service, DEN
Duran, J.M. — Ticket counter agent, PHX
Enright, E.L. — Senior clerk, DEN
Garcia, A. — Senior ticket counter agent, ABQ

10 Years

Carlson, C.J. — Station agent, WYS
Covington, S. — Flight attendant, SLC
Doyle, J.W. — Senior provisioning agent, DEN
Fisher, S.L. — Flight attendant, MCI
Godbey, H.G. — Deputy director sales promotion, special events, DEN
Gramlick, T.N. — Station agent, LIT
Leonard, M.S. — Director, marketing distribution, DEN
Livingston, L.D. — Engineer, DEN
Majetich, C.C. — Lead accounting clerk, DEN
Prince, M.P. — Senior agent, DEN
Ricceri, F.P. — Station agent, OMA
Rimmer, K. — Flight attendant, DEN
Roach, J. — Shop planner, DEN
Sanchez, A.J. — Station agent, ALS
Silverman, B.J. — Manager stores, DEN
Spencer, D.C. — Shop planner, DEN
Stayton, D. — Flight attendant, DEN
Stehl, S.S. — Secretary, DEN
Washington, G. — Flight attendant, DEN
Widener, M.E. — Accounting clerk, DEN
Young, R.D. — Station agent, FSM
Zaiss, R.N. — Foreman, DEN

Retirements

V.W. "Dick" Adair, captain, Aug. 22, 31 years
Chuck Blair, captain, 18 years.
Jim Carney, captain, Sept. 1, 33 years.
Paul Gailey, first officer, Aug. 1, 14 years.
Warren Heckman, captain, Dec. 10, 30 years.
Art Hillis, captain, 24 years.
Leo Larson, captain, July 30, 30 years.
E.M. Linder, inspector, Nov. 6.
Bob Lockett, captain, 29 years.
Bob Rich, captain, July 24, 32 years.
Joe Romano, captain, Sept. 5, 34 years.
Paula Locke Schkade, flight attendant, Sept. 3, 19 years.
Sam Scott, captain, Sept. 30, 26 years.
Elmajene Yantorno, mgr.-passenger revenue, Oct. 31, 31 years.

In Memoriam

Paul Morris, pioneer dispatcher for Frontier, Sept. 21.
Ed Radford, Captain, Oct. 4.

Suggestion winners



MEET THE FLYING ADAIRS. Frontier Airlines Captain V.W. "Dick" Adair, left, retired Aug. 22 after serving the airline 31 years. On his last flight, from Albuquerque to Denver, he was joined in the cockpit by his son, Danny Adair, a first officer for Frontier. Dozens of family members and Frontier President Glen Ryland greeted the father-and-son team when the flight arrived in Denver.

Oatley named VP

Robert G. Oatley has been named vice president for finance and chief financial officer of Frontier Airlines.

Oatley comes to Frontier from Texas International Airlines, where he served as vice president of financial controls.

Prior to joining Texas International, Oatley was senior vice president of finance and chief financial officer at F&M Shaefer Brewing Co., New York. Earlier, he had been senior vice president, financial controls, at Pan American World Airways; group controller, Indian Head Inc., New York; and controller of the technical services division of Trans World Airlines.

Oatley is a graduate of the University of Pittsburgh and earned his Master's Degree in business administration at Wayne State University.

Long, R.E. — Aircraft technician, DEN
Simpson, C.O. — First officer, DEN
Stewart, J.D. — Ticket counter agent, MCI

15 Years

Barreras, R.T. — Ticket counter agent, ABQ
Bazadier, F.E. — Porter, MCI
Blevins, R.D. — Traveling automotive mechanic, PHX
Bruce, J. — Specialist technical training, DEN
Brundage, W.H. — Lead stock clerk, DEN
Burgess, C.L. — Station agent, DFW
Caldwell, M. — Aircraft technician, DEN
Cannon, R.J. — City manager, FOE
Coffman, R. — Aircraft technician, DEN
Corcoran, A.L. — Ticket counter agent, GJT
Dessauer, L.J. — Reservations agent, DEN
Devries, D.W. — Lead aircraft technician, DEN
Dickman, J.F. — Senior reservations agent, DEN
Doty, D.L. — Traveling automotive mechanic, ABQ
Enger, T.D. — Senior agent, JAC
Faltys, D.M. — Station agent, TUS
Furdon, G. — Maintenance scheduler, DEN
Gross, J.M. — Base shop planner, DEN
Horan, T.A. — Captain, DEN
Hyatt, J.L. — Ticket counter agent, DEN
James, C. — Engineer, DEN
Kerrick, T.D. — Station agent, LAS
Lane, E. — Lead inspector, DEN
Laurence, A. — Aircraft technician, DEN
Magee, J. — Aircraft technician, MCI
McLeod, B. — Engineer, DEN
Newby, G.T. — Reservations agent, DEN
Opperman, G.R. — Station agent, OKC
Paul, H. — Aircraft technician, DEN
Pelkey, M. — Aircraft technician, DEN
Peterson, A.L. — Fleet planner, DEN
Poremba, J. — Plant maintenance mechanic, DEN
Reavis, J. — Reservations agent, DEN
Robbins, H. — Plant maintenance mechanic, DEN
Sandaker, W.A. — Station agent, GTF
Schroeder, C. — Aircraft technician, DEN
Segebartt, K.L. — Station agent, ICT
Smith, L.J. — Station agent, LIT
Spagnoli, R.H. — Ticket counter agent, DFW
Sturgeon, K.C. — Station agent, FSM
Sullivan, R. — Senior ticket counter agent, MCI
Taylor, L. — Lead aircraft technician, BIL
Throop, J.M. — Aircraft technician, DEN
Wareham, D.E. — Ticket counter agent, ABQ
Welter, A. — Aircraft technician, DEN
White, G.C. — Station agent, MSO
Wickstrum, N.E. — Station agent, MHK
Wilton, J. — Lead aircraft technician, DEN

More than \$1,300 has been awarded to employees in recent weeks for suggesting ways for Frontier to increase efficiency or save time or money. Recent winners and their suggestions include:

Harvey Graves — Aircraft technician, DEN
 \$509 — Changing location of Dura Rug seams.
Don Christensen — Senior agent, DEN
 \$290 — Jetway positioning.
Rex Maxfield — Lead aircraft technician, DEN
 \$228 — Aircraft fuel tank cords.
Doug Crandall — Aircraft technician, DEN
 \$184 — Painting ram air doors.
William Howard — Inspector, DEN
 \$78 — Convair 580 single blade prop sling.
Robert Miller — Inspector, DEN
 \$70 — Changing fixed calibration resistors.
Marlin Malone — Aircraft technician, DEN
 \$62.50 — Bracket plates.
Arthur Hammersmark — Aircraft technician, DEN
 \$55 — Window heat sensor bracket.
Dan Daniel — Senior agent, FOE
 \$45 — Boarding pass revisions.
Linda Harris — Reservations agent, DEN
 \$42.50 — City information visibility.
Lloyd O'Han — Station agent, DEN
 \$40 — Sloped sidewalk between gates 14 and 24.
Kathy Messmer — Data conversion operator, DEN
 \$27.50 — Verification of interline refunds.
Francis Meyer — Flight operations instructor
 \$25 — Convair 580 internal communications.
 \$20 — Convair 580 buffet control switch.
Kristi Peeples — Flight attendant, DEN
 \$25 — Spanish translation of announcements.
Marianne Vito — Reservations agent, DEN
 \$22.50 — Past date Official Airline Guides.
Jeannie Rankin — Flight attendant, DEN
 \$17.50 — Demonstration seat belts.
Patrick Barry — Reservations agent, DEN
 \$15 — Tariff relief shifts.
Lisa Owen — Reservations agent, DEN
 \$15 — Safety in jetways.
Sabrina Campbell — Flight attendant, SLC
 \$12.50 — Sleep room noise.
Richard Hedrick — Station agent, DEN
 \$10 — Lost and found area door handrails.
Greg Leadens — Aircraft technician, DEN
 \$10 — Air start truck exhaust.
Ronald Pitt — Reservations agent, DEN
 \$10 — Smoke in crowded office areas.

Schkade is first FA retiree



Friends and family recently gathered to honor retired flight attendant Paula Schkade, pictured above.

"These have been great years," says Paula Schkade, Frontier's first flight attendant to officially retire from the company. "Leaving Frontier is like leaving family. I'm delighted to have had the experience of working with such fine people."

After joining Central Airlines in January 1961, Paula was based in Amarillo and Fort Worth, moving to Denver after the merger with Frontier in 1967. Since 1971 she has been based in the Dallas area.

Paula has spent her spare time the past three years renovating an 1884 Victorian home in the Historic Munger Place district in Dallas. The home has been featured on the cover of the **Dallas Weekend Guide**.

According to Ed Dunaway, director of consumer services, Paula's contributions to Frontier will be missed. During her years of service, she received many complimentary letters from passengers and never received a complaint.

ATL: Opening day at Midfield

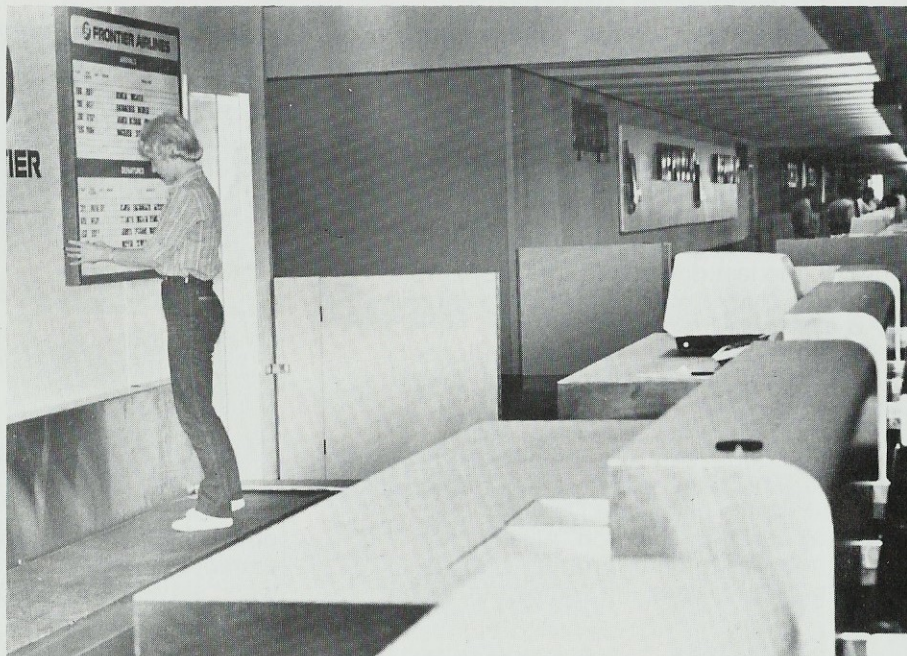
To the 29 Frontier employees based in Atlanta, the opening of the new Midfield Terminal at Hartsfield Atlanta International Airport Sept. 21 marked a new beginning of Frontier's service to the area.

There was rich enthusiasm among the employees in the hours before the move from the old terminal to the new one, just 1.5 miles across the field. They packed boxes, moved equipment, reviewed new procedures and made last minute preparations for the fast move to the Midfield Terminal Sept. 20.

Labeled "Midfield" because of its location in the middle of the existing air field between parallel runways, the new facility is the largest passenger complex in the world. It consists of a main terminal building with north, south and international sections, and four concourses. Total cost of the facility was \$500 million, not including expenses incurred by the airlines.

Preparations for the move to Midfield started several months ago. Frontier finalized plans in May for the ticket counter layout, office configuration, operations facility, check-in podium, gate area, jetway installation and signs.

Two days before the Midfield opening, everything was moved except material and equipment essential to operation at the old



FINISHING TOUCHES: Karyn Gibbs, marketing representative in Atlanta, makes final preparations at the Frontier ticket counter for the opening of the new Midfield Terminal at Hartsfield Atlanta International Airport.

representative. "The new baggage belt is more efficient, providing faster service, less chance of damaged luggage and more convenient interline connections."

Atlanta officials were commended for building the facility on land accessible to existing runways, hotels and businesses. Atlanta's rapid rail system, MARTA, will link the airport to the downtown area (less than 10 miles away) in the mid-80s. The ride will be 17 minutes long.

"The passengers are sure looking forward to the new terminal," said agent Willie Brantley before the

News briefs

Compliments rise

Customer compliments exceeded complaints in September, continuing the pattern of positive passenger response in 1980.

Of the passenger comments processed by Frontier's consumer affairs department in September, 58 percent were complimentary, an average of 10.3 compliments per 10,000 revenue passengers. 42 percent of the comments were complaints, or 7.4 per 10,000 revenue passengers. In September 1979, 27 percent of the comments received were compliments (5.0 per 10,000 passengers) and 73 percent were complaints (13.3 per 10,000 passengers).

Year-to-date 1980, compliments are running ahead of complaints, 53 percent to 47 percent. At this point in 1979, complaints exceeded compliments, 64 to 36 percent.

Compliments received in September focused on personnel attitude, food quality, pilot performance, on-time flights and Frontier Magazine.

New Jets at North Platte

Residents of North Platte, Neb., eagerly awaited the landing of the Frontier Boeing 737 at Lee Bird Terminal Oct. 1 that marked the introduction of jet service to the community. The city recently finished constructing an 8,000 foot, \$400,000 runway to accommodate the jet.

Tucson weekend

The Eighth Annual Frontier Employees Tucson Golf and Tennis Tournament will be held Jan. 10-12 at the Ramada Inn Resort in Tucson.

Highlighting the weekend will be golf and tennis competition, receptions, banquet, awards party and the Johnny Tyler Gong Show.

Further information is available from Gary Mackie and Eddie Bryant (TUS-OO), Austin Henry (DFW-OO) and Lynn Caltrider (DEN-OO).

terminal. After flight 196 from Denver arrived the evening of Sept. 20 at the old terminal, the aircraft was cleaned, then towed to Frontier's gate at the new terminal, along with tugs, bag trucks and remaining material and equipment.

"The new terminal is way ahead of its time in size, layout and convenience," said agent Mark Mauer shortly before the move. "It should result in improved customer service and better working conditions for employees."

"Everyone will get used to the new terminal, despite their initial shock at the size," said agent Jack Cagle. "For awhile it will be awkward, but it will all fall together. Passengers will have questions, but eventually they will learn their way around."

"The airport's design, considering its size, actually means less walking for passengers," said senior agent Larry Jennings.

After the passenger enters the main terminal, he walks to the Frontier counter in the south terminal section. He passes through the central security area, and rides down a 40-foot escalator (an elevator is also available) to the transit mall, where he has the option to ride a train to the concourse, walk through a passageway or ride a moving sidewalk. Most Frontier passengers will probably choose the train, since the gate on concourse D is over one mile from the ticket counter. Once at the concourse, escalators and elevators lead from the train station to the boarding level. Travel time from the counter to the gate is approximately 20 minutes.

Arriving passengers simply reverse this path, with baggage claim located in the main terminal next to the ticket counter area. Connecting passengers may proceed directly to flights, with little reason to visit the main terminal.

"The design of the facility is much simpler than other new airports," said agent Robert Walker, "with more room for employees to work in."

The Frontier ticket counter at Midfield is larger than in the old terminal. The airline's offices are located behind the counter and the operations area is below the gate.

"The baggage system at Midfield is totally different," according to Karyn Gibbs, marketing

opening. "We'll have to hustle on that first day, but we'll get the flights out."

"It's kind of sad leaving the old terminal," Gibbs said. "There are many memories for us here. But it's a new beginning, and we're all excited about our facility at Midfield."

On Sunday morning, Sept. 21, after the months of preparation and the long hours of moving equipment, flight 611 departed Hartsfield Atlanta International Airport at 7:47 a.m. On time. A very good way to inaugurate the new Midfield facility.

Progress reported

"Capture the Arsenal" update

Progress is being made on a number of fronts in Frontier's campaign to "Capture the (Rocky Mountain) Arsenal" for future expansion of Denver's Stapleton International Airport.

On Capitol Hill in Washington . . .

The U.S. Congress has voted to authorize funds to build a new chemical weapons plant in Arkansas, an action expected to lead to the decommissioning of the Arsenal.

In Denver . . .

The Denver Regional Council of Governments amended its Metro Airport Study of future airport sites to include the Arsenal. Underway since mid-1979, the study is slated to conclude in the fall of 1981. The initial goal of the study was to select a new airport site among several locations, including the Arsenal. Now being considered is an alternate approach of simply adding more capacity to the existing airport through a phased expansion onto the Arsenal.

On another front, the city and county of Denver have given the go-ahead for an engineering analysis of possible locations for new runway construction on the Arsenal. To be presented by the spring of 1981, the analysis will look at what can be done to ease air congestion at Stapleton along with optimum sites for new runways.

Frontier officials consider the progress effective, but still believe the airline is a long way from achieving this top priority Frontier objective.

Frontier cookbook

Last chance to buy the Frontier Family Cookbook, a collection of more than 580 recipes and helpful hints submitted by Frontier employees and their families.

A project of the Frontier Pilots' Wives' Club, cookbooks are priced at \$8.50 plus \$2.75 for postage and handling. They may be ordered from P.O. Box 14398, Gateway Station, Aurora, Colo. 80014. Checks should be made payable to the Pilots' Wives' Club.

Jackson, Miss. service ends

Termination of service to Jackson, Miss., will enable Frontier to "reallocate the manpower and equipment used to serve the city to other markets that have higher earnings potential, both now and in the future," says Chuck Demoney, vice president of market planning.

The one daily flight that operates Jackson-Little Rock-Denver round trip will be cancelled Dec. 1. Frontier's non stop service between Little Rock and Denver will not be affected by the termination of service to Jackson.

According to Demoney, traffic development on the route has been disappointing since service started in May 1979.

Employee Club

The Employee Club will hold the annual Children's Christmas Party Dec. 13 at the Frontier hangar in Denver. The Adult Christmas Party will be Dec. 20 at the Fairmont Hotel in Denver.

Republic to open museum

Republic Airlines is developing a museum highlighting its predecessor airlines, North Central, Southern and Hughes Airwest.

The airline is looking for photographs, maps, advertisements and other material reflecting its history.

Frontier employees interested in contributing to the collection should contact Katie Childs, manager of special events and museum, Republic Airlines, 7500 Airline Drive, Minneapolis, Minn. 55450.

Interlining European tours

Discount travel to Europe highlights current offerings to airline employees and their families from Caesar Hotel Tours.

Popular "budget vacations" to Rome, London, Paris, Madrid and Berlin are available through early January. Prices for the seven and eight day tours range from \$259 to \$399 per person, double occupancy, including air travel, accommodations, transfers, sightseeing and some meals.

Caesar's Christmas shopping weekends, available through Dec. 19, combine visits to European cities with opportunities to find unique shopping bargains. Packages ranging from \$209 to \$249 per person are available to Paris, Rome, London, Madrid and Florence. Air travel, accommodations and sightseeing are included.

A detailed nine day tour of Italy is available through Jan. 12 starting at \$469 per person, double occupancy. Included are visits to Rome, Venice and Florence, along with air travel, accommodations, sightseeing, transfers and some meals.

Further information on all tours is available from Caesar Hotels, 7750 Forsyth, St. Louis, Mo. 63105. 314-727-1503.

Ixtapa/Zihuatanejo

The Riviera del Sol Hotel in Ixtapa is offering a three night package at \$40.50 per person through Dec. 15. This rate includes accommodations, tennis and a rental car discount. Contact Magda Cabrera, Hoteles Riviera del Sol, Plateros 31, Col. Sn. Jose Insurgentes, Mexico, 19, D.F.

Mazatlan

Twin Otter retires Nov. 30

They call it the "Trail Master," spunky little brother of the "Mountain Master."

The 19-passenger DeHavilland Twin Otter, introduced to the Frontier system in December 1970, was nicknamed the "Trail Master" by Frontier employees in much the same manner as the Convair 580 was dubbed the "Mountain Master" by Frontier pilots—in honor of the terrain served.

Frontier's remaining Twin Otter will fly its final trip Nov. 30, the last day of service to Chadron, Alliance and Sidney in the Nebraska panhandle. The CAB approved Frontier's request to terminate service to these cities earlier this year. Pioneer Airways, a Denver-based commuter, will take over the service Dec. 1.

Service to Chadron started Oct. 1, 1958, followed by inaugurals in Alliance and Sidney in 1959. Frontier has been operating two round trips daily between these cities and Denver.

Employees based in Chadron, Alliance and Sidney will transfer to other Frontier stations.

As for the "Trail Master"—it will be put up for sale.



END OF AN ERA: The DeHavilland Twin Otter, dubbed the "Trail Master" by many Frontier employees, will end its Frontier career Nov. 30 when service ends to Chadron, Alliance and Sidney, Neb.

Passenger service

FL gives kids "the treatment"

Children traveling alone on Frontier receive "VIP" treatment, including a visit to the new unaccompanied children's room which opened in July on the D concourse at Denver's Stapleton Airport.

Before the departure of Frontier flights throughout the system, unaccompanied children

are pre-boarded along with passengers requiring special assistance. If the child's itinerary includes a connection in Denver, a customer service representative (CSR) meets the flight and takes the child to the unaccompanied children's room. The child waits there until the CSR escorts him to the next flight, making certain the child makes the right connection.

Mazatlan hotels offering 50 percent discounts to Frontier employees include the Camino Real, Holiday Inn, Las Arenas, Oceano Palace, Playa Mazatlan, Plaza Gaviotas, Posa de don Playa and Las Sirenas. 25 percent discounts are available at the Aquamarino, Costa de Oro, El Cid, El Pescador and La Siesta. Rooms and rates are subject to availability. Contact the hotels directly for information.

Las Vegas

The Las Vegas Imperial Palace, a Best Western hotel, is sponsoring the "International Airline Encounter" for airline employees Nov. 30-Dec. 28. Included in the \$49 per person rate, double occupancy, are two nights accommodations, breakfast, a stage show, talent night and complimentary gaming lessons. Contact 1-800-634-6441 or 1-800-634-6401 for information.

Keystone

Located 70 miles west of Denver, the Keystone ski resort offers discounts and special programs to airline employees. Rates for the season are: full day lift tickets, \$11, regularly \$15; rentals, \$8, regularly \$9.50; full day lessons, \$13, regularly \$15. Keystone also offers 10 percent discounts on accommodations at the Keystone Lodge and condominiums.

Keystone is sponsoring two ski camps for airline employees, Jan. 22-23 and April 21-22. The \$50 entry fee includes slalom, giant slalom and freestyle coaching, five hours on-the-hill instruction and video tape analysis.

Contact Keystone at Box 38, Keystone, Colo. 80435. 303-534-7712.

Salt Lake City

Ski season discounts at the Hotel Utah, Salt Lake City, range from \$25-\$36 (single), \$33-\$44 (double) to \$52 (triple). Reservations are accepted on a space available basis. Contact the Hotel Utah, Main at South Temple, Salt Lake City, Utah 84111. 801-531-1000.

Rental car discounts

New weekend car rental rates for airline employees offered by Hertz are \$10.95 to \$15.95 per day, unlimited mileage. Check at the Hertz counter upon arrival.



UNACCOMPANIED CHILDREN flying on Frontier receive special attention in the unaccompanied children's room at Stapleton Airport in Denver. Here Frontier Customer Service Representative Joy Patton describes a 737 jet to Tosh Cole, left, Spokane, Wash.; Mike Mullican, Amarillo, Texas; and Heather Gibson, Ouray, Colo.

"Children thoroughly enjoy the waiting room," says Jackie Riddle, customer service assistant manager in Denver. "The room has a television, chalk board, electronic games, books and cards. Two or three CSRs are based out of the room during each shift on a rotating basis."

During the peak summer season, an average of 100 children traveling without adults made connections on Frontier flights in Denver each day. Since early September the number of traveling children has dropped, although weekends are still busy times in the unaccompanied children's room.

The airline will fly children five or older without an accompanying adult. For their own safety, children are not permitted on flights originating before 5 a.m. or terminating after 8:30 p.m.

"The unaccompanied children's room is another factor in providing positive customer service," Riddle says. "Since it is located in the middle of the D concourse, it is easier for CSRs to escort the children, talk with them and answer any questions they might have, in addition to taking care of other passengers."

As Tosh Cole, a nine year old from Spokane remarked, "I sure never expected an airport to be this much fun."



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