



2002 AIRPORT ROAD
GRAND RAPIDS, MN 55744
218/326-6657

May 21, 1984

TO: ALL FELLOW EMPLOYEES

FROM: ROBERT D. SWENSON
PRESIDENT & CHIEF EXECUTIVE OFFICER

Greetings!

Since last writing to you, our second F27 Friendship has arrived from England all painted and interioered with our colors. Although we still have great amounts of work to be done, there has been much accomplished. Our new Part 121 manuals that we will be operating by are nearing completion, the factory-taught maintenance courses have been completed, (congratulations to all of the Maintenance personnel in the class for their excellent scores), flight training has begun and three of our pilots have completed their checkrides, the flight attendants have finished their ground schools with seven graduating under the guidance of our new Director of In-Flight Services, Holly Van Zant. The Flight Following Department will be working throughout this next weekend to complete the required training for our 121 Dispatch system. We need everyones help and assistance to successfully implement this program. This means training over weekends and at nights, whenever it is required or able to be scheduled. Thank you for your cooperation in these efforts.

Financially, I am pleased to report to you that we had a profitable fourth quarter, (the three months ending March 31), and that we reported a net profit for the year of \$425,000. For us to attract investment dollars and continue growth in the future, we must continue to improve upon our performance.

Marketwise, Al Hamm and I met with State and city officials from both North Platte and Scottsbluff, Nebraska last week. We have opened up discussions with these cities as a possible route for us to serve between Omaha and Denver as a replacement for Frontier Airlines. Frontier currently serves the markets with Boeing 737's. If the cities should desire our service, we would be operating F27's on the route.

We have also submitted proposals to the U.S. mail system for carriage of mail throughout our route system. Don't be surprised if we begin to carry the U.S. mail during the next year.

If you have any questions as to our procedures or growth plan, talk with your supervisor and get your question answered and resolved. All of our supervisors should be able to communicate and resolve issues with supervisors in other departments if there is a procedure question or minor difficulty. Remember - utilize your supervisor and get your questions resolved.

We have been recommended by the Metropolitan Airports Commission staff and approved by their committee to lease the FAA Hangar Number 1. This facility will give us the growth space that we so desperately need. We have already begun planning for the utilization of this space and will be modifying the door to allow the high tailed F27's in the building. We will officially take possession of the building by June 1.

At this time I would like to welcome the following new full time employees:

Randy Vold	Maintenance	GPZ	4/6/84
Dennis Vicha	Maintenance	MSP	4/16/84
John Londborg	Maintenance	MSP	4/16/84
Roger Lien	Maintenance	MSP	4/23/84
Holly Van Zant	Director/Inflight Services	MSP	4/30/84
Kathleen Satko	Accounting-Payroll	GPZ	5/2/84
David Aslesen	FBO	GPZ	5/16/84

Congratulations and thank you for selecting our Company to work with.

It's time for our summer traffic to begin moving, so let's be prepared and set some new records starting in June.

To succeed in this competitive industry, we must continue to work together. Let's do it.

Best wishes to you for a great Memorial Day.

Sincerely,



Robert D. Swenson
President & Chief Executive Officer