

MESABA ON THE MOVE

A MONTHLY NEWSLETTER PUBLISHED FOR EMPLOYEES AND FRIENDS OF MESABA

VOL. 1 • NO. 6 • APRIL 1987

NEWS UPDATE

Kenneth Bronson Named V.P. of Finance

Robert D. Swenson, President of Mesaba, in late February named Kenneth Bronson as Mesaba's post of Vice President of Finance/Treasurer. That announcement came a number of weeks after David Knudson announced he was leaving the Company in early March to pursue a position with a firm in the Brainerd area where his family resides. (see related article page 2)

Mr. Bronson comes to Mesaba from Minneapolis-based Viking Chemical Company, where from June 1983-March 1987, he served as that Company's Treasurer in charge of finance and administration. From March 1981—May 1983, he served as Controller/Assistant Treasurer with Industry Financial Corporation, directing the financial and accounting functions of that finance Company. Prior to that, Mr. Bronson worked as a Manager in the Minneapolis office of McGladrey, Hendrickson & Pollen, a national accounting firm.



Kenneth Bronson, Mesaba's new Vice President of Finance/Treasurer.



This artist rendition of a Mesaba ticket counter portrays the look that will soon be appearing system wide at Mesaba Ticket counters.

Robert Swenson said he was pleased to have secured Bronson in Mesaba's top finance position. He said, "Ken brings to our organization a vast amount of knowledge and experience in accounting and finance. He will be a tremendous asset to our Company as we move forward in our growth."

Mr. Bronson, a native of Hibbing, Minnesota, is a 1974 graduate of the University of Minnesota, where he received his B.S. degree in Business Administration. He is also a member of the American Institute of Certified Public Accountants. He and his wife Jody, and their two children, Lindsay and Nicole, reside in the Twin Cities.

Mr. Bronson began work with Mesaba during the week of March 2, 1987.

New Ticket Counter "Look" to Appear Soon

Over the next few weeks, Mesaba ticket counters will begin taking on a new look and a new feel as new signage goes in place system-wide. The new design

will include a white vinyl back covering, new "Northwest Airlink" wall lettering and new blue and white arrival/departures boards at each station. The signage project, which is being coordinated by Mesaba's marketing department, will be consistent with all other Airlink carrier stations on the Northwest Airline system.

The signage project means different things to different Mesaba stations. Some have been getting by for some time with various designs and logos at the regional cities served by the airline. Stations served by Mesaba before the Company became an airlink carrier will in many cases, be seeing Mesaba's eagle logo flying off the back wall to be replaced with the new Northwest Airlink signage.

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THE EAGLE'S NEST

LETTER FROM THE PRESIDENT

By Robert D. Swenson

Greetings to our Employees

We have a challenging year ahead of us, one that I feel will show a good stabilized rate of growth for us. As we catch our breath, we will be using this time wisely to improve our productivity and efficiency as a Company. We must take this opportunity to strengthen our competitive abilities as a Company, so that we are prepared for competitive challenges in the future. With everyone working together, I believe that the next 12 months will be good ones for Mesaba.

Along the lines of increased productivity, I would like to reiterate to all of our employees the importance of "Spring Clean-up" and keeping our outside and inside operating areas clean. A neat and proper appearance is very important to presenting a professional and efficient service to our passengers and customers, so please make an extra effort to keep our operations extra clean!

I am pleased to announce that we have hired a new Vice President to head our Finance Department. Ken Bronson, formerly with Viking Chemical Company, began with Mesaba on March 2nd. Ken brings to Mesaba a vast amount of knowledge and experience in finance and accounting and he is a tremendous asset to our organization.

We are continuing to review the long term commitment regarding building a new hanger/general office. As you can imagine, there are several interesting variables that go into this decision, but the one real basic question is, can we afford to finance such a facility? To be honest, it is not easy to finance a \$4.0 million hanger when the Company has been losing money during the past year. Our recent turnaround in profitability and whether or not we continue forward profitably are both critical to continuing discussions on financing such a project. We plan to resolve this issue by June of this year and I will keep you updated as best I can.

As many of you know, our traffic in recent months has begun to come on very strong. In February, Mesaba carried 26,637 passengers, an 87% increase over February of last year. Our fiscal year ends on March 31st, and as I have said, our Company is expecting a loss for the fiscal year even with the stronger traffic during the past few months. However, strong traffic at this time is reflective of an improved year as long as we continue to provide reliable, safe and efficient air service.

Mesaba's Personnel department has information on the Company's 401K Retirement Program and is willing to discuss the benefits of such a program to any of our interested employees. For those of you who have not looked at the program yet, I urge you to make the effort to do so; you may be surprised at the investment benefits available. The program can only be entered once a quarter, and April 1, 1987 is this quarter's deadline. Call Personnel today.

My best wishes to all of you for a successful month. April begins our new fiscal year for financial reporting purposes. Let's make this year a successful and profitable one.

Sincerely,

P.S. Spring is officially here; Has Pierre dug out yet?

TICKET COUNTER, continued

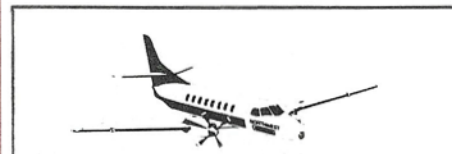
Bill Downing, Mesaba's station manager in Grand Rapids, said he will miss the eagle logo, but he sees the new Airlink look, "as an inevitable change for the better." Mesaba personnel at other stations, who have operated with older signage for some time, welcome even the new arrival/departure boards, which will add to the decor of the ticket counters.

Phil Swenson, Vice President of Planning and Marketing for Mesaba, said the new signage look would "enhance the consistency of Mesaba's image system-wide." He also said the new look would portray Mesaba's service as more professional and attractive to the travelling public and Mesaba's customers.

February Traffic Is Strong

In February 1987, Mesaba carried 26,637 passengers, reflecting an 87% increase over traffic of 14,260 carried in February 1986. Mesaba's load factor for the month was 52.5% compared to 36.8% experienced during the same month last year. (see related graph on page three)

Robert D. Swenson, in a release dated March 9, 1987, said he was pleased with the quarter's results. "Our February traffic results reflect a continuing movement in our operations towards higher traffic levels and system-wide load factors," he said.



The Mesaba On The Move is published monthly by Mesaba Aviation Inc.'s Public Relations department. The Editor accepts for publication, written stories related to Mesaba and its operations. Also accepted are comments and ideas regarding the content of the publication. Mesaba On The Move is written especially for employees and friends of Mesaba Aviation, Inc.

Editor Douglas P. Fulton
Co-Publisher Charlean Sabo
Staff Photographer John Ehler
Monthly Saying:
"If you are too busy to laugh, you are too busy"

Knudson Going Away Party Held

Saying how much of a pleasure it has been to work with this organization and its people, David K. Knudson bid his last farewell to Mesaba during a going away party held in his honor on March 5th. Knudson, after 6 years as Mesaba's Vice President of Finance, left the Company to pursue a position with a firm in the Brainerd area where his family resides.

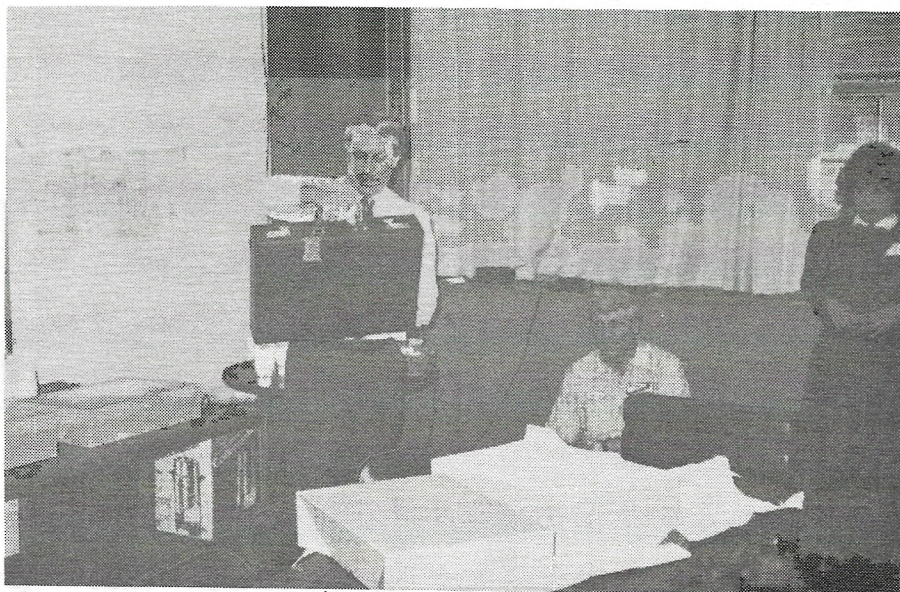
Mr. Knudson began work with Mesaba in February 1981 as Vice President of Finance, a position whose scope and responsibilities grew with Mesaba as the years went by. He recalls the growth of the Company during his tenure. He said "When I joined Mesaba in 1981, we had maybe three people in the Accounting Department. By the time I left, the department had grown, in six years time, to include almost 12 people including a manager and a cost accountant. That's growth."

Prior to joining Mesaba in 1981, Mr. Knudson worked with United Wild Rice in Grand Rapids and before that with former Thief River-based, Arctic Enterprises, a snowmobile manufacturing Company. But Knudson said his years with Mesaba were his most memorable. At his going away party, Knudson said, "One of the greatest things about working for Mesaba has been its quality of people. Friendly, helpful and very talented."

While with Mesaba, Knudson worked on and accomplished a number of substantial projects. The greatest challenges he undertook, however, included arranging the financing of Mesaba's Fokker and Metro fleets of aircraft, aiding the Company in going public twice, and moving the accounting department from Grand Rapids to Minneapolis during his last year. He said among his most rewarding experiences with Mesaba were "seeing the Company grow through the years into a viable regional airline."

Mr. Knudson left Mesaba to go to work with Brainerd-based Acromental Companies, Inc., where he will serve in the capacity of Vice President of Administration. He and his wife, Jane, and their two children reside in Deerwood, Minnesota.

Dave will be missed very much by the Company, and all Mesaba employees wish him well in his new endeavors.



Dave Knudson examines a new brief case that was given to him by Mesaba employees. His last day with Mesaba was March 5th.

TRAFFIC, continued

The traffic increases over last year are attributed to greater capacity on Mesaba's route system with the addition of the Metro III fleet of aircraft placed into service last May, and the addition of one Fokker F27. Mesaba's route realignment undergone in October also attributed to the traffic increases.

has increased to five daily flights its service worked by nine (9) agents, and managed by Pat Burke.

Pat transferred to Aberdeen the first week of October from Des Moines where he had managed for four months. Before then, he had managed the Mitchell station and had been an agent in Fort Dodge.

The agent who has been here in Aberdeen the longest is Jackie Koupal who has been here since the opening of the station and its original hole-in-the-wall operations. Before working for Mesaba, Jackie graduated from the travel program at Nettleton College in Sioux Falls.

Mike McIntyre, another agent, has been working for the Company since August 1986 after being employed at a local radio station and graduating from Northern State College in Aberdeen.

Two employees switched counters when Republic Express left in October. Bob Hilgemann had worked for Express for ten months and before that, Frontier Commuter for one year. He and his wife, Julie, have lived in Aberdeen since graduating from Northern State College.

Thomas Schneider had also been with Express for ten months before coming to Mesaba last October. He had served in the Navy aboard the aircraft carrier U.S.S. Enterprise before returning to Aberdeen. Tom and his wife, Kathy, have two children; Angie, 6 and Tommy, 3.

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Say Hi to Aberdeen



"The Wild West never had it so good," as the saying goes; and Pat Burke and Company from Aberdeen keep the service rolling in and out every day at one of Mesaba's most busy Western cities. Pat and his staff send their wishes and below explain who and from where come, the Mesaba cowboys and cowgals staff'n the Aberdeen station:

Aberdeen is a cozy community of approximately 30,000 residents and is located in Northeastern South Dakota. Mesaba has been serving this city since December 1985 when it started off with three round-trip flights to the Twin Cities staffed with a Manager and four Customer Service agents. Since that time, Mesaba has become the only scheduled airline serving Aberdeen and

Now your group can run an airline.

Next time your group heads out of town, enjoy the comfort and convenience of your own 19- or 48-passenger aircraft. Ready to come and go whenever you say.

To find out about convenient, affordable air travel for your group, send for a free brochure or call Mesaba Charters at 1-800-662-5782 (MN) or, 1-800-346-3540 (Outside MN).



I've always wanted to run an airline. Send a brochure on Mesaba Charters to:

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Company or Organization _____

Address _____

City _____ State _____ ZIP _____

MESABA CHARTERS

Mail to: Mesaba Charters, 6201 34th Avenue South, Minneapolis, MN 55450



Open Letter from a Mesaba Skier

With Mesaba's Ski-Night-Out (March 5th, at Afton Alps) having come and gone, it's time to sit back and reflect on the fun, and "exciting" times had by all that attended the event. What follows is an open letter sent to the Editor of Mesaba/On The Move regarding the evening's affairs.

Dear Mesaba/On the Move:

I was an enthusiastic participant at the 1st Annual Mesaba Ski Night-Out which was held on the evening of March 5th. In Mesaba/On the Move, it had advertised, "Mesaba Ski-Night-Out — Come join your friends and other Mesaba employees for a fun night out."

I thought to myself — "how fun!" The chance to hit the slopes again. I haven't for 25 years, so now is as good a time as ever.

During the day of the night out, I contemplated what I was getting myself in for. I thought, "you know you really shouldn't go because you will probably just break your neck. You don't have the coordination and certainly your balance is not as good as it once was." But with butterflies in my stomach, and sweat on my brow, we drove up to the ski area, only to hear myself say aloud, "I don't remember those hills being that steep!"

After fighting those clamps on the boots and finally getting into my skis, I jammed the poles into the snow to hold myself up and thought, "I definitely need and will take a lesson." I didn't remember this as being so difficult.

I started skiing on a hill named, "Nancy's Nursery" — a bit embarrassing, yes, but a good starting hill nonetheless. I prayed for a patient ski instructor — and he was. After one half hour of lessons, I was going great — halfway down the beginner's hill. Side stepping halfway up the hill and snowplowing half way down. I hadn't even gotten up enough speed to fall down.



Mesaba skiers Doug Fulton and Mervin Prestebak were at the Mesaba Ski-Night-Out. Funny thing that no one ever saw them put their skis on.

Then I got on the chair lift, went all the way to the top, and presto, I was on my way down Nancy's Nursery hill. Well, that put an end to "not falling." I thought, I must be going a least 90 miles an hour! I felt like I would never stop at the bottom of the hill, until I tried the snowplowing technique I had learned. It worked, and I came to an abrupt halt. END OF LESSON. I'M ON MY OWN! I thought to myself, "take a break with some refreshments and food and then get back on the slopes."

After taking a rest and relaxing a bit, I and a few other brave souls took back to the slopes (Some persons elected to stay in and "watch" only).

With the help of a few expert skiing friends, I dare say I graduated to the more experienced hills and faster chair lifts. However, after a few runs, and feeling wobbly knees and weak ankles (not to mention the sore spots and bruises I knew that I would feel tomorrow), I decided to call it quits for the evening. What fun! Now back to the Alp's Chalet for a Schnapps or something.

With about 35-40 Mesaba or Company skiers showing up for the night on the hills, we enjoyed refreshments, brauts, burgers and good conversation in the Alps Chalet. No mishaps occurred on the hills; however, some of us had a few "exciting moments."

All in all, everyone was very enthusiastic about the night and are looking forward to another fun night skiing next year. I certainly hope I hang on to a few things learned from those experienced skiing friends.

But I can tell you one thing, if

another "25 years" go by before I take to the slopes again, I think the "Alps Chalet" will be my evening out.

Signed: Sincerely and "bruised" yours,

An avid Mesaba skier.

Aberdeen, USA, continued

Paul Morris came to work for Mesaba in October after working for Transtar Airlines in Los Angeles for seven months. His airline instruction was at International Air Academy in Ontario, Canada.

Kelly Dahlberg attended McConnell Travel School in Minneapolis after having worked for Control Data in Aberdeen for nine years. She was then hired on in October also. Her Husband's name is Jeff and they have two children; Tracy, 9 and Ashley, 5.

There are three part-time employees at our station. Kathi Bishman is also works part-time at the Sheraton Inn. Kathi and her husband have two children; Bridget, 6, and Heather, 10.

Joni Duvall came to Mesaba after having been a reservation agent for Super 8 Corporation. She started with Mesaba in November.

Rhonda Cates was no stranger to the Aberdeen airport when she started work for the Company in November. She had been with Pioneer Airlines for their short stay here and also with the Airport Cafe. Rhonda and her husband, Duane, have a four month old son named Cody.

The entire crew at Aberdeen invites you to come out and see our station.

Customer Corner



"Of course we pay attention to the schedule, sir. That's how we tell how late the airplanes are."

February 23, 1987

Dear Michael Wind:

It would be difficult for me to show my full appreciation for the many courtesies shown while I was making a connecting flight to Aberdeen February 16th. The Northwest flight from Atlanta to Minneapolis/St. Paul was late and the concern by flight attendants, pilot, and Jim Nolan on his electric cart was overwhelming.

Connecting on the last flight of the day and needing to be in Aberdeen on business early the next morning made the connection important.

Thank you and them too!

Sincerely,
Julian J. Ciotta MO/COM ASSO-
CIATES Atlanta, GA

* * * * *

Dear Customer Service

The day I was in Pierre, a Mr. Case brought me out and told me to give you his card and to say how pleased he was with the way his damaged bag was handled. He was very happy with the service and said to say thanks.

Jackie Dubois Mesaba Customer Service Manager Huron, South Dakota



Dear Ms. Charlean Sabo

I wish to thank you for the return of my glasses. I did not have very high hopes of seeing them again. I had not flown on such a (plane) before and since I was full of anxiety, I forgot my glasses. The (plane) ride was very smooth and I believe the next flight will be more of a relaxed experience.

We enjoyed flying with your airline and hope to experience it again. Again, thank you very much for the return of my glasses.

Sincerely,

Karen Brown River Ridge, LA

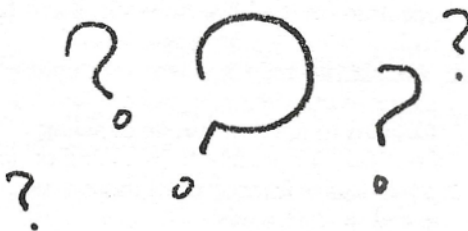
MESABA Trivia

Mesaba Trivia is a monthly 8 question quiz on Mesaba Aviation, Inc. and its operations. Answer the following questions correctly and you qualify for a monthly drawing for a dinner for two.

- Only Mesaba employees eligible to win
- Answers must be submitted on a separate sheet of paper and sent to Mesaba Airlines, Mesaba/On the Move, Editor, Mesaba Trivia. COMAT G.O. MSP PUBLIC RELATIONS
- Winner and answers will be printed each month
- Answers must be received no later than the 10th of each month. Winner will be notified on the 11th of each month.

1. What is the name of the Company that publishes Mesaba's inflight magazine, "Mesaba/Northwest Airlink"?
2. To how many states does Mesaba provide daily scheduled airline service? (This is not a trick question)
3. How many Northwest "WorldPerks" mileage points, do Mesaba's passengers receive when they fly a Mesaba flight segment?
4. What city on Mesaba's route system has the highest population of people living it? (Excluding Minneapolis/St. Paul)

5. What city has the lowest population?
6. What does the abbreviation E.A.S. stand for?
7. How many passengers did Mesaba carry during the month of February, 1987?
8. What is the name of Mesaba's Supervisor of Aircraft Grooming Services?



Answers to last month's questions

1. 1944
2. Coleraine, MN
3. Piper, Cessna, Aeronca, Fokker, Fairchild, Beechcraft, Republic, Waco, Taylorcraft
4. June 12, 1981 5. In: 73 Out: 69
6. You figure it out
7. 652 gallons
8. 1357 gallons

• There was not a winner in last month's quiz. This month's questions have been made easier to solicit participation! Good Luck!

New Employees

A big hello to the following persons who are new employees with Mesaba Aviation. Welcome to the team!

Name	Department	City
Full-time		
Wayne Butor	Material Mgr.	MSP
Elizabeth Stuckmayer	Accounting	MSP
*Jill Christenson	CSA	BJI
*Renee Lee	CSA	MHE
Ken Bronson	V.P./Finance	MSP
Judy Boeddeker	Cost Accountant	MSP
David Langer	Pilot	MSP
Jeff Pagel	Pilot	MSP
Carol Williams	Pilot	MSP
Joseph Wondra	Pilot	MSP
*Joe Waitros	CSA	MSP
*Tim Anderson	CSA	MSP
Part-time		
Paul Schultz	CSA	MSP
Andrew Stump	CSA	MSP
Daniel Koller	CSA	MSP
Stephen Krick	CSA	MSP
Michael Rada	CSA	MSP
Steven Schoenecker	Line Service	MSP
Debra Sheets	CSA	MSP
Virginia Gallagher	CSA	LNK
Mike Solum	CSA	ATY
Robert Winzenburg	CSA	MSP
Kim Salvesen	CSA	MSP
Lloyd Cray	CSA	MSP

* From part-time to full-time
CSA = Customer Service Agent

Birthdays

Happy Birthday to the following persons who were lucky enough to be born in April.

Birthdays	April
Birthdays Boys & Girls	
Stan Batton	1st
Rick Frauscht	1st
Kristin Koehnen	1st
Jeff Neuman	1st
Jodi Short	2nd
Steve Ries	3rd
John Cardarelle	4th
David Hanson	4th
Karyla (Dee) Punton	4th
David Schwarz	5th
Charles Worum	7th
Hal Cochrane	11th
Jan Noles	11th
Linda Stephan	12th
Carey Rasinski	16th
Mark Austrum	17th
Janice Anderson	18th
Mark Allen	21st
Tom Gliadon	22nd
Gary Schuh	22nd
Kevin Smyth	24th
Mark Lund	26th
Sharon Forster	27th
Sandra Thill	27th
Doug Fulton	30th
Rob Swenson	30th

RICARDO, continued

His interest in the airline business didn't come until several years later when he secured a job part-time working with Page Avjet early in 1985 washing airplanes. He later went to work full-time for Mesaba in August 1985.

"I had always wanted to work for an airline," says Ricardo. "When I worked for Page, I used to clean U.S. Air's DC 9s." But only working part-time, he said he "couldn't really get into it." Working for Mesaba allowed Ricardo to develop more of a personal sense of responsibility for the planes. "Now if someone walks on the plane when they shouldn't be, I say 'Hey, you just got my plane dirty' and I tell them to get off. I feel like the planes are more my planes."

Outside of his work with Mesaba, Ricardo could very easily be considered a health nut, which he says adds to his "seemingly always moving" personality and way of life. He doesn't drink or smoke and he used to work out regularly. He even used to teach aerobics at a local health club for a period of time. He confesses, however, that his workouts are not as regular as they once were even though that could change this Spring when he plans to invest in a 10-speed bike to get him to and from work.

Doing a good job is important to Ricardo and he and the other groomers take pride in knowing that the role they play in Mesaba's operations is an important one. Ricardo says, "I think our planes are some of the cleanest planes around. We pay attention to detail." The outsides of the aircraft are washed on average of every three days. Fresh linen, such as pillows and blankets, are changed regularly. "We know what we have to do and we go out and do it," reiterated Ricardo.

With his future plans set on learning more about the airline industry, Ricardo Sereno says he will continue to try and discover better and easier ways to develop grooming techniques for Mesaba's fleet of airplanes. For Mesaba's passengers, that, more than anyone knows, will be good for Customer Service.

Mesaba Minutes

Employees interested in either Mesaba's Employee Stock Plan or 401K Retirement Saving Program are urged to contact the Personnel department for additional information. Both Programs offer tremendous benefits to Mesaba employees. Don't miss a good chance to invest in your future! Call x291 Today!

* * * * *

Henry Nguyen and his wife, Loan, announce the birth of their daughter, Dienne, born February 26, 1987. Henry works for Mesaba as an A & P Mechanic. Congratulations Henry and Loan!

* * * * *

Virginia Ruschenberg, Mesaba reservation agent, gave birth to a baby girl on March 13, 1987. Meghan Elizabeth weighed 6 pounds, 3 ounces. Congratulations Virginia!

Any Mesaba employee interested in playing on a Mesaba women's summer softball team is asked to contact Andrea Peura, at the General Office.

* * * * *

Persons interested in participating in a weekly Sportings Clay (Trap Shoot) league this summer, beginning April 15th at the Minnesota Horse and Hunt Club, should contact Doug Fulton or Phil Swenson at the General Offices. The cost per week is \$10.00 and the shooting takes place every Wednesday night.

Mesaba Minutes is a monthly column for tidbits and information on Mesaba employees and Company activities. If you have anything you would like to see printed in this column each month, please send it to: Mesaba/On the Move, COMAT MSP Mesaba Minutes.

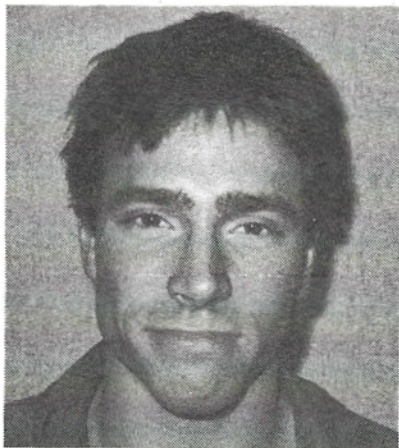
MESABA

A MESABA CLOSE-UP

Clean Aircraft are His Business

How does the saying go. . . A clean plane is a happy plane? Or a happy plane is a clean plane? Or, was it, a happy passenger is one flying on a clean plane. . . ?

How the saying goes matters little to Ricardo Sereno, Mesaba's Supervisor of Grooming Services. What matters to Ricardo is only that every Mesaba aircraft is as clean as it can be for scheduled service. Ensuring the aircraft's cleanliness is the responsibility of the grooming crew, part of Mesaba's Line Service Department. Ensuring that the job get done, on time, is Ricardo's responsibility. Sometimes, that can be a lot of work.



Ricardo Sereno, Mesaba's Supervisor of Aircraft Grooming Services.

"It is possible that any given aircraft could be cleaned four or five times a day," explains Ricardo, "depending on the scheduled rotation of that aircraft." He and his crew of groomers spend the majority of their day meeting the banks of Mesaba flights as they arrive and depart Mesaba's gate on the main terminal. When there is a spare moment, they take to the plane to make sure it is clean for its next scheduled flight. Sometimes they are able to clean the plane in the hanger as it undergoes a



Ricardo says a Metro can be groomed "in less than four minutes under his system."

maintenance procedure. "It doesn't matter where we clean them," said Ricardo. "The important thing is that the planes get a good cleaning everyday."

While the number of times a plane is cleaned a day varies, they way it is cleaned does not. Ricardo said, "We have a system down, to clean the planes." He explained, "Two or three guys systematically go through the plane carefully, picking up any garbage that might be on board and then we give it a good going over." That going over usually includes wiping off all of the trays, dusting and vacuuming the carpets and seats, straightening and replacing Mesaba's inflight magazines, emptying the ash trays as well as seeing to a number of other minor details. The system has to work because the groomers do not have much time to work on the waiting planes. It takes 10-12 minutes to groom a Fokker. Four minutes for a Metro. When the system is working.

All of the cleaning isn't always scheduled however, and sometimes, the groomers get a longer period of time to clean an airplane. Ricardo enjoys that because it gives him and the other groomers a good chance to really clean the aircraft. Just last week, when one of the Metros was undergoing a 2000 hour maintenance check, Ricardo and Kip Hodgson, another person in the grooming service department, took all of the seats out, scrubbed the inside of the plane and put the seats back it. "It was," according to Ricardo, "a great way to really clean the plane."

Grooming is a fast paced job and it needs to be done by fast-paced workers. Ricardo, who can be seen many times during the day running across the ramp with a vacuum in his hand, certainly qualifies for a fast-pacer. "Sometimes we have to get four planes out in 15 minutes. Unless we rush, doing that is impossible." He added, "If we don't run around, we could never get those planes out. There's no way." However, he is learning to pace himself a little better now and he even takes time out for a lunch break these days, sometimes, instead of eating in the truck."

"I think our planes are some of the cleanest planes around"

— Ricardo Sereno

Ricardo, age 25, was born in Buffalo, New York. At the age of four years, his family moved to the Twin Cities where he has resided ever since. He attended Jefferson High School in Bloomington where among other things he played soccer, held an interest in photography and enjoyed classes where he could work with his hands. In fact, he boasted that in ceramics class, he could make "just about anything." After graduation, he worked at several jobs, including a stint with both Chi-Chi's and Ruperts night clubs where he tended bar.

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