

# On The Move

A monthly publication produced especially for employees and friends of Mesaba Aviation, Inc.



## Mesaba

December, 1991 Issue  
Volume 4, No. 7

### MESABA RECEIVES APPROVAL FOR HAMILTON, ONTARIO SERVICE!

On Nov. 15, 1991, Mesaba Aviation, Inc. received approval from Canada's Minister of Transport to begin scheduled air service between Detroit and Hamilton, Ontario.

The Hamilton-Detroit route is the second Canadian service requested by Mesaba. The airline began service between London, Ontario and Detroit on Sept. 5, 1991. No start-up date has been set as yet, but Mesaba hopes to begin service this spring.

### TOYS FOR TOTS

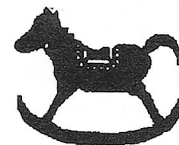
Again this year, Mesaba's general office will be participating in a Toys for Tots drive from now until Dec. 18. This program was developed so that employees of Mesaba can donate new, unwrapped gifts for needy children. If you are interested in participating in this generous act, a "Drop Off" box is located in the reception area at the general office.

Employees who help make this program work will be put into a drawing for their choice of either "Mesaba" or "Northwest Air-link" sweatshirt and golf cap. Please notify the receptionist at Mesaba's general office to register your gift. If you would like to contribute a gift and are located at an out-station, gifts will be accepted through the company comat mail to the attention of Dorothy, MSPGO.

### PASS BUREAU INFORMATION

Mesaba Airlines and AMR Corporation/American Airlines and American Eagle/have formally agreed to a reduced rate travel agreement. This will allow each carrier's employees travel on each others route system on a discounted basis. This includes all international destinations.

Effective November 11, 1991 all full-time and part-time employees with six months of service are eligible. This service includes unlimited 75 percent reduction on a space- available basis in first class, business, coach and economy seating. Unlimited 50 percent positive space in first class, business, coach and economy class. Additional information can be obtained through Mesaba's Pass Bureau at ext. 115.



# EMPLOYEE BENEFIT INFORMATION

## ATTENTION FULL TIME EMPLOYEES

Whew! Now that you're finishing up all your holiday shopping, here's something you can really afford, plus...It's for you!

Have you been wanting Dental Insurance for some time now, but haven't been eligible or it simply slipped your mind?

Are you a full-time employee?

Have you worked at Mesaba as a full-time employee for a consecutive 9-month period (since at least April 1, 1991)?

If you answered "YES"! to all of these questions-it's your lucky day! You are eligible to apply for Dental Insurance.

The next enrollment date for Dental Insurance is January 1, 1992. Those eligible full-time employees interested in applying may pick up an application in Personnel or you may call and request one be mailed to you.

Dental Insurance is offered through Blue Cross/Blue Shield of Minnesota and currently the employees portion of the premium for Level I Dental Insurance is \$1.79/month for single coverage and \$5.41/month for family coverage. What a bargain!

Hope to hear from you soon and...keep those holiday smiles as white as the Caribbean beaches.

All applications must be returned to Personnel by December 27, 1991.

## PLAN PROVISIONS

|                           | LEVEL 1                | LEVEL 2                | LEVEL 3               |
|---------------------------|------------------------|------------------------|-----------------------|
| Deductible                | \$75<br>(\$150/family) | \$50<br>(\$100/family) | \$25<br>(\$50/family) |
| Preventative (no ded.)    | 100%                   | 100%                   | 100%                  |
| Restorative               | 70                     | 80                     | 80                    |
| Peridontics               | No Coverage            | 50                     | 80                    |
| Major Prosthetic          | No Coverage            | 50                     | 50                    |
| Crowns and Inlays         | No Coverage            | No Coverage            | 80                    |
| Max. Calendar Yr. Benefit | \$500                  | \$750                  | \$1000                |

- **Preventative** - Includes coverage for the exam, cleanings, bite-wing x-rays, denture repairs, fluoride treatments and sealants (must be under age 19 for fluoride treatment/sealant)
- **Restorative** - Includes coverage for fillings, restorations, extractions, oral surgery and root canals.
- **Peridontics** - Includes coverage for Gingivectomy, Gingival curettage, osseous surgery, osseous grafts, Periodontal scalings, Periodontal Prophys.
- **Major Prosthetic** - Includes coverage for dentures and bridges

All benefit payments are based upon the Usual, Customary and Reasonable allowance for each procedure.

## PLAN ELIGIBILITY

- **Level 1 Benefits** - Coverage will be effective the first calendar quarter following 9 months of full-time employment.
- **Level 2 Benefits** - Coverage will be effective the first day of the calendar year following at least 12 months of continuous Dental Coverage under Level 1 benefits.
- **Level 3 Benefits** - Coverage will be effective the first day of the calendar year following 12 months of continuous Dental coverage under Level 2 benefits.

# EMPLOYEE HAPPENINGS

## NEW HIRES

The following people were hired in December.  
Good Luck and Welcome Aboard.

Brent Morrow . . . . . MSP CSA  
Brent Heckman . . . . . MSP CSA  
Frank Sheehy . . . . . MSP CSA  
Greg Morrow . . . . . MSP CSA  
Kimberly Salley . . . . . Rev Acct. Clerk MSP  
Dennis Grism . . . . . Stock Clerk MSP  
Larry Stroyzk . . . . . A&P MSP

## PROMOTIONS

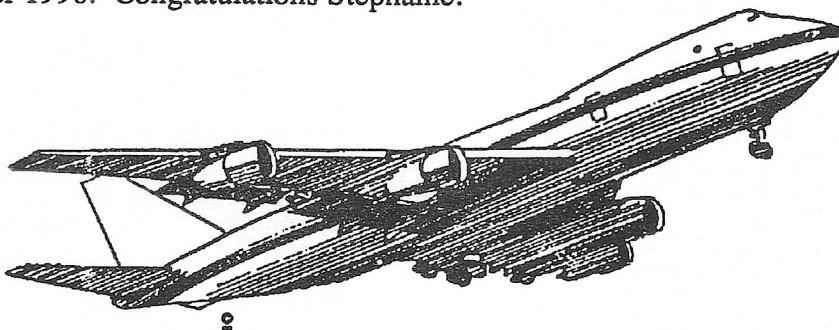
Steve Wildermuth . . . . . FT CSA MLI  
Carol Fischnick . . . . . Payroll Supervisor  
Julia Hill . . . . . FT Flight Attendant DTW  
Greg Johnson . . . . . Captain MSP  
Steven Edwards . . . . . Captain MSP  
Jeffrey Schubargo . . . . . Captain MSP  
Richard Hills . . . . . Captain MSP  
Darcy Wetzel . . . . . Accounts Payable Clerk MSP

## CONGRATULATIONS TO THE FOLLOWING MESABA EMPLOYEES!

- Richard Anderson on the birth of son Richard
  - Thomas Garfield on the birth of son Nicholas
  - Daniel Hanson on the birth of son Anthony
  - Michael Jackson on the birth of his son
  - Thomas Phillip on the birth of son Seth
- Also,
- Penny Gruetzmacher on her Nov. 29th marriage
  - Maria Bodary on her marriage to Tony Shaker
  - Thomas Hartley on his marriage to Kristine
  - Jed Heimendinger to his marriage to Sara
  - Lee Hughes on his marriage to Amy
  - Molly Marshall to her marriage to Ty
  - Greg Piehl to his marriage to Laura
  - Rod Vigstol on his marriage to Kelly
  - and finally congratulations to Kent Muschinske on his return from the military!

## EMPLOYEE AWARD

In October, Inflight Services was proud to present Detroit Flight Attendant, Stephanie Wilson with Mesaba's Outstanding Service Award. Stephanie was recommended by her supervisors, Cheri Underwood and Vicki Young because of her excellent attitude and professionalism. Inflight Supervisor, Cheri Underwood states that "Stephanie has a positive attitude no matter what the situation is and she is a dedicated employee." Stephanie started with Mesaba as a Customer Service Agent in August of 1990 and has been a flight attendant since November 1990. Congratulations Stephanie!



## FOR SALE

25" Quasar console color TV.  
Great picture and sound  
No remote  
\$ 300.00 or make an offer  
Troy Pitman, MSP OPS  
(612) 892-1719

Suggestions, comments  
or ideas for the  
Newsletter?

Call Theresa Read  
MSP/GO-EXT 112

# NEWS TO YOU...

## BABY YOUR SORE THROAT!

Nine times out of ten, a sore throat is the result of a viral infection. Since antibiotics are not effective against viruses, about all you can do for the average sore throat is:

- 1) Make yourself as comfortable as possible,
- 2) Get as much sympathy as possible, and
- 3) Let Nature take its course.

If your sore throat is accompanied by the "common cold" (runny and stuffy nose within 48 hours of getting a sore throat, cough, etc.), it's unlikely that you have strep throat.

**Is Your Diet on TRACK?**

**AMERICAN CANCER SOCIETY QUIZ**

| FOOD CATEGORY  | YOUR POINTS  | FOOD CATEGORY   | YOUR POINTS   |
|--|--|---|---|
| <b>BAKED GOODS</b><br>Pie, cakes, cookies, sweet rolls, doughnuts  | <ul style="list-style-type: none"> <li>I eat them 4 or more times a week: 0</li> <li>I eat them 2-4 times a week: 1</li> <li>I seldom eat baked goods, or eat only low-fat baked goods: 2</li> </ul>   | <b>OILS &amp; FATS</b><br>Butter, margarine, shortening, mayonnaise, sour cream, lard, oil, salad dressing      | <ul style="list-style-type: none"> <li>I always add these to foods in cooking and/or at the table: 0</li> <li>I occasionally add these to foods in cooking or at the table: 1</li> <li>I rarely add these to foods in cooking and/or at the table: 2</li> </ul> |
| <b>POULTRY &amp; FISH</b>  | <ul style="list-style-type: none"> <li>I rarely or never eat these foods: 0</li> <li>I eat them 1-2 times a week: 1</li> <li>I eat them 3 or more times a week: 2</li> </ul>   | <b>WHOLE GRAINS &amp; CEREALS</b>   | <ul style="list-style-type: none"> <li>I seldom eat such foods: 0</li> <li>I eat them 2-3 times a day: 1</li> <li>I eat them 4 or more times a day: 2</li> </ul>  |
| <b>HIGH-FAT MEAT</b><br>Luncheon meats, bacon, hot dogs, sausage, steak, regular & lean ground beef                        | <ul style="list-style-type: none"> <li>I eat these every day: 0</li> <li>I eat these foods occasionally: 1</li> <li>I rarely eat these foods: 2</li> <li>I don't eat meat: 2</li> </ul>  | <b>VITAMIN C-RICH FRUITS &amp; VEGETABLES</b><br>Citrus fruits and juices, green pepper, strawberries, tomatoes | <ul style="list-style-type: none"> <li>I seldom eat them: 0</li> <li>I eat them 3-5 times a week: 1</li> <li>I eat them 1-2 times a day: 2</li> </ul>   |
| <b>LOW-FAT MEAT</b><br>Extra lean hamburger, round steak, pork loin, roast, tenderloin, chuck roast                        | <ul style="list-style-type: none"> <li>I rarely eat lean meats: 0</li> <li>I eat lean meats occasionally: 1</li> <li>I eat mostly fat-trimmed lean red meats: 2</li> <li>I don't eat meat: 2</li> </ul>  | <b>DEEP GREEN / DEEP YELLOW FRUITS &amp; VEGETABLES</b><br>Broccoli, cabbage, carrots, peaches                  | <ul style="list-style-type: none"> <li>I seldom eat them: 0</li> <li>I eat them 2-5 times a week: 1</li> <li>I eat them daily: 2</li> </ul>   |
| <b>CURED &amp; SMOKED MEAT &amp; FISH</b><br>Luncheon meats, hot dogs, bacon, ham & other smoked or pickled meats and fish | <ul style="list-style-type: none"> <li>I eat these foods 4 or more times a week: 0</li> <li>I eat these 1-3 times a week: 1</li> <li>I seldom eat these foods: 2</li> <li>I don't eat meat or fish: 2</li> </ul>   | <b>VEGETABLES OF THE CABBAGE FAMILY</b><br>Broccoli, cabbage, brussels sprouts, cauliflower                     | <ul style="list-style-type: none"> <li>I seldom eat them: 0</li> <li>I eat them 1-2 times a week: 1</li> <li>I eat them 3-4 times a week: 2</li> </ul>  |
| <b>LEGUMES</b><br>Dried beans & peas (kidney, navy, lima, pinto, garbanzo, split-pea, lentil)                              | <ul style="list-style-type: none"> <li>I eat legumes less than once a week: 0</li> <li>I eat these foods 1-2 times a week: 1</li> <li>I eat them 3 or more times a week: 2</li> </ul>  | <b>ALCOHOL</b>  | <ul style="list-style-type: none"> <li>I have more than 2 drinks a day: 0</li> <li>I drink alcohol every week, but not daily: 1</li> <li>I occasionally or never drink alcohol: 2</li> </ul>  |
| <b>SNACKS</b><br>Potato/corn chips, nuts, buttered popcorn, candy bars   | <ul style="list-style-type: none"> <li>I eat these every day: 0</li> <li>I eat some occasionally: 1</li> <li>I seldom or never eat snacks: 2</li> </ul>  | <b>PERSONAL WEIGHT</b>  | <ul style="list-style-type: none"> <li>I'm more than 20 lbs. over my ideal weight: 0</li> <li>I'm 10-20 lbs. over my ideal weight: 1</li> <li>I'm within 10 lbs. of my ideal weight: 2</li> </ul>   |
| <b>DAIRY PRODUCTS</b>  | <ul style="list-style-type: none"> <li>I drink whole milk or 2% milk: 0</li> <li>I drink nonfat or 1% milk: 1</li> <li>I eat ice cream almost every day: 0</li> <li>Instead of ice cream I eat ice milk, low-fat frozen yogurt, or sherbet: 1</li> <li>I eat only fruit ice, and seldom eat frozen dairy desserts: 2</li> <li>I eat mostly high-fat cheese (jack, cheddar, colby, Swiss, cream): 0</li> <li>I eat both low- and high-fat cheeses: 1</li> <li>I eat mostly low-fat cheeses (pot, 2% cottage, skim milk mozzarella): 2</li> <li>I don't eat cheese: 2</li> </ul> | <b>SCORE</b>  | <b>Total POINTS</b>   |
|  |  | <b>0-12</b> A Warning<br>Your diet is probably too high in fat, and too low in fiber-rich foods.                |   |
|  |  | <b>13-17</b> Not Bad<br>You still have a way to go.   |   |
|  |  | <b>18+</b> You're Eating Smart<br>You have been careful to limit your fats, and to eat a varied diet.           |   |

Source: Adapted from American Cancer Society materials

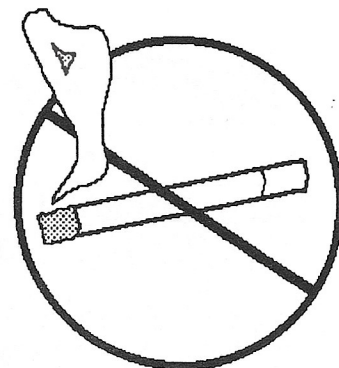
Information Provided by the Hope Health Institute

## TIPS ON BABYING A SORE THROAT...

- Try salt water gargles (1/4 tsp. of salt in a cup of warm or cool water.)
- Try ice chips or iced drinks.
- Try throat lozenges or an anesthetic throat spray.
- Try aspirin or acetaminophen. Remember: children and teens under 18 should take acetaminophen, not aspirin, if there's any possibility they might have the flu or chicken pox (to protect them from Reye's Syndrome.)
- Stop smoking
- Try an "ice collar"—place crushed ice in a plastic bag, cover with a towel, and drape it across your neck.
- Get adequate rest; drink plenty of liquids.

## CALL YOUR DOCTOR...

- If you have a prominent skin rash that feels like fine sandpaper
- If you've had rheumatic fever or strep-related kidney disease in the past.
- If your throat is "beefy red" and pus-covered.
- If you have a temperature over 101, or enlarged/tender lymph glands that lasts 48 hours and is not subsiding, or
- If you have a sore throat and still no runny nose after 48 hours.



## CIGARETTE SMOKING IT'S NEVER TOO LATE TO STOP!

Cigarette smoking is the leading cause of preventable, premature death in middle-aged adults. But what if you're an older person who smokes? For years, there's been a popular notion that older smokers "beat the odds" or that "it doesn't matter at my age."

A new study shows the hazards of such thinking and points out the benefits of stopping, no matter what your age.

### Assessing Your Risk

In the United States, more than 80 percent of all deaths from coronary heart disease and two-thirds of deaths from cancer occur among people who are age 65 or older.

Explains Richard D. Hurt, director of Mayo Clinic Rochester's Nicotine Dependence Center, "We've known for years that cigarette smoking helps cause these problems in middle-aged people. But it wasn't clear if this higher risk associated with smoking applies to older people."

On June 6, The New England Journal of Medicine reported a five-year study of 7,178 men and women from Iowa, Massachusetts and Connecticut. Each was age 65 or older and had no history of heart disease, stroke or cancer.

### The Study's Conclusions:

**MALE SMOKERS HAD TWICE** the death rates of men who'd never smoked. Female smokers had death rates 1.8 times higher than women who'd never smoked.

**IN GENERAL, WOMEN ARE LESS** apt than men to die of complications of smoking cigarettes. But more women are now smoking—they're smoking more and starting younger than ever before. If this trend continues, women likely will develop smoking-related complications at the same rate as men.

**THE INCREASED DEATH RATE** among smokers is due to cardiovascular disease and lung cancer.

**CIGARETTE SMOKE CONTAINS** almost 4,000 chemicals, including trace amounts of such known poisons as DDT, arsenic and formaldehyde. Your lungs retain 70 to 90 percent of the compounds you inhale.

**SMOKING KILLS MORE** Americans each year than cocaine, heroin, alcohol abuse, automobile accidents and suicide combined.

### Benefits Of Stopping

"This study shows that the dangers of smoking extend well into later life," says Dr. Hurt. "But the benefits of stopping continue, too." Your risk of developing cancer from smoking reflects your lifetime exposure to tobacco. Once you stop, your risk diminishes gradually over several years. The threat of dying from heart disease drops rapidly once you stop. In the study, former smokers had the same risk as people who'd never smoked.

Many older adults began smoking before health risks were well understood. "Nicotine is a powerful, addictive drug," says Dr. Hurt. But it's possible to break a pattern of smoking that extends even 40 years or more.

Programs in your community can help you develop the motivation and skills to stop. "Our experience shows that older adults can be as successful as younger people," says Dr. Hurt. "Stopping smoking is one of the most important things you can do to improve the quality of your life and to increase your life expectancy."

*We printed from Nov. 1991  
MAYO CLINIC Health Letter  
with permission of the MAYO  
CLINIC Rochester, MN. 55905*

# EMPLOYEE INFORMATION

## EAST DIVISION NEWS ON CREDIT UNION

**Now's the time to lock-in low mortgage rates for lower monthly payments.**

If you're in the market to buy a new home or refinance your old mortgage—now's the time to consider USFCU for professional First Mortgage Home Loan Service. The rates are the lowest we've seen in a long time.

It's a buyer's market with USFCU's first mortgage financing. Interest rate surveys show USFCU has competitive market rates. Call for the current rates on fixed and adjustable rate mortgages.

We offer a wide variety of plans through our mortgage affiliate, CUNA Mortgage Corporation. Together, we have the ability to tailor a mortgage to

your needs. Here's what we offer:

- You can qualify to buy a home for as little as 5% down.
- Conventional and VA Mortgages: A comprehensive selection of mortgage programs are available to you.
- Prepay the principal on your mortgage at any time without penalty and save money.
- Earn interest on escrow/impound accounts. You're paid interest on the amount held for insurance and property taxes.
- Flexible terms: Ten to thirty year repayment schedules available for both fixed and adjustable rate mortgages.

Call a local USFCU for home loan information.

## USFCU'S VISA — One Of The Lowest Rates In The Country!

National credit card interest rate surveys confirm what many members already know—USFCU has one of the lowest credit card interest rates in the country—only 14.5% APR.

Bank Rate Monitor's September survey found that the national credit card average was 18.88%. Discover, Citibank and Chase Manhattan charge you 19.8% on purchases and cash advances. This means if you carry these cards, you're paying more for credit than you need. You may want to place your USFCU Visa Card in the front of your wallet. It's the better choice because it costs less to use.

Save by transferring your credit card balance. If you haven't considered how much you pay for your current credit cards, now may be the time.

## A New Twist? ? ?

On page 3 in this issue of "Mesaba on the Move" you noticed a small box asking for suggestions, comments, or ideas for the newsletter. We appreciate all of the pieces that have been submitted for publication in the past but how about if we give you a couple of suggestions for submitting articles in the future.

We would like to put a call out for a different kind of article. All of our employees lead lives outside of Mesaba. You take trips, visit local community events, try out the latest method of fly cast-

ing on a local lake with spectacular results. Many things are enjoyable and important to you. These types of events could make for interesting reading. What are some attractions to see if we go to \_\_\_\_\_? Be sure to visit MQT in December because \_\_\_\_\_ resort has great skiing. The lakes around GPZ have great fishing for \_\_\_\_\_ if you use \_\_\_\_\_ lures.

On page 7, Dave Tigges, a MSP CSA answered our call for a different kind of article. Be sure to read it. Next time you're in the Minneapolis area be sure to check out a ski trail. Here's to making a better EMPLOYEE newsletter.

## TWIN CITIES... ANNOUNCING NEW EXPANDED HOURS!

To better serve the needs of our members, TCCU is expanding the business hours of our Eagan and Roseville offices. Effective December 16, 1991 their new hours will be 9:00 a.m. to 6:00 p.m. Monday through Friday.

## HENNEPIN COUNTY CROSS COUNTRY SKI TRAIL PATROL

The cross-country ski trail patrol was started ten years ago with a goal to assist skiers at all eleven Hennepin County park locations. This group of volunteers provides helpful information and offers first aid emergency assistance should it ever be needed. Patrollers are certified in CPR and winter first aid. In addition, the patrollers receive additional trail rescue training.

New patrollers receive twelve hours of first aid training, covering winter and ski-related first aid. In addition, new patrollers receive eight hours of CPR-C level training, which covers adults, child, infant CPR and obstructed airway training. Returning patrollers annually take a six hour first aid refresher course. Returning patrollers also take a four hour recertification course (CPR-C level) every year.

Each year there are about 100 cross-country ski trail patrol volunteers. Of this number, approximately 70 are returning patrollers. Some of the patrollers have been with the trail patrol since the program's beginning ten years ago. Patrollers ski the park trails carrying a first aid pack especially set-up for winter cross country ski users. The patroller also carries a two-way radio allowing him/her to contact the trailhead chalet, the district ranger, or 911 emergency response systems if needed. The park trailhead has a snowmobile with an emergency sled and major trauma first aid pack to cover any cross country ski emer-

gency. The snowmobile and sled provide transportation to the trailhead and a waiting ambulance.

Hennepin County should be proud of its well designed and well groomed ski trails. Eight of the parks have rental of updated ski equipment available. Hennepin Parks also supports a program known as "Trail Trekkers". Skiers, sixteen years and older, ski with trained ski patrollers at various park locations and also ski outside the metro area.

The cost for this program is minimal and refreshments are provided. In addition to this program, skiing with the patrol is also available during the full moon on selected dates. For more information contact Hennepin Parks at 559-9000 to receive a copy of "Time Out" magazine. When you are skiing at the parks, be sure to greet members of the ski trail patrol.

*About the author. David Tigges, a MSP CSA began working with Mesaba in 1989. This is his fourth year as a Cross Country Ski Patroller.*

### EMPLOYEE ASSISTANCE NEWS

T.E.A.M., Inc. is your Employee Assistance Program. Its purpose is to help people deal with personal problems including, but not limited to:

Family/Marital  
Emotional

Financial  
Legal

Alcohol/Other Drugs  
Other Dependencies

T.E.A.M., Inc. offers confidential problem assessment, basic counseling, and referral to other specialists within the community.

Counseling with T.E.A.M., Inc. is FREE. Mesaba Airlines has already paid for the services.

Counseling with T.E.A.M., Inc. is CONFIDENTIAL. Your privacy will be protected within the limits of the law.

Counseling with T.E.A.M., Inc. is ACCESSIBLE. With EAP services now available in both the Twin Cities and Detroit, you can receive counseling and assessment quickly. You can always speak with a counselor, even after hours or on weekends/holidays, by simply picking up the phone.

*All services are accessed by calling:*

TWIN CITIES . . . . . 642-0182

ALL OTHER LOCATIONS . . . . 1-800-634-7710

T.E.A.M., Inc. is a human concern. The counselors honestly care about you and your family. They want to help you find solutions for your personal problems. Sometimes getting help for a problem is a problem. T.E.A.M., Inc. can usually make the process much easier for you.

When you or anyone in your family needs help, remember, . . . T.E.A.M., Inc. is there for you.

## LETTERS

Keith D. Thiel, NWA DC-9 FO,  
MEM 7033 Stout Road Memphis, TN.  
38138

To Whom It May Concern:

Due to a very recent family emergency my family and I rode on Emergency passes from MSP to MLI and back. We were extremely impressed with Mesaba. Unfortunately I didn't get everyone's names who were so kind, helpful and above all professional. But there are several people I would like to especially commend and thank. So if you would be so kind as to pass this letter to the appropriate department heads.

I can't remember his last name, but MSP gate agent Neal, working on an extremely tough night, October 4th, when every airport in Illinois it seemed was shut down for weather, handled all the irate passengers and our passes efficiently and courteously. He was terrific.

Then on flight 3287 (MLI-MSP) on Tuesday afternoon, we experienced the epitome of class! My four year old daughter left her stuffed bunny in the gate

area. We noticed after both engines were running and the aircraft was pulling from the gate. My wife asked Flight Attendant Meg, if she could ask the crew to call Ops and have them get the rabbit to my father-in-law who was at the gate. Capt. John Perkins and F.O. Leonard Smith called in to Ops, who called the gate agent who found the prized bunny. Capt. Perkins turned the aircraft back to the gate, and retrieved the bunny from the agent who ran it to the cockpit.

Every passenger on the aircraft was smiling when Meg brought the bunny to my daughter and wiped away her tears. The one extra minute on the ramp went a long way in customer relations. (P.S. We were still five minutes early to MSP!)

Every time I fly with a new Captain, I try to learn something that will be beneficial when I upgrade. I learned a good lesson in class from Captain Perkins and F.O. Smith even though I was just along for the ride. Well done and thanks alot!

Sincerely, Keith D. Thiel

Mesaba Airlines Customer Relations  
Department 7501 26th Avenue South  
Minneapolis, MN. 55450

Dear Sir or Madam:

I recently travelled on Flight #3330 from Marquette, Michigan, to Detroit, Michigan, on September 23, 1991. The flight attendant was Sheila Wall, and she provided all of us with efficient service and utmost professionalism. I wanted to take this opportunity to see that she is recognized for her hard work and pleasant demeanor. You certainly are fortunate to have an employee of this caliber within your organization.

Very Truly Yours,  
David D. Patton and Associates, P.C.,  
James A. Reynolds, Jr.

Dixie:

On the evening of Wednesday, Sept. 18, I arrived at Bluegrass Airport without my business materials. I had placed them in a bankers box in Mpls/St. Paul. Your crew worked hard in locating my box. Especially, Mr. Ed Martin. He located the box and phoned me.

I really appreciate the professionalism that Ed used in this situation.

Sincerely, Duran Hall Federated Insurance

Mesaba Aviation, Inc.  
7501 26th Avenue South  
Minneapolis, MN 55450  
612/726-5151



First Class  
U.S. Postage  
PAID

Permit No.  
3363