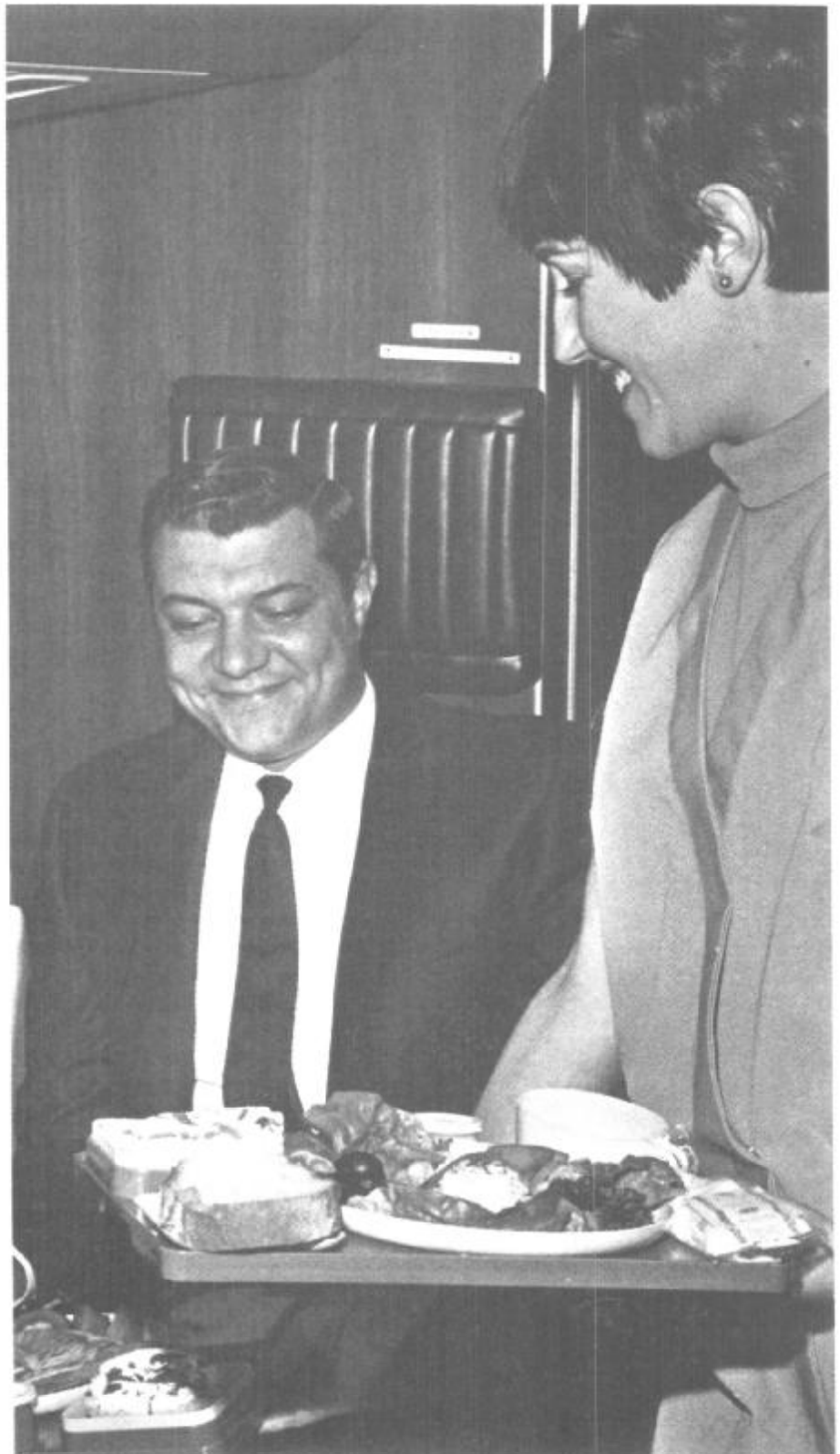


AIR WEST 68news



Pete Wangoe



tomter service agent, a part-time real estate developer and some-time spy.

The airline, naturally, is his first concern. But his other activities are not only lucrative but enjoyable and interesting. The spy activity was a one-time experience and was purely unofficial, at least to our side.

Wangoe, who was born in Berlin, Germany, and raised in Copenhagen, Denmark, had been on an auto trip through the Baltic Sea coastal area of East Germany behaving like a normal tourist and photographing everything in sight. When he tried to cross back into West Germany, the border police arrested Wangoe and demanded he hand over the film from his camera. After two hours of restraint and considerable conversation (Wangoe speaks three languages fluently), he handed over a roll of film.

Said Peter of the incident, 'I often wonder how long it took them to discover the roll of film was not the one from my camera, but rather one which had not yet even been exposed.'

Wangoe, a blond-haired, blue-eyed Scandinavian, began his airline career in 1947 as station manager for Czechoslovak

Pan American Airways as an interpreter in 1949; California Eastern Airways as a flight purser in 1950; enlisted in the U.S. Air Force and was assigned as an intelligence agent along the Soviet Border in 1951. In 1955 he returned from the service to Great Lakes Airlines as a flight purser. Both his stints as a flight purser involved military airlifts into the Far East.

Wangoe joined Air West at Monterey in 1960 and has been there since.

His real estate activities have proved fruitful both in monetary gains for himself and in new friends for Air West.

'I enjoy working with people,' he says, 'because there are so many interesting characters around.'

His real estate activities are confined to buying old houses and rebuilding them into modern, ready to sell homes.

He lists his hobbies as 'photography for fun and pleasure and real estate for creativity and profit.'

Wangoe and his wife, Jenny Kay, a former American Airlines hostess and Pacific Airlines reservation agent, enjoy traveling. They plan a second honeymoon in Denmark in the spring.



Bonnie Gray

It's obvious that Bonnie Gray's 12-year old son, Fred, is her first love. The difficulty comes trying to identify her second love, her horses or her work.

Bonnie, a Boise ticket counter agent, raises quarter horses in her off hours. She also trains them and competes with them in cow cutting contests throughout the intermountain area.

But Bonnie, an attractive honey-blonde, likes her work also. 'Airline work has always been my cup of tea. The airlines have always been good to me. It's a great job and I wouldn't work here if I didn't like it a lot.'

Her airline career began at San Francisco in 1953 with United Air Lines. She went to work for Air West at Boise in 1958 and except for a short term as assistant personnel director for St. Alphonsus Hospital in Boise, she has been there since.

Said Bonnie, 'The hours we have to work are not always the greatest, but otherwise this is a great job. I get to meet

people all day long and this is something I really like. I am looking forward to the time when everything is running smoothly for Air West.'

Bonnie is a native of Weiser, Idaho, and her early life on a horse ranch was probably the most influential factor in her love for horses. That, and money.

'I raise horses and train them because I like animals. I also like the spirit of competition and I like to win the money that goes along with the competition.'

Her horse raising business has proved profitable. 'I won a \$1000 prize last year and one of my horses was runner-up to the champion quarter horse of Idaho this year. There is also satisfaction in raising horses to sell. It is a good diversion from work.'

But while she likes show horses, she says, 'Nothing bores me more than parades and drills. Horses, for me, are strictly a profitable hobby.'

AIR WEST UNIVERSITY

by Ken Jensen

There are no student demonstrations, teacher strikes or administrative disputes at Air West U. But there is hard study, wide course selection and expert instruction.

Air West U, or Air West Training Center as it is formally known, is very much a university. It publishes a course catalogue, lists instructors, gives examinations, hands out report cards and, on occasion, dismisses students who don't make the grade.

And the grade that is expected is tough. To pass an Air West U course satisfactorily, a student must maintain an 85 per cent grade average, at least a B in any college or university.

Air West U differs from the normal

university concept in that there is no tuition or fee. It is there that the differences end. Students live in a motel which doubles as a dormitory. There is a required reading list for each class and there are diplomas given for successful completion of a course.

Air West U became reality with the merger which created Air West from the best parts of the training departments of the three pre-merger companies. In bringing together three theories on training, Air West U has been able to emerge with one central idea in mind, that of Air West.

Most of all, Air West U trains people in the Air West line of thinking. Instructors, aside from presenting material in a profes-

sional manner, are unified in the thought that there is one way to teach the subject and that is the Air West Way.

Bill Brandon of Tucson sat in his initial station agent class trying to comprehend tariff procedures. 'Mr. Brandon,' said instructor Al Teuschel, please tell the class where we can find military fare schedules. And then explain why we have so many different tariffs on our system'

Brandon hesitated only a second before answering. 'Military tariffs are found in the PF-7.' He then went on to tell about the other fares and why so many were necessary.

In other classes other exercises were



F-27 jetprop pilots Ronald E. Bloom (left), Pat McGill and Don Leatham are recent graduates of Air West U



Attentive reservations trainees listen to instructor Beverly Boyle



F-27 maintenance class members Terrill Ruley, Phoenix (left);



Bob Edwards, Las Vegas; Sam Harpham, Boise; and Ed Stevens, Las Vegas

Jim Clark



Peter J. Wangoe is a fulltime cus-

Airlines at Copenhagen. He next went to



Instructor John Brunton

Gene Neavitt



underway. Hostess instructor Paul Israel was just winding up a movie on emergency evacuation procedures when Karen Dennison questioned him on the frequency of actual emergencies. Answered Israel, 'Fortunately, not very often. But when there is one, you girls, as hostesses, are the ones who have to know what to do.' The girls listened attentively, sincerely interested in what was being said.

Kenny Graham teaches basic maintenance at Air West U and enjoys the work very much. He stood before his class with his back to a newly acquired demonstration board duplicating a section of a DC-9 instrument panel. He was using the board to show the new mechanics what actually happened when the controls were used. The same board can also be used to demonstrate those same, or different, functions to pilots.

Such training aids are most valuable to the instructors. Hank Tordel, assistant director of training, said, 'We have almost \$30,000 worth of these boards now and have another \$50,000 worth on order. They are valuable because we can show the students the controls, how they work and their relation to other controls without actually going into an aircraft. Besides, it's a little hard to get a class of 12 or 13 into the cockpit of a DC-9 all at the same time. This way we save time and don't tie up a plane which could be flying and making money for the company.'

Other classes use other training aids, many of them made by the instructors themselves. Tordel called Air West's instructors 'a bunch of eager beavers' because of their willingness to go out of their way in making training aids or other teaching devices.

Jim Clark is typical of Air West's instructors. Before being appointed manager of ground flight training, he was supervisor of training for West Coast Airlines and prior to that a mechanic for West Coast, Pan American Airways and Northwest Airlines.

He describes his job as 'turning out the best damn pilots in the industry.' He added, without the slightest hint of modesty, 'I think we are succeeding. Our students are the best in the world because

they have two motivations — money and their own safety. They really want to learn.'

The 'president' of Air West U is Gene Neavitt, a personable, quick thinking man of 49 who came to Air West as director of training after 11 years with Pan American Airways.

'We have a training department so that all Air West employes will know their job uniformly; so that the people in Salt Lake City do a job the same way as the people in Klamath Falls,' said Neavitt.

'One of our biggest jobs is to build a company loyalty and job enjoyment. Our instructors are people who are loyal and who very much enjoy their jobs, and I feel a great many of these qualities rubs off on the students.'

Air West U provides all courses required by the Federal Aviation Administration, but also has courses designed to 'tell it like it is' with Air West. The department's 36-page 'Catalogue of Courses' is as complete and descriptive as any provided by a college or university. The catalogue lists more than 50 courses ranging from 2 to 120 hours.

While Neavitt wants to see all new employes trained in the Air West way of doing a job, he also is anxious to establish a complete 'second level' training course designed to retrain employes and also to familiarize them with new techniques.

Air West U's main campus is at Phoenix, but its instructors frequently travel to other stations around the system giving special classes to employes who cannot get away from their jobs and travel to Phoenix.

'We are trying to get away from the concept of training by memo,' said Neavitt, 'because memos are open to individual interpretation and there are few chances for asking questions about a vague memo.'

Students come and go through Air West U and if Neavitt has his way every Air West employe will attend the school at some time or another to learn more about his own individual job. And the way Neavitt feels about things, it may not be too long before Air West U forms a football team and enters competition.

MAINTENANCE – PHOENIX

How are we doing?

The question is often asked, and henceforth the Maintenance Department will have a man specifically delegated to answer it.

He is Harold C. Holmes, who began work at Phoenix last month in the newly created role of manager of reliability control, reporting to Jack O'Dell, director of technical services and quality control.

Holmes' basic function will be the development, implementation and surveillance of aircraft, engine and component time control and reliability programs.

Says O'Dell:

'Holmes will collect data for statistical analysis of maintenance performance and its relation to mechanical delays, pilot reports, systems reliability and unscheduled aircraft removal rate. His group will assemble a monthly analysis which will show operational trends. It will give Air West a means of pinpointing trouble areas for corrective action, and substantiating requests for maintenance time increases from the FAA.'

The new Answer Man comes to Air West with an extensive background in military aviation.

A 37-year old native of San Jose, Calif., Holmes served 16 years as a pilot with the U.S. Navy, and was maintenance



officer at his last duty station in Beeville, Tex.

He attended the University of California at Berkeley, and was graduated from San Jose Piedmont High School in 1949.

Vice President of Maintenance Jack Vidal has established a special 'spot check' program and assigned supervisory personnel to weekend flight duty on routes which have been experiencing major delays.

One of the spot-checkers, Vidal himself, says that 'valuable experience has been gained by both the inspectors and the maintenance personnel with whom they come in contact.'

The two-page check list records impressions about aircraft and station appearance; safety equipment; storage areas; manuals, microfilm records and bulletin boards, and employe morale.

Three-man teams are making inspections of eleven stations: Phoenix, San Francisco, Las Vegas, Los Angeles, Seattle, Portland, Spokane, Salt Lake City, Boise, Walla and Medford. Three are visited each weekend.

Besides Vidal, the special inspection group comprises Lew E. Knerr, Clyde A. Kostenbader, Roger Starner, Jack O'Dell, Stan Anderson, Carl Olberg, John Blenn, Gary Hess, Tom Meushaw, Ken Hobby, Joe Sabol, Paul Riley, Stan Fields, Fred Herbst, Joseph Zupko, David Knutsen, Levi Thornhill, Roger Weselmann, Bob Akey, Harry McCreary, Jonathan Lodwick, John Sondergroth, George Batiza, Henry Schmitt, Harold Holmes, Bob Semones, Joe Smith and Eldon Lewnau.

ALOHA JETS

Aloha Airlines will replace its present fleet with six Boeing 737's and become all jet effective with its summer, 1969, schedule. The inter-island line will place two 737's in service March 1 and plans to have a total of five on the line by late May or early June. The sixth Boeing, scheduled for delivery in February, 1970, will bring Aloha's investment in 737's to more than \$25 million, including spare parts and equipment. Aloha's 737's will carry 118 passengers.

Aloha has three 737's on order and has arranged to lease three more from GATX-Boothe. These three planes originally were scheduled for Frontier Airlines.

By next summer, Aloha will have 572 jet seats, an improvement of 100 percent over its present jet capacity. The line's three 79-seat BAC One-11's will be phased out after next April and sold to another U.S. airline.

Joseph L. Rogers

Funeral services have been held at Boise for Joseph L. Rogers who died November 17 following a lengthy illness.

Rogers, an aircraft cleaner, had been an Air West employee since 1953. He was not married.

SALES TOOLS

Air West salesmen are now using the first permanent sales promotion materials developed since the merger.

The materials, says Vern Chase, assistant general sales manager, include color photographs of the DC-9 and 727 aircraft, posters featuring Mexico, and Air West decals. Also in the sales package are brochures on the Sea of Cortez, Grand Canyon, skiing and youth fares.

Chase said, 'These materials will be a great help to our salesmen in helping the public understand what Air West can do for them as travelers.'

The attractive posters will be made available for sale to employees.

REPORT FROM MEDFORD

Text and photographs by Ken Jensen

Don Kocina likes to talk about Medford. In fact, once you get him started, it's hard to shut him up.

But he has a lot to talk about because Medford is a lot of town. It is a typical small, 'country' city but is more than that. It has culture, manufacturing, big industry, recreation, outdoor life, outstanding schools and all the other things which make small town living popular.

Medford has always been small in size, but is currently experiencing a population boom. From the 967 residents 80 years ago, the town has grown to nearly 30,000 today and is expected to reach 50,000 by 1980.

Two industries, lumber and fruit, make Medford go. The lumber industry alone brings in \$33 million a year in salaries. And Medford is sometimes referred to as 'the winter pear capital of the world.' Acres and acres of pear trees blanket the landscape of the Rogue River Valley.

While the fruit industry is understandably on a seasonal basis, the lumber mills go year-round carving everything from toothpicks to two-by-fours from the giant Douglas fir and Ponderosa pine hauled in from surrounding forests.

Air West plays a large part in Medford's economy. Staffed by 17 customer service agents and manager Don Kocina, Air West served 2,837 outbound passengers during October and handled 12 flights a day.

United Air Lines began serving Medford in 1926 as Pacific Air Transport and as such, the city was the first in Oregon to have regularly scheduled air mail service.

Air West first flew into Medford as West Coast Airlines in 1947 and during the first month carried 400 passengers.

This July Air West boarded 4,000 passengers or a 1,000 per cent increase since the beginning of service. About the same number were served as deplaning passengers.

Air West began jet service into the Rogue River Valley in 1967 and had it exclusively until November 27 when United introduced its 'Fat Albert' 737 jets. Air West leads United in the number of passengers carried and also in the number of flights provided.

Air West has enjoyed what Kocina calls a 'real favorable relationship' with the citizens of Medford. There has been criticism in the local press and most of it was deserved. But the local government and press have not gone out of their way to 'create' bad news about Air West or its predecessors.

William A. Singler was elected mayor of Medford November 5 under a theme of 'total community involvement.' And he believes in his campaign pledges. 'We are very enthusiastic about the future of Medford. We have everything to offer, climate, geographic location, schools, community services and resources. We have people in leadership who are anxious to see Medford move. And we are ready to move.'

Singler recognizes the shortcomings of the Medford airport. 'We lengthened the runway last year, but that is not enough. We need larger and better passenger and cargo facilities if we are to expect industrial development in the Rogue Valley. Transportation is the key to our success or failure. How we develop our transportation facilities will determine our future.'

Singler is related by marriage to Air West. Eugene sales/service manager, Ed LeShane, is his father-in-law.

To get to Medford, a person either has to go by air, bus, or car because there is no passenger rail service, nor has there been for several years. Singler's recognition of the necessity for improved airport facilities is evidence of the city's desire to improve its industrial and economic stability.

It is probably no coincidence that all the agents interviewed for this report said they were attracted to the outdoor life. Kocina is perhaps the strongest outdoor advocate. 'I thought when I became manager my time would be my own and I would be able to get out more often. But it hasn't worked out that way. We get into the hills when we can, but it isn't nearly often enough.'

Agent Bill Collins plays golf well enough to win the Northwest Invitational in 1965. He played in the Northwest Amateur in 1966, the Southwest Amateur and the Western Amateur both in 1968 and in the Portland Open for the past two years. When he is not playing golf, he is competing in national and international ski meets.

Chuck Prather is a gun and archery enthusiast. He loads his own ammunition and hunts with both a rifle and a bow and arrow.

Nick Newman is also the 'outdoors type', but right now has little time for that activity. He is the father of two girls, works full-time for Air West and is a full-time student at Southern Oregon College. He is working toward a degree in business administration and hopes to stay with Air West in some management position following his graduation. In his spare time, Newman likes to fish.

Agent Bill Jones is a member of the National Speleological Society, an outfit whose 'thing' is exploring caves. Jones would like to start a spelunking club among Air West employees because he



Agent Chuck Prather applies hustle and muscle to a sack of air express brought to Medford by Air West jet

Dennis Nelson, Medford Agent



Captain Bill Appel and Agent Bob Dunn coordinate pre-departure details



feels in the area served by the company exists the greatest spelunking opportunities anywhere.

And others, Dennis Nelson, Tom Rhodes, Ralph Harris, Fred McCray and Bob Dunn, all list hunting or fishing as their favorite pasttimes.

The area they serve is ideal for their interests. A drive through the Rogue Valley is a relaxing, pleasant experience. The roads wind through the flat valley floor and into the remarkably beautiful coastal mountains. Cows graze on the lush, green carpet of grass which appears to be everywhere, even in November. Streams meander through the fields almost at will and appearing to go nowhere. Rustic, but strong and solid, wooden railroad bridges are frequent sights as are new, modern buildings.

The mountains surrounding the valley are rugged but inviting, formidable but beautiful. The Rogue River worries through the range in sight of deer, bear, mountain lion and elk. The river swells with steelhead, trout and an occasional salmon or sturgeon.

Snow titivates the mountains but seldom falls in the valley and temperatures remain mild year-round. Rainfall averages only 18 inches a year at Medford, but the mountains receive much more.

Medford is the gateway to what may be Oregon's most famous attraction: Crater Lake. The ultra-scenic volcanic basin is 80 miles to the northeast.

And the area is slowly developing into a major skiing center for southern Oregon. Mount Ashland, 25 miles away, is the major ski area between Mount Shasta in California and Mount Bachelor in central Oregon. The 7,523 peak offers ten miles of trails and five lifts capable of handling 4,000 skiers per hour. Development is continuing on facilities at Mount Ashland with the goal of creating it into a skier's paradise.

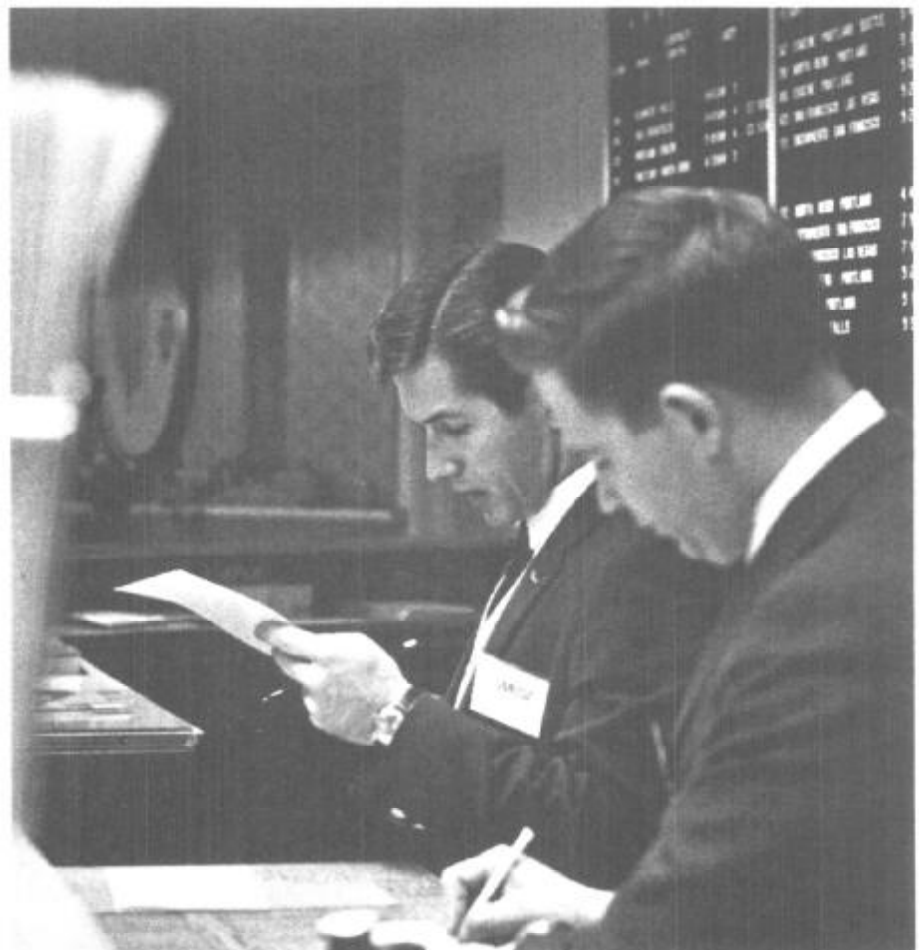
For those with a genuine spark of adventure, there are organized float trips on the Rogue River from Grants Pass, just west of Medford, to the ocean.

Air West has a solid stake in the history of Medford, but its stake in the future is much stronger. Medford is a city on the move and Air West is moving with it.



Tom Rhodes (left), Nick Newman and Bill James, Medford station agents

At the counter, Ralph Harris (left) and Tom Rhodes



DON KOCINA



Medford manager Don Kocina and Mayor William A. Singler outside new city hall

Fred McCray loads some of the freight shipped by jet from Medford



Having tried heavy equipment operation and farming, Don Kocina turned to the airline industry because he felt it was one industry which could do nothing but grow.

Kocina, a product of Verdigré, Neb., went to work for Air West in 1956 at Medford. He admits to having written a bad check to get into airline school, but he explains it this way:

'The recruiter for the school convinced me so strongly that I knew I had to get in somehow. I wrote him a 'bad' check because I wanted to get into the business and because I knew somehow I would be able to cover the check. I have never regretted the decision'

And he had another decision to make after he completed training with Northwest Air College, Spokane.

'I had a semi-solid offer with United, but I would have had to wait for a month or so before starting. Then West Coast made me an offer to work at Medford. I decided to go with West Coast because I thought I would be able to move up quicker.'

Three years after he started, Kocina was made manager at Medford.

He is a 'joiner' and perhaps rightfully so. The organizations he belongs to gives him a chance to talk about his favorite subject: Medford. He lists membership in the Knights of Columbus; Kiwanis Club; Chamber of Commerce; Southern Oregon Ad Club; School Board; and Medford-Jackson County Airport Tenants Committee.

Kocina, his four teen-age boys, and wife, Lois, are outdoors people. They fish, hunt and camp together. But they have gone soft. They recently gave up 'roughing it' for the easy life of a camp trailer. (Not an altogether bad idea when one figures the amount of rain and snow that falls in the Oregon mountains.)

A FEATHER IN THEIR CAPS

by Harold E. Wallis

My office processes letters written by passengers about Air West service. By no means are all of these critical, and even complaint letters are often constructive. The gist of this correspondence is what impresses me: how well our personnel responds to unpredictable situations in order to ease passenger inconvenience.

Here are a few typical comments about personnel who have done their job exceptionally well, or who even have gone beyond the call of duty to solve a passenger's problem:

For some time now I have been flying at least twice a week with you and so am quite aware of the problems you have been faced with—so thought a pleasant word might be a welcome change.

'I want to compliment several of the ticket and passenger agents that have gone out of their way to be helpful and courteous at various times when less thoughtful people were finding it difficult to be pleasant.

'The entire crew of Chico have served you well; and in San Francisco Gene Hanson, Jack Van Lonkhuysen, Don Rogers and Manuel Nazareno at the gate have all been great.' (A Los Angeles manufacturer).

I wish to say a few kind words about Robert L. Hale, a station agent at Crescent City.

'Last weekend, while traveling to Cres-

cent City, my baggage was lost by Air West. Mr. Hale handled my outrage very effectively, cooled my temper and found my luggage for me and arranged for its delivery the next day. I would say that he is unusually effective in the area of passenger relations, being a very tactful and diplomatic person. Mr. Hale really exerted himself to resolve what might have become a serious passenger relations problem. In point of fact, I was going to sue your company, inasmuch as my luggage contained all of my fishing equipment and ruined an expensive weekend fishing trip. I am not sore anymore.' (A Los Angeles attorney).

Last week my friends coming up from Los Angeles were three hours late, and the worst of it is no one can give you any sort of a straight answer, and the general attitude is, 'We couldn't care less.'

'However, I have found one grand exception, and that is the reason for this letter. I was on the phone last weekend a lot, and talked to different people trying to get some idea as to when the plane if ever would be in. I talked to one young lady, and she was so friendly, courteous, humorous, and helpful that I asked her name. It is Miss Jonna Mikkelsen at the ticket desk in Monterey.' (A Monterey woman).

I took Flight 335 from San Francisco to Las Vegas. Before departure I was given a very special attention and cour-

tesy by one of your gate agents by the name of Manuel Nazareno. I was so impressed by his ways which deserved my personal commendation. My companions felt the same. Such employees will give an inspiration to depressed passengers. I shall take your flight again.' (A Stockton churchman).

I had occasion to fly Air West Flight 761 to Eugene, Ore. I would like to take this opportunity to express my appreciation for the consideration your entire staff extended me.

'I am in a wheel chair, one leg amputated, and thought I would be flying alone. You can imagine my concern when I discovered I would have to be accompanied. My visions of a long-awaited vacation were making better speed than your fastest jet.

'Fortunately for me I had underestimated your airline's consideration for people in my circumstance.

'Henry R. Sandoval, ticket counter supervisor at SFO, was gracious enough to accompany me on my flight. It is occasions like this that make people like myself feel the world can't be all bad.

'Though 'thanks' is a much over-worked word, it seems to be the only one at my command to express my feelings at this time.

'So may I again say thank you to the entire airline staff and especially to Mr. Sandoval.' (A San Francisco passenger).

A 'Well Done' From the C.A.B.

Letters commending Air West service drew a 'well done' last month from a top administrator of the Civil Aeronautics Board.

John W. Dregge, director, community and congressional relations, wrote Air West President Bob Henry:

'Thank you very much for sending on the letters from your satisfied patrons of

Air West.

'It was good to read them since it seems that all I get across my desk is the other kind of letters complaining about service not only of Air West but also of all the other certificated carriers. Sometimes it gets discouraging but letters like the ones you sent offer a bright spot in sometimes gray days.

'I was especially pleased with the number of letters that commended the service of your Air West people. If we could only continue to sell our airline people on the importance of their particular job in creating a better image for their airlines, we could accomplish a great deal.

'Keep up the good work.'



At Boise, Air West passengers board in style through newly installed \$42,000 Heathair boarding bridge

OUR EXPANDING AIRPORTS

Air West has allocated \$220,000 for improvements to passenger handling facilities since merged operations began July 1, and has started planning work on 1969-71 expansion projects that may cost in excess of \$2 million.

G.F. (Red) Hill, director of facilities for the regional air carrier, said that by the end of the year these projects will have been completed:

—Las Vegas. New passenger waiting rooms, providing approximately four times as much holding space as previously. This preliminary phase will cost \$85,000, including work on operational space. Second-level loading facilities with added gates are planned for completion early in 1970.

—Boise. Heathair passenger loading bridge, \$42,000; gate room, baggage and

counter improvements, \$22,000.

—Yakima. Remodeling and additions to terminal, including baggage and counter facilities and expanded lobby area, \$12,000.

—Los Angeles. Expansion of reservations center to provide 150 per cent more space and 35 more telephone sales positions, \$10,000.

—San Francisco. Improvements to waiting room, installation of air conditioning, expansion of operations area, \$11,000.

—Fresno. New counters and other modifications, \$9,000.

—Pullman. Baggage and counter modifications and waiting room enlargement, \$4,000.

—Boeing Field, Seattle. Expansion of waiting rooms, \$12,000.

—Phoenix. Installation of improved baggage conveyance system, \$16,000.

Hill said detailed planning is underway for future passenger and operational conveniences improvements at San Francisco, Los Angeles, Seattle, Salt Lake City, Reno, Phoenix, Las Vegas, Portland, Tucson, Pocatello and Medford.

Most of these are associated with master airport expansion programs which will materialize in 1969-71.

Assisting Hill are Earl Hall, manager of properties, specification and costing; Bob Flores, construction and technical planning; Dick Cornwell, supervisor of existing agreements and assistant on specification planning; Dick Allard, assistant on technical planning and supervisor of vehicles.

HUNGRY, ANYONE?

How does scrambled eggs and ham with potatoes and coffee cake and fruit salad sound for breakfast? Or maybe you prefer cantaloupe, blueberry hotcakes and sausage? If neither of those seem to please your palate, how does a heated roll with melted butter, a cheese omelet, potatoes and fresh fruit sound?

That's enough breakfast for any growing boy and when you top it off with milk, coffee or hot chocolate, it's just like downtown. But it isn't downtown; it's up in the air, on any one of Air West's early morning flights which features hot breakfasts.

Flights included in the new Air West breakfast service are those between Salt Lake City and Boise, Salt Lake and Los Angeles, Los Angeles and Salt Lake, Tucson and Los Angeles.

And Stan Goc, manager of Cabin services, says there is a good chance that the service will be expanded in the future to include a hot breakfast on other early morning flights. The reason for not offering additional service now is twofold. First is a lack of galley-equipped aircraft, and the second is that not very many of Air West's early flights are of sufficient length to allow time for serving a meal.

Afternoon and evening meal service has also been expanded, says Goc. 'We now feature a meal on our longer flights and while it isn't broiled steak or lobster tail, it is a good, tasty and filling meal.'

The six cold plate menus are indeed adequate for the largest appetite. The plates contain artichoke hearts, olives, asparagus spears, tomato wedges, crab and shrimp as garnish. The entree ranges from turkey, ham, beef or salami and some combinations contain some of each. With each plate there is a generous slice of French bread and a fruit tart dessert.

'We put our meal service in competition with other airlines, and we are proud of what we have,' Goc says. 'We are very competitive in our service.'

— Jensen



Hostess Nancy Potts serves a gourmet spread aboard Air West jet

The superbly contented diner on the left is Jack Howard, of Air Distributors



Tollie Glaves, director of postal services for Air West, has received a special citation from Postmaster General W. Marvin Watson.

The Public Service Award presented to Glaves at the second annual National Postal Forum at Washington, D.C., read in part: 'Presented to Tollie Glaves in grateful recognition of community leadership and sustained interest on behalf of superlative postal service through the nationwide improved mail service program.'

He received the same award one year ago.

Glaves represented Air West at the conference, which was attended by more than 2,000 postal, industrial and governmental officials.

Glaves' story is an interesting one. He has actually 'retired' twice during his work career. A native of Chicago, he worked 30 years for the U.S. Post Office and became an expert on the movement of air mail. He retired in 1953 and went



to work for Frontier Airlines at Denver. After his second retirement in 1959, Glaves moved to the Los Angeles area

where he was retained on a part-time basis as director of air mail services for Bonanza Air Lines.

Following the merger, Glaves was named full-time director of postal services. He is 74 years old but is active and shows no signs of slowing down. His wife of 54 years died several years ago and Glaves remarried in September.

He is an avid gardener and has won several national and international awards for his flower displays in the Chicago area. He follows sports closely, especially baseball and football.

Tollie is the patriarch of three generations of airline employees. His son, Eldon, has worked for American Airlines 34 years and is currently director of personnel at Chicago. One of Eldon's sons, Terry, is a flight office for Trans World Airlines while another son, John, is in the marketing and sales department of United Airlines at Chicago. The men in Glaves' family total almost 80 years in airline-related occupations.



OUR NEWEST TWINJET

Three Air West supervisors were on hand at Long Beach last month to accept delivery of two Douglas DC-9 twinjets: Carmel 'Pancho' Calderon (left), supervisor of quality control; Roger Starner, direc-

tor of engineering, and David Hinson, director of Flight research and development. Air West now operates 16 Douglas jets, 7 of them 99-seat Series 30 models.

- Douglas Photo

It's Jingle Bell Time In Air West Country

Christmas time is party time and this year will be no exception for Air West employees. So far five parties have been scheduled by the company and the Air West Employees Association during the holiday season.

The largest is the mammoth interline party in Las Vegas ending December 15. Air West will host a special cocktail party December 14 at the Sahara Hotel. The two-week affair is expected to draw more than 10,000 airline employees and guests from all parts of the world.

The first local party was December 7 for all Seattle area employees. The party at Seattle Center featured a full dinner,

cocktails and dancing.

Bill Gerrard, Seattle club president, said each couple attending the party brought a gift to be donated to the Rainier School for retarded children at Buckley, Wash. 'It was something special we really wanted to do,' Gerrard said. 'Nothing improves Christmas like seeing happy children, especially if the children are less fortunate than others.'

Phoenix and San Francisco employee parties will be held December 21. The Phoenix party will be in the German-American Club and the San Francisco affair in the Thunderbolt Hotel. Both will feature dinner, prizes and dancing.

Children's parties are scheduled for San Francisco and Phoenix and it was reported that Santa Claus would arrive at both parties aboard Air West aircraft.

San Francisco club president Terry O'Donnell said the SFO kids' party would be in the general office building December 15. He said the club would furnish a gift for all employees' children but only if the club has been notified the children plan to attend. The party will be limited to kids under 13.

The Phoenix area party will be December 22 at the maintenance hangar. There will be gifts and, of course, ice cream and Santa Claus.

NATIONAL PARK

Redwood National Park, the 15th such park in the area served by Air West, was dedicated November 25 by Mrs. Lyndon B. Johnson.

The nation's 35th national park lies between the Eureka-Arcata and Crescent City airports, both served exclusively by Air West.

George Galvin, assistant to the president of Air West, Ron Gilmore, San Francisco district sales manager, and Ken Jensen, publicity representative, were on hand for the dedication and assisted in arrangements for a reception honoring Mrs. Johnson and 14 foreign journalists.

Jim Wells, sales/service manager at Eureka-Arcata, and his crew serviced the First Lady's plane, a chartered TWA 727, and made sure the official party were well cared for at the airport.

NICK BEZ

Nick Bez, chairman of the board of directors of Air West, will be honored at a meeting of the Explorers Club in New York City December 10.

The ceremonies, which will also honor several other prominent aviation figures, will be held at the Waldorf Astoria Hotel. Some 1,000 people are expected to attend.

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Edited by Don Gooding, Ken Jensen, staff writer and photographer. Cover: Bruce Poppenhagen, a two-tray man from Sky Chef/SFO, is given back some of his own food by Air West's Nancy Potts. The two handsome Medfordites are agent Bill Collins (top) and Manager Don Kocina. All photos are by Ken Jensen except the DC-9.

NEW ARRIVALS

Twenty-six new Air West employees have completed training at Phoenix and assumed duties around the system. The employees, all young ladies, include 16 hostesses and 10 reservation agents.

The hostesses and their domiciles include: Roberta J. Vuncannon, Phoenix; Karen Dennison, Michele Grega, and Amy Sheng, all San Francisco; Mary Hilda Alkire, Linda Apodaca, Dona J. Cadman, Judith Sara Feinberg, Kay M. Gatter, Leticia Flores, Karen Helam, Elizabeth A. Hernandez, Loretta Parparian, Maureen Ellen Sarment, Leanne M. Trippy and Teresa Underdown, all Seattle.

The reservation agents and their domiciles include: Sylvia Irene Diaz, Monterey; Doreen Kaye Balsiger, Darlene

MANAGERS' CLUB

Final approval has been given for expansion of the Air West Managers' Club into a company-wide unit including 168 positions at the manager and assistant director level.

'Approval has been given by the executive department and we are mailing ballots to the current members and recommending they vote for expansion,' Nicky Nick, club president, said.

The present club is limited to sales/service, reservations and JAMTO managers while the new organization will include employees from almost every department in the company.

Nicky said the annual meeting planned for December has been delayed until after the first of the year.

If the current membership of the club votes approval of expansion, ballots for the selection of a seven-man board of directors will then be mailed to prospective members. The new board will select a president, vice-president, treasurer and secretary.

Haun and Angela Marie King, all San Francisco; Bette Louise Johnson, Karen Kreykes, Delia A. Llwyd and Brenda Macklin, all Los Angeles; Mary Cathleen Redmond and Marta Rodriguez, both Phoenix.