

AIR WEST 70 news

Vol. 2 No. 10

HUGHES AIR CORP.

July 10, 1970

Tague Named General Manager

The board of directors of Hughes Air Corp. has announced the selection of **Irving T. Tague** as general manager and vice president of corporate services of Air West.

Tague, 42, a veteran of 23 years in the air-transportation industry, has been serving as "acting" general manager since last April 3 when the assets of Air West, Inc., were purchased by Hughes Air Corp.

The board's decision to drop the word "acting" placed **Tague** in the top position of the airline which currently serves some 150 communities in eight western states, Mexico, and Canada.

Tague, former vice president of an eastern-based air-transportation consulting firm, was directing an in-house study project for Air West last year.

When Hughes Air Corp. took over, he was asked to stay to implement many of his study recommendations. In his new position, **Tague** will report directly to the

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Vacation Pass Now No Charge

Air West employes may now receive an annual vacation pass without paying a service charge. Employes will also soon be receiving a new annual travel authority card.

Larry Decker, vice president of marketing, said payment of the service charge on vacation passes was one of the most talked-about subjects during recent station visits by Air West vice presidents. He said employes and their dependents will be allowed one vacation pass per year with the service charge waived.

In the case of an employe who splits his vacation, a second free pass may be used on approval of his supervisor. Free vacation passes must be requested

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AIR SAFETY AWARD TO AIR WEST — Kenneth M. Smith (L) of the FAA, presents Daedalian Civilian Air Safety Award to Air West flight crew Capt. Jim Cutler, Hostess Kathy Renwick and first officer Bob Monson.

Air West Awarded Safety Trophy

The Daedalian Civilian Air Safety Award for 1969 has been awarded to an Air West flight crew.

Capt. **Jim Cutler**, first officer **Robert Monson** and hostess **Kathy Renwick** received the coveted award recently at Lackland Air Force Base, Texas, as tribute to the superior airmanship they displayed during an incident last August.

The crew was aboard an Air West F-27 which caught fire in the air on a flight between Pasco and Portland. The crew followed prescribed emergency procedures and landed the plane safely at Sunnyside, Wash., with the right engine still burning. The blaze was subsequently extinguished and the aircraft suffered no further damage. There were no injuries to passengers or crew.

The crew received the Order of Daedalians trophy, which will be retained by Air West until a subsequent award is made, and small plaques which will become their personal property. The Daedalians make an annual safety award to the individual or organization which best exemplifies superior airmanship during the year.

Employee Award System Outlined

An employe award system providing cash payments for accepted suggestions will be in effect prior to August 1.

Art Brennan, staff vice president of industrial relations, said the system would pay an employe up to 10 per cent of the expected annual savings to the company as a maximum. The minimum award will be \$25.

Brennan said a suggestion committee, to be chaired by personnel director **Wayne Wiggins**, will be established with representatives from marketing operations, corporate services and finance as

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FROM PAGE 1

Tague Named GM

executive committee of the board of directors of Hughes Air Corp.

Headquartered in San Francisco, the airline employs 3300 persons. Its maintenance base is at Sky Harbor Airport in Phoenix, Arizona. The regional carrier currently uses DC-9 jets and F-27 prop-jets for its 10,860 unduplicated-mile route system.

For the past 23 years, **Tague** has been involved in nearly all phases of the airline business with heavy emphasis on planning, economics and marketing.

He began his career in 1947 as a traffic clerk for Pan American World Airways in his native city of Seattle, Washington. In the following 19 years he worked his way up in various marketing, sales and operations positions until he became assistant manager of scheduling with a staff of 75.

In 1966, he joined Northeast Airlines as director of scheduling and was responsible for planning, route development and forecasting.

He left two years later to become vice president of Simat, Helliesen & Eichner in Boston, Massachusetts, where he directed various study projects in the field of transportation, economics and marketing.

Tague graduated from Edmonds High School in Edmonds, Washington, with top honors at the age of 15. Later, he attended Eastern Washington College, Cheney, Washington. While at Northeast Airlines, he attended the Executive Program in Business Administration at Columbia University Graduate School of Business in New York City.

He was married in Seattle in 1949 to the former Miss Virginia Fouts. They will make their home in Menlo Park with their five children, Victoria, 19; Antoinette, 17; Kristin, 16; Thomas, 12; and John, 7.

Palmdale Site Selected

The Department of Transportation has approved Palmdale as the site for the new Los Angeles Airport. DOT approval, and the earlier approval by the Department of Interior, means that the Los Angeles Department of Airports can proceed with the sale of bonds for construction of the \$900 million facility.

Tom Croson Retires — Lifelong Aviation Career Comes to Close

Tom Croson took his first flying lesson in 1911. He was six years old. The lesson consisted of standing on a fence and violently flapping his arms. He fell off the fence and broke his arm.

But that didn't deter his interest in flying.

He later built a glider as a hobby, joined the military flight program as a duty and even later joined an airline as a profession.



Tom Croson

FROM PAGE 1

Employee Award System

members. It will be the committee's job to forward suggestions to the appropriate departments for evaluation and then make final review for possible adoption.

Wiggins said suggestions would be sought in all areas which will reduce costs, improve customer service, increase revenue, reduce accidents or improve methods of operation.

Once a suggestion has been adopted, employees will be paid based on savings expected to be realized during the next 12 months. In the case where actual monetary savings are not a part of the suggestion, the amount of cash award will be determined by the committee on the basis of the suggestion's overall value to the company.

Brennan said submission forms and full details on the program will be printed and made available to employees before the end of July. The procedure will allow an employee to make his suggestion direct to the committee, which will meet at least once a month.

Flying has been **Tom Croson's** life and now he is retiring.

Croson, until his retirement this month, is director of community affairs at Seattle. In the past he has been in various sales and public relations positions with Air West, West Coast and Zimerly airlines.

He has assembled one of the most complete private libraries of aviation history in the West. He has more than 900 books on aviation and more than 2,000 photographs, articles and artifacts. It includes many first editions of aviation magazines and an autographed narration by Amelia Earhart.

Croson won't go into complete retirement. He will remain "on call" to Air West and will accept various speaking engagements.

Mike Murphy, formerly district sales manager at Los Angeles and for the past two months **Croson's** assistant, will assume community relations responsibilities at Seattle.

Croson said his retirement would be an active one. In addition to periodic assignments with Air West, he will be doing some fishing and hunting and will spend a lot of time developing property he owns in Idaho into either a dude ranch or possible subdivision.

AIR WEST 70news

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Ken Jensen, editor

Station Personnel to Get New Training Course in July: Classrooms Systemwide

Nine-hundred station agents, ticket agents, ground hostesses, supervisors and station department management personnel are going back to school.

Operation vice president **Ed Altman** said a special training program for all public contact personnel would be carried out in July. He said the program would be the initial step in a project to bring these people up to a consistent professional level.

He said the four-hour program, developed and conducted by the Xerox Corp., would be held at 10 stations around the system and would take two and one-half weeks to complete. It is a combination of written material, lecture and audio visual presentation. There will be no report cards, nothing to hand in and only the individual student will know how he did in the course.

Air West will retain the training materials for future training programs.

Stations where the sessions will be conducted are: Seattle, Boise, Spokane, Portland, Las Vegas, Los Angeles, Salt Lake City, San Francisco, Phoenix and Tucson. Station personnel will attend the session at the station most appropriate to their location.

FROM PAGE 1

Free Vacation Pass

through the pass bureau. The \$4 round-trip service charge will remain in effect on all other travel, including company business.

The new annual travel authority cards will be issued about the end of July. It will be plastic and similar to an ordinary credit card.

John Malloy, assistant to **Decker**, said Air West is also examining all existing interline pass agreements to determine where they can be improved. He said a study was also underway to determine where new agreements could be made with airlines with which Air West has no present interline contract.

Malloy said the policy manual was being revised to spell out standardized procedures of boarding and removing non-revenue passengers.

DC-10 Rollout

McDonnell Douglas Corp. said the first DC-10 has been moved from the production line to the final assembly area. Rollout is expected in July.

Jet Engine Shop Visit to Stop

Air West's maintenance department has begun a program which will mean the saving of a great deal of money for the company.

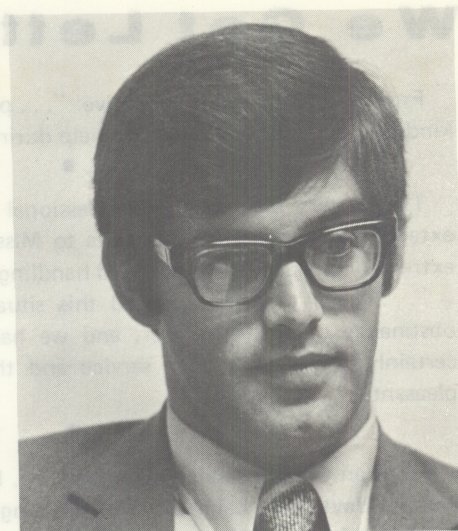
Bob Jorgensen, staff vice president of maintenance, said the program involves eventual elimination of the 4,000-hour planned shop visit of the JT8D engines which power Air West's DC-9 jets.

Jorgensen said Air West would lead up to the elimination of the planned shop visit by first sampling the reliability of the engine. He said sample hot-section inspections would be performed on one engine in the fleet at the end of 5,000 hours and on another engine at 6,000 hours. If the engines are in the condition which the company expects they will be, the planned shop visit will be eliminated. The engines will then be overhauled at the end of 7,300 flight hours, instead of the current 8,000-hour time limit. The overhaul is performed by Pacific Aeromotive Co., of Burbank.

A hot section inspection calls for taking the engine from the airplane and partial disassembly of the combustion section.

Jorgensen said elimination of the hot section inspection will mean the engines will remain on the aircraft for the entire 7,300-hour period. He said the new program would save about \$20,000 per engine.

Lew Knerr, director of engineering and technical services, and **Jack O'Dell**, director of quality control, assisted **Jorgensen** in developing the extension program.



Rick Gostyla

Rick Gostyla Named Assistant to Tague

Rick Gostyla, former assistant to the vice president of planning and manager of market planning at Northeast Airlines, has been appointed assistant to General Manager **Irving Tague**.

Gostyla, 24, is a graduate of Harvard Business School, where he specialized in transportation management, and of Massachusetts Institute of Technology, where he received an aeronautical engineering degree.

At Northeast, he specialized in corporate planning and financial analyses.

Other airline experience included summer employment with Swissair and TWA.

Scoreboard

AIR WEST TRAFFIC — JUNE

	June 70	June 69	% change
PAX	254,137	249,500	+ 2
RPM	77,805,692	68,035,460	+ 14.3
Load Factor	46.2	41.0	
On-Time	84.7	80.7	

Correction

Air West '70 News incorrectly reported in its last issue the percentage increase of revenue passenger miles from May '69 to May '70.

The correct figures are as follows: May '69, 60.4 million rpm; May '70, 70.8 million rpm, for an increase of 17.2 per cent.

We Get Letters...

From a Boston airline executive: "... permit me to express my appreciation for your kindness and your willingness to help during my short stay in Las Vegas."

Two letters from Seattle Professional people regarding the same incident: "... I extend my personal compliments to Miss **Sue Perry** and Miss **Renate Kolb** for their extremely courteous manners and handling of a potentially volatile situation."

"... I feel the girls handled this situation very well as they did not return the obstinance of this passenger, and we had a very pleasant flight. The hostesses are certainly a credit to your service and they did all they could to make that flight pleasant."

From an Oregon service manager: "... I am writing to thank one of your employes (**John Denys**, Salt Lake City) for putting forth that extra effort so rare these days. Because of this individual, John Deere Industrial Equipment Company, Northwest Division, was able to put a \$54,000 machine back to work two days sooner than was anticipated. Down time on this machine was costing about \$300 per day."

From the Lancaster Chamber of Commerce ... "On behalf of the Lancaster Chamber of Commerce, I wish to sincerely thank Air West and your local manager, **Bud Moss**, for the outstanding manner in which you handled our Sacramento charter on May 20."

From a Portland auto dealer: "... I want you to know that after many years of commercial flying, I have not had a more enjoyable flight than I did on your flight 713 from Portland to Medford, Ore., on May 21. The three stewardesses on duty were, without a doubt, the most outstanding girls you have in your service. There were 90 people on board, including a Japanese tour that did not speak English. The girls served lunch to all in 39 minutes with a very pleasant smile to everyone."

From two little girls, written in flight: "... I enjoyed the ride and thank you for taking care of me and my sister. Thank you for the books, drinks and lunch. I thank you most of all for bringing me to my grandparents."

From 17 passengers on a flight which experienced equipment difficulties: "... We wanted ... to let you know what a superb performance **Kathy Miller** put in. She was most kind to everyone and frankly we were almost happy for the delay. **Kathy** is the kind of new change you people are advertising."

From a pet owner in Ethiopia: "... This is simply a quick note to express our appreciation for the kind treatment our cat received on May 5, flight 513, short though that particular part of her journey may have been. (An international carrier) who left her sitting without food or water for three days in Frankfurt should take some lessons from you!"

From a Santa Barbara insurance executive who lost his golf clubs: "My sincere thanks to ... **Dave Caton** and **Corky Wilson** ... for the extra effort required. This, to me, indicates that a "new" Air West is in the making and it is courtesy such as this which will again make Air West a leader in the airline business."

Another plug for lost and found from a San Francisco traveler: "... Mr. **Dave Caton** was most courteous and helpful and if it wasn't for his consideration and the thoughtfulness of others, we would have lost a very important piece of luggage."



Phil Sasso

Phil Sasso Named Manager Airline System Development

Phil Sasso has been named manager of airline systems development. He joined Air West in 1969 as an airline systems planner.

In his new assignment, **Sasso** will act as liaison between various Air West departments and the data processing department. It will be his responsibility to assist and advise computer "customers" in their data processing projects.

Assisting **Sasso** will be **Bill Johnston** who recently joined Air West from Aerojet General Corp., Sacramento. He also had extensive experience as airline systems planner on a consulting basis for Mohawk Airlines. **Johnston** will be airline systems planner for maintenance scheduling and control at Phoenix.

Hal Holmes, former manager of technical information services, becomes airline systems planner for rotatable inventory control, also at Phoenix.

Stan Anderson Named AADM

Stan Anderson has been appointed assistant district manager of maintenance at Los Angeles, replacing **Howard Davis** who resigned. **Anderson** has been with Air West since 1963. He moves to Los Angeles after having been director of quality control at Phoenix.

More Hostesses Begin Service

Two more hostess classes have been graduated at the Phoenix Training Center, bringing to 102 the number of girls who have become Air West hostesses since May.

A class of 26 was graduated June 12, with Phoenix radio personality Jim Heath presenting wings to the graduates. **Larry Curns**, director of customer service, addressed the group. Heath gave the graduation much publicity on his radio program on station KOY.

On June 26, a class of 30 was graduated with Jim Vercellino, Director of Aeronautics for the State of Arizona, as the speaker. He also presented the hostesses their wings. Kay Aslanian, manager of the Romney Chilton Inn, gave the girls their diplomas.

The next graduation is scheduled for July 9 when 29 girls will be presented their wings. That graduation will bring to 131 the number of new hostesses flying with Air West.

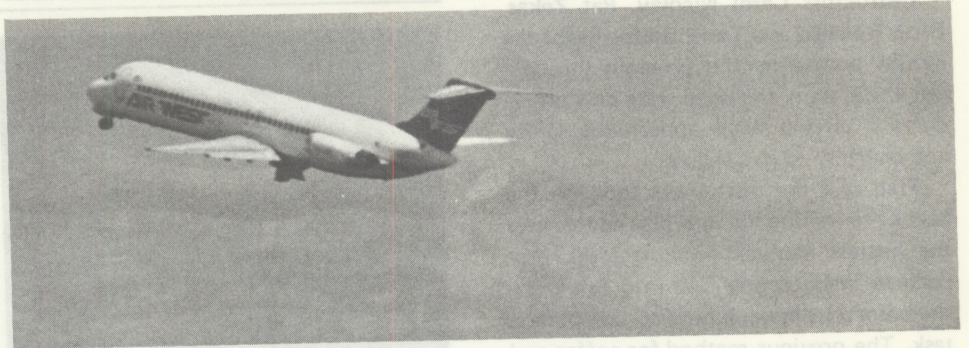
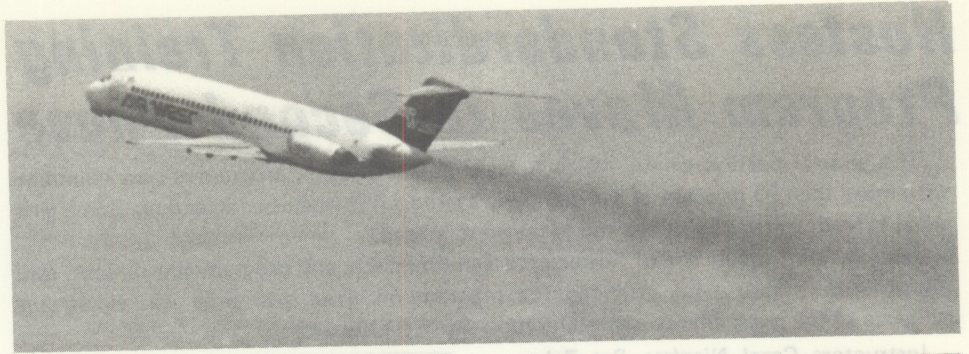
Phoenix Facility is Nice Place to Visit

The Phoenix general office, maintenance base and training center is a popular spot with youthful tour groups this summer.

John Kozma, Phoenix district sales manager, and **Paul Denny**, manager of facilities and building maintenance, have been conducting tours of the facility for high school and junior high school age groups in an effort to show the students opportunities for employment in the airline industry.

Kozma said most of the students are potential dropouts that need a little extra incentive to stay in school and prepare themselves for good jobs.

"These kids are all on the verge of quitting school because they think they don't need an education for a good job. We try to show them what the airline industry has to offer and try to convince them to stay in school."



The second Air West DC-9-30 reconfigured with smokeless burner cans in its JT8D engines will begin flying the system in August. The first, aircraft 9332, has been on the system since early June.

Ed Altman, vice president of operations, said the conversion of the jet fleet to eliminate unburned carbon particles from being deposited into the air would be completed by the end of 1972. He said the cost to the airline would be more than \$500,000.

Air West 727 and Crew Go to Burma

An Air West Boeing 727 aircraft, including spare parts, was sold to the Union of Burma Airways in June. Air West also agreed to provide a maintenance support program for the aircraft for one year,

including supervisory personnel.

C. A. Mac Myhre, staff vice president of corporate services, who negotiated the transaction, said four Air West maintenance personnel would go with the aircraft to Rangoon, Burma.

They are **Jim McManmon**, now district manager of maintenance at Las Vegas; **Jack Zogg**, supervisor of maintenance control; **George Batiza**, supervisor of quality control; and **Terry Negley**, supervisor of production control, all at Phoenix.

Myhre said Air West agreed to prepare the aircraft for overwater travel and to make certain changes in the plane's configuration.

Scheduled delivery of the plane to the Union of Burma crew was early July.

Union of Burma Airways is owned by the government of Burma. Its system covers much of southeast Asia, including East Pakistan, Burma, Cambodia and Hong Kong. The Air West 727 replaces a 727 which had been on wet lease.

Regional Station Managers Get New Assignments

Areas of responsibility for regional station managers have been changed.

Kip Wharton, director of stations, said the realignment placed about one-third of the stations under each manager.

Herb Chesney supervises all stations with average boardings over 5,000 per month, including the Mexican stations.

The remaining 60 stations were divided in half with 30 stations north of and including Arcata and Redding under the supervision of **M. K. Williams**. The 30 southern stations are under **Nickie Nick**.

Hostess Standardization Training Program Moves to Second Phase

The ground portion of Air West's hostess standardization program is now complete with more than 99 per cent of the company's almost 400 hostesses attending. Some girls came in from leaves of absence and vacation to attend.

Fran Hamlin, supervisor of hostesses at San Francisco, and program coordinator, said response from girls who attended the program on their own time was significant evidence of the great interest shared by most Air West hostesses.

Instructors **Carol Nicolay**, **Pat Zekas**, **Ruth Rietveld** and **Terry Dalton** spent the month presenting the program throughout the system. Included were new procedures in serving meals, appearance, safety and courtesy to passengers.

Fran said the instructors took on the task of re-writing the new procedures into the hostess manual. In most cases, procedures were condensed into brief, to-the-point outlines of how to complete a task. The previous method for coffee and cocktail service covered four pages of the manual. The newly revised methods are explained on one page.

Other standardized programs include starting all meal service from the front of the aircraft except in special circumstances.

This month the instructors will make in-flight checks to see if hostesses are carrying out what they learned in the classroom. Arrangements were made so that all flight blocks during the month would include at least one jet flight so that all hostesses will receive a check flight.

Fran said: "The success of the program was based on great interest by the girls on the line. But it was also based on the fact that the girls themselves worked out new procedures and then were allowed to put them into effect. This was only the start. I expect we will have an annual repeat of a similar type of program to make sure we are keeping our service and procedures as current as possible."

Frontier Cuts Service

Frontier Airlines has cut its flight hours by eight per cent and has furloughed about 200 employees in an effort to reduce operating expenses. President Paul Burke of Frontier said the line lost \$7.4 million in 1968, \$4.7 million in 1969, and \$970,500 in the first quarter of 1970.



Air West pilots now have a look of "sameness" about them.

Pilots are wearing the first complete Air West flight officers' uniform and insignia. The uniforms have been in service for some months but the insignia and wings were delivered to the company in June.

Employee Club Picnic Planned

The San Francisco Region Employees' Club Picnic will be held July 11 at Blackberry Farm, Cupertino, California.

This year's picnic will feature a 9-hole golf tournament, softball game, volleyball tournament, horseshoes, luggage auction, steak dinner, beer and soft drinks, swimming and entertainment for children.

Picnic chairman **Tom Bailey** said the picnic would be open to all employees in the company. Cost for anyone 13 or over will be \$1.50. Those six thru 12 must pay \$.75 admission. The picnic will run from 9 a.m. to 9 p.m.

Interline Bargains

British European Airways offers 50 per cent positive space and 75 per cent space available transportation to all qualified employees. Offer valid from October 15 to May 15 only. BEA reduced rate transportation is self-ticketing at any Air West ticket counter.

Colorado River excursions are available through Tour West. Trips range in length from four to eight days and in price from \$160 to \$230 per person. Eight-day tour originates at Page Airport and terminates at Las Vegas Airport. Write Tour West, Dept. N, P.O. Box 333, Orem, Utah.

Miami International Airport Hotel offers \$12 single and \$14 double to airline employees.

Suntours Limited, 1470 Don Mills Road, Ontario, Canada, offers various low tour and accommodation rates in Barbados. One-bedroom apartments are available at \$60 per week for one or two persons. Two and three-bedroom villas are available for \$80 and \$90 per week, respectively.

Fed Tax Increase Ups Ticket Price

The cost of domestic air transportation went up three per cent July 1.

Passengers traveling from the United States to foreign countries or to Hawaii, Alaska or other U.S. possessions or territories are now subject to a flat \$3 additional charge in lieu of the tax.

The increase is the result of a three per cent federal tax increase which raises the tax on airline tickets from five to eight per cent. Revenue gained from the increase will go to finance the Airport and Airways Development Act passed this year by Congress.

Airlines were given permission by the Civil Aeronautics Board to round off ticket prices to the next higher dollar amount. This will result in an average 43-cent-per-ticket increase in revenue to carriers.

Reno cto Robbed

It has been just over a year since **Marge Chambliss** of the Reno City Ticket Office was in Air West News. The last time it was because she won \$1,000 in a contest. This time it is because she gave up some money.

The Reno CTO was recently robbed of \$385. **Marge** was on duty at the time.

A man entered the office and asked for the manager. When he learned **Marge** was alone, the man produced a pistol from under a coat he was carrying over his arm. He said, "Give me all the money you've got in the drawer, Baby."

Marge did just that.

The man ran out and disappeared into a nearby casino. He was captured about an hour later.

If the robbery wasn't enough to unnerve **Marge**, the after-event was. When she came to work the next morning, **Marge** found that the large picture window in the front of the office had been broken during the night. "I almost turned right around and went back home."

Wharton, Burke, Ashton Attend Harvard Session

Kip Wharton, director of stations, **Tom Burke**, director of management information service and **Terry Ashton**, director of research and development, will attend Harvard University's Business School Transportation and Logistics Executive Program, in Boston, Mass., on July 26.

The two-week course, "Airline Management in the 1970's and 1980's," will cover almost every aspect of airline management and the problems expected to confront the air transportation industry in the next two decades.

Speed Mark Set

Northeast Airlines reports it has set an unofficial speed record from Los Angeles to Miami. A fully loaded 727-100 made the trip in three hours, 47 minutes, breaking a record previously held by an Eastern Airlines DC-8.

Insurance Costs Rise 80% Air West to Pay Increase

The cost of Air West's comprehensive medical benefit plan has gone up 80 per cent. Employees, however, will never know the difference.

Connecticut General Life Insurance Co., which administers medical and life insurance plans for Air West, has increased the cost of the medical portion of the plan to meet the rising cost of medical claims filed by employees.

Air West Seeks New Routes in Nevada — Northwest Hearing

Nevada travelers will be offered the lowest basic fare and the most nonstop flights to Portland and Seattle if the Civil Aeronautics Board approves Air West's application for new routes.

In a hearing before CAB Examiner Hyman Goldberg at Reno, Air West requested four nonstop routes from Reno and Las Vegas to Seattle and Portland.

General Manager **Irving Tague** said the airline is now adequately financed to offer this travel market better service than any other airline.

The Air West proposed "package" includes the lowest basic fare (a 14 to 29 per cent reduction over the present coach fares), the most nonstop frequency and the most total frequency between the four cities involved.

In addition to the four routes indicated, Air West proposed improved service to the Pacific Northwest from Sacramento, Fresno and Palm Springs.

Tague said 22 of the 26 flights proposed for Nevada and Pacific Northwest operate over one or more of the present Air West routes. As a result, the proposed routes can be easily blended into the Air West system, he said.

In addition, **Tague** said the proposed service would warrant first priority and attention by Air West and will be initiated with a special \$300,000 advertising campaign.

AA Starts Ontario Flights

American Airlines has begun domestic service to all major cities in the East, Midwest and south from Ontario International Airport as part of a federally recommended plan to relieve pressure on Los Angeles International.

The comprehensive medical benefit plan is the portion of the insurance program which is paid entirely by the company. Paycheck deductions for life insurance will remain the same.

Fran Gray, manager of Benefits and Records, said about 25 to 30 claims are filed daily. About 25 per cent of the claims received are not completed properly and are delayed in processing.

Mrs. Gray said employees can speed the payments of the claim by following a few simple rules.

- The employe must sign each claim. When the claim is for the spouse, that person must also sign the claim. The employe's portion of the claim should be filled out in full.

- Doctor bills should be fully itemized. Statements such as "services rendered" and "surgery" are not acceptable. The exact nature of the service must be stated.

- In the case of drugs, the names of the doctor, patient and prescription number should be included in the claim. Cash register tapes are not acceptable by themselves.

She said every effort is made to forward properly completed claim forms to the insurance company within 24 hours.

If the employe or spouse has another insurance plan on which a claim is being filed, the claim could take longer because benefits are proportioned between the insurance companies involved.

All employees are qualified for insurance benefits if they sign for it within 30 days of employment commencement.

Continuation of the insurance plan by employees going on leave of absence is possible by contacting Benefits and Records prior to leaving the company. The cost of health insurance for a California-based employe, spouse and one child would be \$28.77. Life insurance, which is required in the package, is extra.



THE WINNERS — L to R, Rosenberg, Gilmore, Hallock, Hillstrom, Hjelt and Black

Hallock, Gilmore Take SFO Golf Titles

Bernie Hallock and **Ron Gilmore** were the winners of the San Francisco Region Employees' Club Golf Tournament, held in June.

Hallock, San Mateo, won the low gross title, shooting an 80 at the Crystal Springs Golf Club course. **Gilmore**, San Francisco district sales manager, won the low net with a 71.

Ken Black and **Gary Hjelt**, both San Francisco, were runners-up in low gross and low net, respectively. **Hjelt** took runnerup honors from **Ken Holbrook** of Monterey in a sudden death playoff.

Elmer Hillstrom, agent at Yakima, won the closest to the pin trophy, and **Chet Rosenberg**, Phoenix, won the longest drive contest.

Q and A Corner

Employees are encouraged to submit questions to: Editor, Air West News

Q Some officers in the company are allowed to wear 20-year service pins even though they have not been with the airline 20 years. Is this fair to other employees who serve out their time looking forward to receiving the pin?

A Prior to the Hughes Air Corp. purchase, a 20-year pin was presented on the basis of years of service. However, there was one exception when each member of the old board of directors of Air West, Inc., was awarded a similar pin for extra service rendered regardless of years with the company. It would be presumptuous for the new administration to judge whether or not the action of the previous board was "fair" or to proclaim retroactive regulations.

Q (Several comments were received which, for the most part, were void of questions. In general the comments appeared to be directed at the differences in benefits and pay between various job categories and between senior and new employees in different categories.)

A The base pay of a manager or supervisor within a specific job category is higher than those he supervises. Where there are inequities, corrections are currently being made or studied (i.e. — such as the recent changes in station manager classifications and pay scale). When comparisons of pay and benefits are made between two different job categories, a number of factors are considered. These include, to name a few, responsibilities, type of work, opportunity for advancement, rate of promotion, etc.

Station Managers Meet at Vegas

The first of what may be semi-annual meetings of Air West station managers was held at Las Vegas in June.

Attending were all station managers, assistant managers and ramp and passenger service managers from throughout the system except one-man stations which could not be left unmanned.

The managers heard talks from **Irving Tague**, general manager and vice president of corporate services; **Larry Decker**, vice president of marketing; **Ed Altman**, vice president of operations and several outside speakers. Talk subjects ranged from philosophy of management to Air West's advertising program to potential training programs.

The managers were organized into a management seminar in which groups were selected to work on specific problems which are important to the company's operation. **Kip Wharton**, director of stations, said the seminar was especially beneficial because it brought points of view from all parts of the system which each manager could relate with his own experience.

The managers also discussed their title and decided that "station manager" was the most appropriate to their duties. The title "station operation manager" was dropped.

Managers of the Mexican stations presented a short presentation on the problems and experiences peculiar to their situation.

Tom Magness, assistant manager at Phoenix, and **Howard Parker**, manager at Santa Barbara, were presented 20-year pins at a special luncheon meeting.

Cargo Sets New Boarding Record

Thirteen Air West stations set all-time cargo boarding records in May, eight of them breaking records set only a month earlier.

Terry Grimm, director of cargo, said Air West continued to feel the effects of the truck strike in some areas. He added that increased sales effort around the system also contributed to the increased cargo traffic.