

# HUGHES AIR WEST

Vol.2 No. 11

HUGHES AIR CORP.

August, 1970

## Management Club Renews Operation

The first group meeting of the Hughes Air West Management Club will be held in August.

**Jim Zamensky**, Fresno station manager and president of the club, said budget approval had been given by the company, meaning the club would begin functioning again on a regular basis.

**Zamensky** said all management and supervisory personnel generally in pay grade 10 or above are automatically members of the club. The club is divided into six groups, with representation from each department and each geographical region of the company in each group. Members have been mailed a list of club membership with their individual groups indicated. Anyone qualified for membership who did not receive a notice should contact **Zamensky** or **Howard Parker**, Santa Barbara station manager and vice president/secretary of the club.

Other officers are: **Tom Chandler**, Santa Ana station manager, vice president/treasurer; **Ed LeShane**, Eugene station manager, board of directors; **Nickie Nick**, regional station manager, board of directors; and **Ward Gross**, San Jose station manager, board of directors.

The club's objective, said **Zamensky**, is to bring management personnel together in a social atmosphere so that mutual problems can be discussed in a more relaxed manner.

There are no dues. Expenses for out-of-town meetings are paid by the club. Each of the six groups will meet prior to the end of the year.

## Busiest Week

The week of July 27—August 2 was the busiest week of the year for Hughes Air West.

During that period, 61,878 revenue passengers were carried on company aircraft.



**NEW GRADUATES** — New Hughes Air West hostesses gather for class picture following their graduation at Phoenix July 10. To date this year, 141 girls have completed hostess training at Phoenix and are flying for Hughes Air West. The company now has 433 hostesses.

## Outstanding Employee Award to be Given

An award system will become effective this month for outstanding Hughes Air West employees.

**Wayne Wiggins**, selection committee chairman, said the program would enable employees to choose candidates for the monthly honor. Here are the details:

The company will be divided into job-related groups. Nominations from two of these groups will be solicited each month with one winner from each group being selected. By the end of the year all groups

Continued Page 2

## 'Hughes' Added to Name

Air West has a new addition to its name. It is "Hughes Air West."

The addition of the word "Hughes" on July 20 is designed to reflect the airline's new ownership by Hughes Air Corp.

"Hughes Air West" soon will be appearing on a gradual basis on aircraft, ground equipment, signs and, as existing supplies diminish, on other items.

## 6—Months' Traffic Increases in '70

Hughes Air West announced sharp traffic improvements during the first six months of 1970, compared to the similar period last year.

The company increased its revenue passenger miles 16.7 per cent in the first half of 1970 to 419,394,000 from 359,529,000 miles last year.

The airline's on-time performance, the highest in the country, rose from a 76.9 per cent average in the first half of 1969 to 86.1 per cent this year. Six-month load factors were reported up 43.2 per cent this year from 35.9 per cent, while the average passenger journey length increased from 269 to 305 miles in the same comparative period.

The growth was recorded during a period in which no route awards were received by the company from the Civil Aeronautics Board.

The airline employs 3,346 throughout its system that serves 101 cities.

## Employee Suggestion Program in Effect

The Hughes Air West Employee Suggestion Program is in effect.

Under the program, all company employees are encouraged to submit suggestions that they feel will reduce operating costs, improve operations, improve customer service, increase revenues, reduce safety hazards or promote better employe/employer relationships.

Adopted suggestions will win the suggester up to 10 per cent of the anticipated annual savings to the company or an assigned amount when the suggestion does not actually represent a dollar saving. The maximum award will be \$10,000 and the minimum \$25.

The suggestion form and an outline of the program has been made available to all employees. Additional forms and outlines are available through San Francisco personnel office.



**TRAINING AIDS** — Some of the training materials to be used in the "Professional Salesmanship" course is inspected by sales department personnel. From left are Joe Smith, California regional sales manager; Odette Bonavita, secretary; Bob Hayes, southwest regional sales manager; Marilyn Fiscalini, secretary; and Rusty Rostad, northwest regional sales manager.

## Customer Contact Retraining Continues

From Page 1

### Outstanding Employee

will have had a chance to select its winner.

Nominations are reviewed by a four-man committee representing each of the four divisions of the company. They will make the final selection.

Each winner will receive \$250 in cash, tax free, and be automatically eligible to compete for the annual outstanding-employee award.

The year's winner will receive \$500 cash, one week paid time off and a family trip pass to the destination of his choice.

The two groups for August will be: accounting and finance, San Mateo; and reservations, Los Angeles and Phoenix.

Full details and nominating ballots will be distributed shortly.

### Route Case Sought

Frontier Airlines has asked the CAB for immediate temporary authority to operate flights from Las Vegas and Salt Lake City to South Lake Tahoe. The carrier also asked that the authority be made permanent and said it would use Convair 580 aircraft to fly the routes.

A retraining program for all customer contact personnel will be complete by the end of summer.

Station personnel were the first to undergo training; that was completed in July. Reservation agent training began in late July. It will last for about one month. In mid-August all sales personnel will begin an extensive course in professional salesmanship.

**John Puskarich**, director of reservations, said the reservation training, titled "Courtesy and Professionalism," is a 10-hour course broken into four segments. He said the strong emphasis would be on two-way communications. "The course will teach our people how to react to the voice on the other end of the line."

He said the course is designed specifically for Hughes Air West and that it allows the students to teach themselves. "They will listen to their own voices and analyze how they might sound to others. Once they know how they sound to others, they will know more how to handle a difficult caller."

He said the strongest point was that the course will give the agents confidence. "They will know they are well prepared to handle almost any situation both technically and personally."

**Vern Chase**, assistant director of sales, said the sales training is the outgrowth of a similar course offered by the American Management Association. The three re-

gional sales managers, **Joe Smith**, **Bob Hayes** and **Rusty Rostad**, attended a week-long session in Chicago which was a train-the-trainer type course. The three returned and adapted the AMA course to fit Hughes Air West needs.

**Smith**, **Hayes** and **Rostad** will teach the course, which is titled "Principles of Professional Salesmanship," to all company sales managers and sales representatives. Each salesman will attend eight classroom sessions. These sessions will include the latest techniques in audio/visual presentations, programmed instruction and simulation exercises.

In September, the first session of a comprehensive management training course will be conducted at Phoenix. This course will include the basic concept of leadership, administrative policy, motivation, communications and human relations and other subjects.

The course will be three days long and will be repeated periodically.

## Service to Apple Valley to Restart

Hughes Air West will resume service to Apple Valley, Calif., beginning Sept. 1.

Service by Bonanza was suspended in 1966 because of inadequacy of facilities. Since that time the community has built a completely new airport terminal and runway.

The new service, according to **Bob Landry**, special assistant for community affairs, will be two F-27 flights a day, five days a week, each way between Apple Valley and Los Angeles. **Landry** said the flights would be on a six-month trial schedule designed to test market strength.

Apple Valley, which has the letter code APV, is 90 air miles northeast of Los Angeles. The community is near Victorville and about eight miles from George Air Force Base.

Personnel assignments to Apple Valley have not been made.

## BOR Recommends RW For Routes

The Civil Aeronautics Board Bureau of Operating Rights has recommended that Hughes Air West be given authority to operate flights between Reno and Seattle /Portland and between Las Vegas and Seattle/Portland.

The recommendation follows recent hearings on the Reno-Portland/Seattle case.

The BOR's recommendation will be considered along with that of the CAB examiner which is still pending, when the full board makes its route award decision.

## Facelift for GO

The San Francisco general office and hangar office areas are going to get a partial facelifting.

**Dick Allard**, supervisor-ground facilities and equipment, said the hangar office spaces, reservation areas, flight control room, rest rooms and some hallways in the GO would be painted.

**Allard** said these are the only spaces which have not received facelifting since the building was opened in 1967.

## First Company Ground Inventory Held

The first physical inventory of Hughes Air West ground property and equipment is under way.

The inventory data will be computerized to provide an accurate record for planning, insurance and tax purposes.

New equipment will be accounted for immediately, changes in location of equipment will be recorded and discarded material will be removed from the active file.



**WALTER'S WATCH** — Walter Benson, San Francisco aircraft cleaner, was presented a watch August 2 by employes of the general office. For many years, Walter made sure the GO's lunch room was spic and span. In July, he was transferred to the line. The watch was a token of the employes' appreciation for Walter's service.

## 948 Standardized

The cabin and galley service area of the DC-9-10 number 948 have been standardized to match the three other dash-ten twinjets of the fleet.

The standardization included adding a "hot" galley in which meals can be prepared and served, removal of the lounge area at the front of the aircraft, and placement of 70 seats in the cabin.

Prior to the standardization, 948 could be used only on a limited basis because the lack of a "hot" galley prohibited its use on meal flights. Further standardization of the cockpit and flight control instruments will be completed as parts and equipment are delivered.

**Harry Swenson**, director of corporate development, said the San Francisco firm of Marshall and Stevens, Inc. is conducting the inventory at San Francisco, San Mateo, Portland, Las Vegas, Los Angeles and Phoenix. At all other company stations and facilities, Hughes Air West employes are conducting the inventory.

**Swenson** said the inventory would be the first complete inventory of ground property and equipment to be conducted since the merger forming Air West.

The project involves every department. It is being coordinated and directed by **Red Hill**, director of properties and facilities, **Tom Van Bogart**, control, and **Swenson**.

## Employe News Mailed

Hughes Air West Employee News is being mailed to all employe homes to insure that every employe receives each issue.

Some employes will not be receiving the news letter through the mail because the benefits and records section in San Francisco does not have their correct address, complete with ZIP code.

If you did not receive your copy of the News through the mail, please submit your correct address, including ZIP code, to Supervisor, Benefits and Records, San Francisco. The change will be recorded in the computer and will result in future issues of the News reaching you at the beginning of the month.

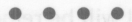
## Scoreboard

### HUGHES AIR WEST TRAFFIC — JULY

	July '70	July '69	% Change
PAX	265,768	257,625	+3.1
RPM	81.1 mil	71.5 mil	+13.4
Load Factor	46.8	41.5	
On-time	84.8	88	

# We Get Letters...

From a Tucson businessman returning from Mexico. "I just wanted you to know my trip was excellent. We got off on the button. Your service and snacks were excellent and the flight was smooth all the way in spite of 'high and broken' all the way. A 'well done' to you people who really seem to be doing a job."



From a concerned aunt. "Miss **Candy White**, San Francisco reservation clerk, was unusually helpful in securing space for my two young nieces. When their flight was delayed, she called their parents to inform them. She did such a nice job for all of us."



From a Bay Area traveler. "I am writing to tell you that because the captain on that flight shared with the passengers his exuberance and exhilaration over a beautifully clear day and the unbelievable views of the snow-capped Cascades, the trip between Wenatchee and Seattle was the greatest thrill I have ever had flying. **Bill Pecora** was the captain."



From a forgetful passenger. "I am a very pleased person with your airline service. I left a camera aboard your plane at San Francisco and your stewardess, **Sylvia Townley**, turned it in to lost and found. I had it back in less than a week. Thanks again for the very efficient service."



From an Air West captain on vacation to the crew of his flight. "The p.a. announcements by **Captain Baughman** were very well done. His description of the route showed considerable research and effort on his part. The hostesses, **Helen Spencer**, and **Beatrice Stevens**, performed excellent cabin services and p.a. announcements and displayed pleasing personalities and are a great asset to Air West. They would serve as a good model to all others."



From a professional tour conductor. "I would like to thank one of your supervisors at Grand Canyon for his efforts to correct ticketing mistakes encountered on a recent tour. He willingly and efficiently took action to correct these mistakes. He even personally apologized to my guests for the slight inconvenience and made them happy. I would endorse him as a credit to your staff."



From a Sacramento passenger. "I wish to commend **Alfred George** of Sacramento for his kindness and consideration. While traveling with my mother, who is ill, **Mr. George's** assistance in taking us to the boarding area by the shortest route and then helping us aboard the aircraft was greatly appreciated. My thanks to him and Air West."



From a tire company executive. "My luggage failed to arrive due to an error in handling and I inadvertently left my keys in the luggage. Your **G. R. Broughton**, Los Angeles lost and found, went out of his way to assist me. It is a pleasure to fly with a company employing this caliber of people."



From two Canadian airline employes. "We want to thank **Cameron Smith**, Los Angeles, for the excellent service and help he gave us when we traveled by Air West. You can rest assured that we will never forget the courtesy and pleasure we received during our stay in California."



From a San Francisco attorney. "Having recently experienced outstanding service on my first flight on your airline, I wanted to compliment both you and your stewardess responsible for my pleasant trip. Her name is **Judy Hibst**. In my business I usually travel by air in excess of 50,000 miles per year and this is the first time I have felt compelled to write to an airline and congratulate them on their choice of a hostess."



Lee Pitt

## Lee Pitt Named to Fill Top P/R Spot

Hughes Air West has appointed Lee Pitt, a veteran newspaperman, as director of its corporate public relations.

Pitt, 44, former aviation editor for a Los Angeles newspaper, most recently was associated with the public relations firm of Carl Byoir & Associates, Inc., where he was a representative of Hughes Tool Company in Las Vegas and Los Angeles.

During the 1960s he was head of the aerospace department of the Los Angeles Area Chamber of Commerce.

Prior to the Chamber, he was aviation editor of the now defunct Los Angeles Mirror-News for four years. He also worked in various editorial positions with the Houston Press, New York World-Telegram & Sun and various radio stations. In 1949 he was city editor of the Guam Daily News in the Mariana Islands and also served as correspondent for United Press and the New York Daily News.

He graduated from the University of Missouri School of Journalism, Northwestern University's graduate institute for radio and television, and attended the University of California at Los Angeles and the University of Santa Clara's advanced management studies.

As head of the Airline's public relations department, he will report to Irving T. Tague, general manager and vice president of corporate services.

## Passengers Questioned In Research Survey

The first of what will be a continuing survey of passenger information was conducted in July on all flights from Ontario to Las Vegas.

**Terry Ashton**, director of market development, said the survey was designed to tell Hughes Air West why the passenger chose this carrier to make his trip. But, said Ashton, the survey did not come right out and ask that question.

**Lynne Manning**, research and development coordinator of the project, said the information obtained from the survey was fed into computers operated by the McDonnell Douglas market research department, which assisted in developing the survey.

The information from the survey was then available to Hughes Air West marketing officials and to Foote, Cone and Belding, the company's advertising agency.

The questionnaire was completely anonymous and took only three minutes to complete. The 21 questions on the form included: "How old are you?"; "How far from the airport do you live?"; "Where did you pick up your ticket?"; "What is your approximate annual earnings?"; "Are you flying for business or pleasure?"

Of the 488 questionnaires passed out, 96 per cent were completed.

Future surveys will be conducted for passengers boarding at Los Angeles, Santa Ana and Burbank.

## Employee Club to Present Proposal

A proposal whereby the company will provide financial support to the Hughes Air West Employee Association will be presented to management August 10.

The proposal will be submitted by a coordinating committee of representatives from each regional employe club. **Bob Butler**, Portland, was named acting chairman of the group. Other members are **Rick Steele** of Seattle, **Ron McCready** of Los Angeles, **Bob Akey** of Phoenix, **Jack Greenbaum** of San Francisco, and **Vic Sperotto** of Las Vegas.



**NEW CONTRACT** — **Larry Decker**, vice president of marketing for Hughes Air West, center, signs contract with Transair Market Development Corporation. TMDC will furnish offline sales representation for Hughes Air West in four U.S. cities. **George Sahlin Jr.**, president of TMDC (left), and **Dick Neal**, Hughes Air West sales director, look on.

## TMDC, Company Sign New Contract

Transair Market Development Corp. has signed a contract to provide off-line sales representation in four U.S. cities for Hughes Air West.

TMDC replaces Travel Consultants International, which previously represented Hughes Air West. TMDC will handle reservation and ticketing functions and provide market-development services in New

York City, Chicago, Miami and Honolulu.

**George Sahlin Jr.**, president of TMDC, said his corporation expects to increase sales penetration in the four cities. **Larry Decker**, Hughes Air West vice president of marketing, said he expected the services performed by TMDC to advance growth potential in the off-line cities.

## First RW Tour Manual Made Available

The first complete Hughes Air West tour manual has been distributed to more than 1,000 travel agents, interline tour salesmen and company sales, station and reservation personnel.

**Jack Greenbaum**, manager of agency and tours, said the manual was the "most complete list of Western America tours

available."

He said the manual is so constructed that the person selling the tour has all the information needed in one place. All types of tours, from hunting and fishing to gambling and show-going, to sightseeing are listed. "There is a tour in the manual for every type of traveler," he said. "We have about 100 tours listed."

Hughes Air West operates only two of the tours, at Yosemite and at Bryce and Zion National Parks. All others are operated by approved tour conductors.

By using the manual, all Hughes Air West sales, reservation and ticket agents can sell the tours. This was not always possible before because much of the information needed was in separate books and these were not available at all sales points.

## Bauter Appointed

**Bob Bauter**, director of internal security, has been appointed to the nine-man Air Transport Association Security Standing Committee. This committee coordinates airline security functions throughout the industry. **Bauter** also was elected chairman of the San Francisco security sub-committee of the ATA.



**READY TO GO** — Three of the four Hughes Air West employes in Burma discuss their new assignment before departure from Phoenix. From left are Steve Jones, Jack Zogg and Jim McManmon. The fourth crew member is Terry Negley.

## Former Company 727 Flies in SE Asia

The Hughes Air West 727 sold recently to Union of Burma Airways began scheduled service with that carrier July 20 between Rangoon, Bangkok and Hong Kong.

Four Hughes Air West employes now in Burma as maintenance advisors are **Jim McManmon, Terry Negley, Jack Zogg** and **Steve Jones**. This paper previously report-

ed **George Batiza** as being among the crew. He was replaced at the last moment by **Jones**.

Under the sale agreement, UBA will send certain management level employes to observe Hughes Air West procedures. This departments most likely to be involved are maintenance, production control, finance and marketing.

## DC-9 'Tail light' Gets Tryout

The Hughes Air West name on the tail of all company DC-9 aircraft may be illuminated at night if the results of a test now under way prove successful.

**Bob Jorgensen**, staff vice president of maintenance, said installation of the lighting equipment on aircraft 9344 was com-

pleted July 29. He said the plane would be flown for a time to see if any unexpected difficulties arise and to test the feasibility of the installation. Following the test, determination will be made whether to recommend installation of the equipment on all jet aircraft.

He said the light is a 75,000-candlepower unit that will be aimed directly at the tail assembly from its installation on the wing tip. The light will be directed so that it does not cause glare and inhibit the vision of the passengers seated in the rear of the aircraft.

The device also will increase the safety factor of the plane. The bright light will be on at all times during approach and take off and greatly increase the plane's chances of being seen by other aircraft at night.

## F-27 Facelifts go on

The first six Hughes Air West F-27 aircraft to receive interior "facelifting" are now flying the system.

The facelifting includes new window curtains, carpets, seat covers, galley curtains, sidewall painting and wood-grain veneer on the bulkheads.

Phoenix maintenance is remodeling the interiors as the planes visit the base for scheduled maintenance. They are completing two aircraft per week.

## Interline Bargains

The Interline Tour Guide, a pamphlet containing a complete list of seasonal tours for airline employes, is available by writing Editor, Interline Tour Guide, 431-14th Ave., San Francisco, Ca. 94118. The pamphlet sells for \$.50 and is published quarterly.

TWA Trailblazer Safaris to the Near East, (Athens, Tel Aviv and Jerusalem—10 days) and a 21-day around-the-world tour are now available. The Near East tour is \$190 plus \$99 TWA perimeter fare. The around-the-world tour is \$649 and includes air fare. Contact Trailblazer Safaris, Interline Tours World Wide, P.O. Box 1255, Coral Gables, Fla. 33134.

Hawaiian Airlines offers its Beach Boy Camper Holidays for \$25 per night for couples, children \$1.50 extra. Price includes use of a Volkswagen Campmobile fully equipped for camping (except food). Special inclusive tours also available. Write: Hawaiian Airlines, 2270 Kalakaua Ave., Honolulu, Hawaii 96815.

Hawaiian hotel bargains: In each case write to hotel listed for reservations.

— Island Holiday Resorts, P.O. Box 8519, Honolulu, Hawaii, 96815, Keauhou Beach Hotel at Keauhou-Kona offers \$12 per day single or double.

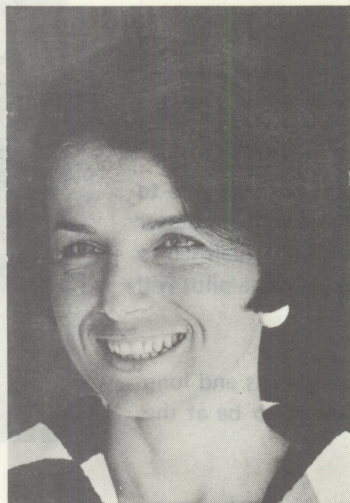
— Ambassador Hotel of Waikiki, 2040 Kuhio and Kalakaua Ave., Waikiki, Hawaii, 96815, offers singles beginning at \$12 and doubles at \$14.

Airline Sun Country Holiday will be at Scottsdale, Az., September 24-27. Registration fee of \$20 includes steak-fry, cocktail party and beach party. Golf and horseback riding are optional events. Special hotel and car rental prices available. Write Scottsdale Chamber of Commerce, P.O. Box 129, Scottsdale, Az.

Picadilly Hotel, New York City, offers \$14.85 double and \$9.80 single rooms. Reserve in advance through Picadilly Hotel, 45th Street West of Broadway, New York, 10036.



Gene Martin



Fran Hamlin



John DeRitis



Pat Harris

## Six Named to New Company Positions

Several management changes and additions in the stations, corporate services and hostess departments took place in July. They include:

— **Gene Martin** became manager of the Sacramento station. Previously, he was district sales manager for the same city. Before the merger to form Air West, Inc., he was station manager at Sacramento for West Coast. He has been with the organization since 1963. He replaces **Nickie Nick**, who earlier became regional manager of stations.

— **Gil Casteneda**, became station manager at Blythe. He has been with Hughes Air West since 1959 as agent at Santa Ana and chief agent at San Jose. He replaces **Paul Kissick**, who resigned.

— **Fran Hamlin** became supervisor of hostesses at Las Vegas, replacing **Sandy Veres**, who returned to line flying. Fran has been with Hughes Air West since 1965 as supervisor of hostesses at San Francisco and Seattle.

— **John DeRitis**, became supervisor of computer operations. He came to Hughes

Air West from General Computer Corp. of Los Angeles and Westinghouse Electric of Pittsburgh. He brings 17 years of data processing and computer operation experience with him.

— **Pat Harris** became supervisor of hostesses at San Francisco, replacing **Fran Hamlin**. Pat has been with Hughes Air West since 1966 as assistant chief hostess, supervisor of hostesses and acting supervisor of hostesses, all at San Francisco.

— **Thomas I. Carr Jr.** joined Hughes Air West as security investigator at Las Vegas. He has extensive law enforcement experience with the Houston Police Department and more recently with Texas International.

## Suspension Asked

A petition to suspend service at Marysville/Yuba City has been filed with the Civil Aeronautics Board by Hughes Air West.

The petition said the close proximity of the new Sacramento Municipal Airport and the flight service offered there made its use more convenient to the residents of Marysville and Yuba City. The Marysville airport is 26 miles from the new airport at Sacramento.

The petition also said the economic loss suffered by Hughes Air West was excessive and could not be recovered by adding extra flights or increasing market promotion.

## Two Facilities Built Work Begins on 3rd

Construction on two Hughes Air West facilities has been completed and work on a third is scheduled to begin this month.

A new cargo building was opened in July at San Jose. **Ward Gross**, station manager, said the new 2,400 square foot facility replaced a much over-crowded section of the station's baggage room which had been used for cargo and freight handling.

A new terminal building was opened in July at South Lake Tahoe. Station manager **Don Rice**, said the terminal replaced what was little more than a collection of one-room buildings. In the new terminal, Hughes Air West has 22 feet of counter space and about 1,300 square feet of operations and office space. A baggage handling area, complete with carousel, is located on the floor below the ticket counter.

Construction which will double the size of three passenger holding rooms at Salt Lake City will begin in August.

## The Right Answer

"Hughes Air West . . . the on-time airline."

That's what you hear when you call for information or reservations at any Hughes Air West facility.

And it's true, too.

We have the best on-time record in the nation. (See scoreboard on page 3.)

## Air Travel Increase

U.S. domestic and international air passenger travel was up 5.6 per cent in the first six months of the year over the same period a year earlier. Twenty-four U.S. scheduled carriers flew 61.2 billion revenue passenger miles during the first half of 1970.

## Q and A Corner

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

**Q** There seems to be inconsistency in flight personnel uniform regulations. For example, men rated as captains often fly in the right seat of DC-9s. Why should these captains be allowed to wear a captain's hat when they are not in command of the aircraft?

**A** Late last year and early this, Air West underwent a retrenchment program due to heavy losses. Many qualified captains were required to fly as copilot and wait for better times. Even though they are not in command of the aircraft, they are fully qualified to wear a captain's hat. In other such instances, a captain who is checking out a pilot will also sit in the right hand seat.

**Q** What is the company's policy regarding the wearing of long sideburns and long hair? It seems to differ depending on where in the system you happen to be at the moment.

**A** Guide lines for the proper appearance and grooming for Hughes Air West personnel who are in public contact are described in company manuals. If there are certain areas which are not spelled out, then common sense and good taste should be applied. Good grooming and appearance are important to the image of Hughes Air West. Excessiveness in these areas will work against us.

**Q** On several occasions I have seen and heard of hostesses accepting tips from passengers. What is the company policy on this?

**A** It is against company policy for hostesses to accept tips from passengers. However, there are some occasions when a passenger will become persistent and boisterous in offering a tip. Rather than cause a noticeable scene, a hostess can use her own good judgment as to whether or not to accept the tip in order to avoid such a scene.

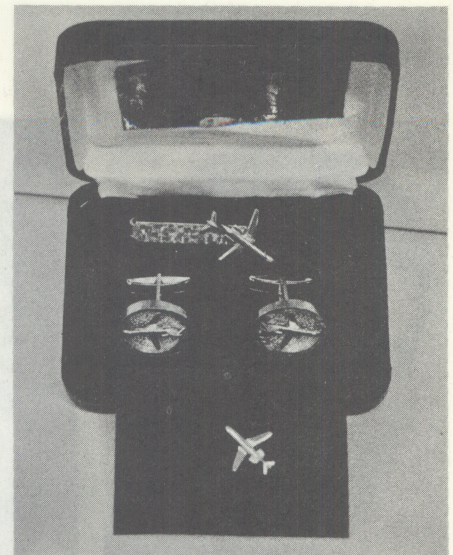
### HUGHES AIR WEST

Published for employes and families of Hughes Air West by the Public Relations Department International Airport San Francisco, Ca. 94128 Ken Jensen, editor

Courtesy is Contagious....  
Let's Start an Epidemic

### HUGHES AIR WEST

SAN FRANCISCO INTERNATIONAL AIRPORT  
SAN FRANCISCO, CALIFORNIA 94128



## Tie Bar, Links Offered At Cost

DC-9 cuff link and tie bar sets are the featured sale items this month by the Hughes Air West Employee Association.

The items are offered for sale at cost.

The cuff link set in gold or silver sells for \$2.15. The cuff links and tie bar set sells for \$3.89. The DC-9 tie tack shown here is \$1.00. It is also available in gold or silver.

Place orders for these items by contacting the employe club special items representative in your area. They are: **Ken Phillips**, Phoenix general office; **Tom Reedy**, Los Angeles station; **Vic Sperotto**, Las Vegas station; **Steve Goliglea** or **Bob Butler**, Portland station; **Bill Gerrard**, Seattle sales; or **Walt Kupper**, San Francisco general office.

BULK RATE  
U. S. POSTAGE  
PAID  
San Carlos, Calif  
Permit No. 183