

# HUGHES AIR WEST

Vol. 2, No. 13

HUGHES AIR CORP.

October, 1970

## 'Operation D-Frost' Program for Winter Moves Into Training

"Operation D-Frost," an extensive company-wide program to prepare for winter operations, is in full swing.

Operations vice president **Ed Altman** said the program is one of the most important undertaken by the company.

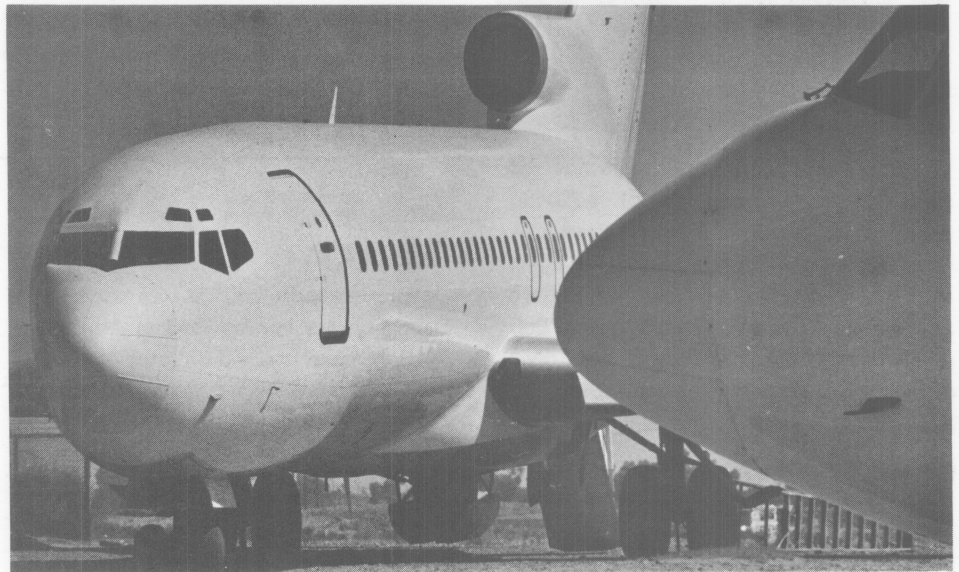
"The severity of winter weather likely to be encountered makes it particularly important that all personnel understand the problems they will face and be trained to handle them safely and efficiently," he said. "Operation D-Frost is our major step toward assuring a safe winter season."

There are four phases of "Operation D-Frost."

They are: meetings between Hughes Air West station managers and airport managers to insure that adequate supplies of de-icing and snow removal equipment will be on hand at all times and to outline criteria for aircraft landings and departures at local airports; winterization of company equipment; winter operations training sessions for all station, maintenance and flight personnel; and a final review of the program in November.

Phases one and two are now complete. Training sessions conducted by regional station instructors will be completed by Nov. 15. All pilots will have a session on winter operations before Dec. 1, as part of their recurrent training. Winter operations manuals in maintenance, station and flight departments have been revised and will be distributed in November.

**Eric Wilson**, assistant stations director said, "We plan to be ready for any problem. We will be able to handle situations better than ever before because we are  
(Please turn to page 7)



**NORTH TO ALASKA** — These two remaining Hughes Air West Boeing 727 aircraft shown here at Phoenix, have been leased to Alaska Airlines. The aircraft were delivered on Sept. 27 and Oct. 9. Two F-27 aircraft also were leased to Air Manila in September.  
(Related story on page 2)

## Outstanding Employee Winners

**George Gragg**, chief station agent at Las Vegas, and **Rudy Krsul**, lead mechanic at Phoenix line maintenance, are September's outstanding employees.

Each received a \$250 check and was made eligible for the annual outstanding employe award of \$500, trip passes for the employe and his family to any destination and a week paid time off.

Gragg came to the company in 1955 as Las Vegas Station agent and before that had eight years experience as passenger agent and chief passenger agent with

United Air Lines. Among the comments received about Gragg were these: "Very devoted." "He puts his whole self into the job." "He is outstanding in his attitude."  
(Please turn to page 2)

## Route, Schedule Changes Announced

Many route and schedule adjustments will be in effect on Oct. 25 to coincide with new seasonal travel habits and the changeover to Pacific Standard Time.

Highlights of these changes, not previously announced in this publication, follow:

- First-time, single-plane, round-trip jet between Santa Ana and Salt Lake City, via Las Vegas.

- Another round-trip jet between Los Angeles and Las Vegas.
- Daily morning jet departure from Monterey to Los Angeles, providing first-time arrival at LAX before 9 a.m.
- Jet from Los Angeles to Monterey, replacing a daily evening F-27 flight between those two cities.
- Round-trip jet between San Jose and  
(Please turn to page 6)



**WINNERS**-- Kip Wharton, director of stations, hands checks for \$250 to September's outstanding employees -- George Gragg, chief Las Vegas station agent, and Rudy Krsul, lead mechanic at Phoenix line maintenance -- as Bob Jorgensen, rear, staff vice president of maintenance, observes presentation at Phoenix facility.

## Outstanding Employee

(Continued from page 1)

tude for getting the job done." "He is one of the few people I know who actually gets excited over his work."

Krsul was hired in 1957 as a mechanic at San Francisco. He has previous airline experience with Trans Ocean Airlines, Alaska Coastal Airlines and Pacific Northern Airlines. Comments about him include this letter: "As a lead man, he has always shown initiative to follow through with an assignment. He is personable and gets along well with the men. He is dependable and alert to the extra things that must be done."

Wayne Wiggins, director of personnel, said the selection committee made an exception this month and named an honorable mention for the award. He is **Robert Thompson**, agent at Cedar City. Wiggins said Thompson deserved recognition for his fine service to the company. He said

### HUGHES AIR WEST

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

# Air Manila, Alaska Airlines Lease Company Aircraft

Hughes Air West has leased two Boeing 727 and two Fairchild F-27 aircraft to airlines in Alaska and the Philippines.

C. A. "Mac" Myhre, staff vice president for administrative services, said Alaska Airlines has taken delivery of two 727 aircraft on a one-year lease with option to renew. The planes were delivered on Sept. 27 and Oct. 9.

Air Manila took delivery of two F-27 Dart 6 aircraft on a lease with option to purchase.

Earlier, the company sold one 727 to Union of Burma Airways and two F-27 Dart 6 aircraft to Southeast Airlines of Miami. Remaining to be leased or sold are five Fairchild F-27 Dart 6 and three Piper Navajo aircraft.

## Gostyla Given Marketing Post

Rick Gostyla, assistant to the general manager since joining Hughes Air West in April, has been named director of marketing planning, a new department concentrating on marketing strategies.

In his new position Gostyla will analyze competitive markets and coordinate his activities with the research and development, scheduling, payload control and sales departments.

Gostyla, a native of Hartford, Conn., earned his B.S. degree in aeronautical engineering at Massachusetts Institute of Technology. He also holds a master's degree from Harvard Business School. Before joining Hughes Air West, he was assistant to the vice president of planning, and manager of market planning for Northeast Airlines.



Robert Donahue

## Robert Donahue New Director of Payload Control

Robert J. Donahue has joined Hughes Air West as director of payload control, a new department designed to coordinate information between marketing and flight operations.

In his new position he also will be responsible for charter sales operations.

Formerly director of planning for International Sky Cab Airline, Donahue served 15 years with Northeast Airlines where he held a variety of management positions, including manager of schedule planning and manager of schedule analysis.

He is a native of Plainfield, Vt., and studied marketing at Northeastern University.

the committee had a difficult time deciding the winner in September.

Employees working in the Las Vegas and San Francisco hostess domiciles and Boeing Field, Hoquiam, Olympia, Tacoma, Ephrata, Wenatchee, Calgary, Kalispell, Great Falls, Spokane and Yakima stations are eligible for the October award.

Wiggins said any Hughes Air West employee, vendor or customer may nominate employees from these domiciles and stations for the award. Nomination forms are available but Wiggins said a signed letter to him may also be used to nominate an employee for the award.

This month's nominations must be in by Oct. 19.

## Travel Convenience: New Instant Tickets Distributed by Sales

Instant tickets are now available to selected Hughes Air West credit card customers.

With an instant ticket, a passenger may write his own passage on a special form, which has his name, address and account number printed on it. When validated and collected at boarding gates, it is charged against his account.

Dick Neal, director of sales, said the instant tickets were distributed to selected commercial and private accounts early this month. District sales managers and their staffs personally presented the tickets to the accounts along with instructions for their use.

Sandy Miner, supervisor of ticketing procedures, said the instant ticket will be a great convenience to the person who travels extensively because of its simplicity. Miner said increased use of the ticket also will relieve agents of additional counter pressure, allowing them more time for other passengers.

## Policies Modified For Youth Fares

Hughes Air West has modified its youth fare policies to attract young travelers.

Vern Chase, assistant director of sales, said changes make the card valid until the holder's 22nd birthday and available either by mail or at Hughes Air West ticket counters.

Mail applications must be accompanied with the \$3 service charge. The card is returned by mail and must be presented at a ticket counter with proof of age for validation before use. Young passengers may travel on confirmed reservations at approximately 80 per cent of the full fare with the card.

Chase said sales department personnel are offering incentive programs and putting up display cards at college and university campuses to inform students of the benefits of the card.



**OUTSIDE SALES** — Transair Market Development Corporation sales personnel were in Phoenix in September for three days of training. The group, led by George Sahlin Jr., standing, was recently contracted to represent Hughes Air West in Chicago, New York, Miami and Honolulu.

## Jorgensen 'Misses' Hijack Plane on Burma Trip

Bob Jorgensen, staff vice president of maintenance, will remember his last trip to Burma more for what didn't happen than for what did:

It's the trip home he almost had that he thinks about.

Jorgensen arranged to return as an extra crew member on a TWA flight via London and New York, but had to cancel at the last minute because of uncompleted business.

The plane he missed was the same one hijacked to Jordan and later destroyed; the last hostage was released Sept. 29.

Jorgensen goes to Burma every three months as an advisor as part of an agreement that sent a Hughes Air West 727 to Union of Burma Airways. While on the trip, he made arrangements with Air Asia in Taiwan for overhaul of the 727's engines and with the Hong Kong Engineering Company for overhaul of the aircraft itself.

He also reviewed UBA's station operations procedures in Hong Kong and Bangkok enroute to Rangoon, headquarters of the airline. Jorgensen said Jim McManmon, Steve Jones, Jack Zogg and Terry Negley were enjoying their special assignment with UBA. McManmon has moved

his family to Rangoon and the others plan to do the same soon.

McManmon said the Hughes Air West maintenance crew rode all trips with the 727 for the first few weeks it was in service with UBA "just to make sure that, if anything went wrong, we'd be there to fix it."

## Phoenix Bowling Tournament Set

The Phoenix area employees' club will sponsor its second annual singles bowling tournament Nov. 21-23, at the Wagon Wheel Lanes, Phoenix.

Men's and Women's first prizes will be \$100 and \$40, respectively, plus trophies. All bowlers are welcome. Entry fee is \$6 for men and \$4 for women.

Mail entry fee to Ardean Cottingham, 211 North 28th St., Phoenix, Ariz. 85008, before Nov. 4. Attendance on all three days of the tournament is not required.

## Scoreboard

### HUGHES AIR WEST TRAFFIC

#### SEPTEMBER

	Sept. '70	Sept. '69	%Change
PAX	243,719	233,177	+ 4.5
RPM	74.2 mil	65.6 mil	+ 13.2
Load Factor	45.7	38.6	
On-time	83.5	87.0	



Charles Jones

## Jones Retires After 17 Years

Charles Jones, a 17-year Hughes Air West employe, retired Sept. 30.

During his employment he has served San Francisco as a ground communications technician, keeping the ground portion of ground-to-air radios in good repair.

Jones, who lives with his wife in San Mateo, said he was moving to Santa Cruz, near Monterey, "just to see if we like it."

"I plan to fish and travel and I also have a lot of work to do around the house," he said. "It won't be like retiring at all. I'm really looking forward to the free time."

In his 17 years as a radio mechanic, Jones has traveled almost three million air miles, mostly in California — and mostly on his way to fix a radio.

## ALPA Pact Reached

Hughes Air West and the Air Line Pilots Association reached a contract agreement Sept. 23, Art Brennan, staff vice president of industrial relations, said.

Details of the new contract, which expires April 1, 1972, are being printed and will be released shortly.

Negotiations between the company and the Air Line Employees' Association are under way.

## We Get Letters...

From a Tucson retail store manager whose wife flew to Las Vegas in her ninth month of pregnancy and returned to Tucson with a new baby: "When my wife arrived in Phoenix to make her connecting flight to Tucson, she found that **Herb Shingler** (Las Vegas station agent) had wired ahead informing the necessary parties of her arrival and she was escorted most carefully to the plane." P.S. Mother and baby are doing fine.

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From an Arizona bank officer who "somehow misplaced" the keys to the bank: "I called Hughes Air West and talked to **Steve Hill** (Phoenix station agent) who, on his own time, went to the hangar and searched the plane . . . telexed Grand Canyon, Page and Las Vegas . . . recovered the keys in Las Vegas . . . had them flown back to Phoenix."

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From United California Bank's Master Charge Dept: "A verbal bouquet to the finance department, particularly to **Al Erickson** and **Gloria Cauble** who have been especially helpful. Many Hughes Air West employes perform admirably with very little outside notice of their faithful service."

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From a Texas state senator commenting on his flight from Tucson to Phoenix: "Misses **Donna Splonick**, **Cathy Chapparone** and **Debbie Litt** were most pleasant and did everything they could to make the trip enjoyable."

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From an Ozark Airline employe to the evening crew at Hughes Air West ticket counter in Phoenix: "Gratitude . . . for extraordinary assistance when my wife and I were stranded due to misrouting by another airline."

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From a G.I. with tight plane connections in Seattle: "I wouldn't have made it if it wasn't for hostess **Maureen Murphy** . . . she made sure I got there in time."

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From the traveling companion of a shaken auto accident victim: "Gratitude and appreciation to **John Otero** (Las Vegas station agent) who, although off duty, assisted in ticketing and boarding us ahead of time."

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From a Douglas Aircraft Company program assistant flying from Santa Ana to Phoenix: "I was duly impressed . . . two charming and courteous stewardesses served a delicious breakfast without confusion or any appearance of being rushed."

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From the operation chairman of the 1970 Powder Puff Derby Start thanking Hughes Air West for the luggage tags used for contestants' luggage: "We're very pleased with the best start ever and feel that you were part of this success."

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From a Spokane travel agent complimenting **Doug Dyche** (Spokane station agent): "He is an outstanding agent . . . I have taken a number of difficult problems to him and he has done a splendid job of solving them."

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From a Denver passenger whose luggage with needed medicine inside was lost on another airline: "It is just a very good feeling to see people like **Charles D. Ward** (Twin Falls chief agent) around. He did all the work to track down my luggage, checked into doctors for me, and did all anyone could be asked to do."

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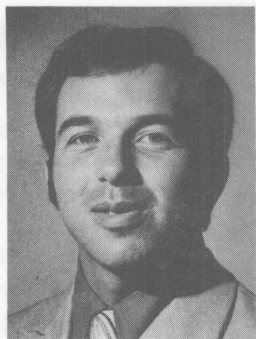
From a St. Louis couple short \$30 for plane tickets to rush home because of their son's death: "Our praise to **Robert J. Folks** (Las Vegas chief station agent) . . . he personally loaned us the money from his private checking account."

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From an Alameda, Calif. businessman: "The service your crew extended was quite a pleasant change from your competition."



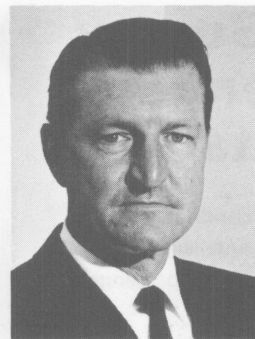
Patti Reynolds



Paul Howe



Joe Roman



Capt. Al Klein



Ginger Shane

## Nine Tagged for Management, Supervisory Positions

Nine persons have been named to management and supervisory positions with Hughes Air West. They are:

**Capt. Alfred Klein** became manager of flight training and procedures, based at Phoenix. He replaced **Capt. Lyle Peterson**, who returned to line flying. Capt. Klein joined the company in 1950, became a captain in 1957 and a check captain in 1965.

**Terry Middleton** became station manager at Santa Rosa replacing **Paul Puffer** who took over Middleton's chief agent duties at Arcata/Eureka.

**Jack Greenbaum** became sales manager for the San Francisco peninsula under the jurisdiction of the San Francisco district sales office. He will be responsible for all

sales activity between South San Francisco and Palo Alto.

**Ginger Shane** joined the company in the new position of regional manager of agencies and special programs, based at San Francisco. She brings more than 12 years airline sales experience with her.

**Joe Roman** became manager of reservations systems training, a new post. He was training instructor at Phoenix reservations before moving to San Francisco in

the new assignment. He began with the company in 1961.

**Patti Reynolds** was named to the newly created post of manager of reservations procedures in San Francisco. She joined the company in 1958 and was most recently a training instructor at San Francisco reservations.

**Paul Howe** became manager of reservations systems, also a new post. He formerly served as computer operator at San Francisco. He joined Hughes Air West in 1969.

**Martha Greenwold**, a registered nurse and former flight nurse for the Arizona National Guard, joined the company as industrial nurse at Phoenix.

**Sue Visnich** became check hostess at San Francisco. She joined the company in 1968.

### Kingman, Prescott Operations Halted; Personnel To Move

Hughes Air West temporarily has suspended flight operations at Kingman and Prescott, Ariz., following approval of the move by the Civil Aeronautics Board.

The company ceased operations at the two stations Sept. 25, but personnel will remain at both stations for an additional 30 days to assist in the operation of Apache Airlines, which is taking over the route.

**Foster Neal** and **Rodman Ward**, station managers at Prescott and Kingman, respectively, will move to Phoenix as agents; **James Anzur**, agent at Kingman, will move to Las Vegas; and **Al Pott**, agent at Prescott, will retire.

The suspension is for no more than three years.

### Malloy Appointed To Director Post

**John J. Malloy**, an 11-year veteran of Hughes Air West and former marketing assistant, has been named director of employe travel benefits.

Malloy will be responsible for expanding non-revenue transportation service and organizing and disseminating vacation travel information in advance of anticipated changes so employes can make better use of on-line and interline free and reduced rate offerings.

Malloy joined Hughes Air West in 1959 as station agent in Sacramento. Since then he has served in various station posts and as assistant director and regional manager of stations.

He is a native of Kiowa, Colo., and attended City College of San Francisco.

The Phoenix pass bureau has been closed with all bureau operations consolidated into one office in San Mateo under the direction of Malloy.

### 'Sales Mark' Newsletter Makes Debut This Month

The first edition of a new Hughes Air West sales and marketing newsletter, *Sales Mark*, has made its debut.

It is designed to serve as a vehicle for sales people to exchange ideas, success stories, suggestions and comments about what's happening in our cities and districts.

**Vern Chase**, assistant director of sales, said that early issues will include reports on the benefits to be derived from the American Management Association training program, new public services offered, and new marketing tools available to field offices.

## Attitude Survey Of Passengers Due at 7 Stations

Hughes Air West will conduct its first semi-annual passenger attitude survey next month at seven of its leading passenger boarding stations.

**Terry Ashton**, director of market development, said that between Nov. 5 and 15 more than 20,000 passengers boarding at Los Angeles, Burbank, Ontario, Santa Ana, San Francisco, San Jose and Salt Lake City are expected to take part in the survey. These stations were picked because most of their passenger destinations indicate great market potential for the company.

"The survey will undoubtedly be a powerful factor in determining future marketing strategy for Hughes Air West," he said, "particularly in the area of allocation of our resources at satellite airports serving the Los Angeles area."

**Lynn Manning**, Market development analyst, said survey data will be analyzed by a McDonnell Douglas computer. The result of each survey will be compared to that of past ones to determine changes in attitude and marketing trends.

Questionnaires in the November survey will be given to passengers in the boarding area and later collected in flight. The questions are brief and the form should take less than three minutes to complete.

## Aircraft To Get New Hostess Kits

Hughes Air West aircraft soon will be equipped with new hostess kits to replace non-standard cases used since the 1968 merger.

The kits — small attache-type cases — contain various items routinely used by hostesses, such as aspirin, adhesive bandages, pencils, balloons, report forms and matches.

**Russ Fields**, manager of passenger service, said that 100 recently-purchased kits should be placed on all aircraft by Nov. 15. Each kit will be taken off daily and restocked at designated stations.



**TELEVISION STAR** — Capt. Dick Dolezal appeared in a television film with Wallace, of the Wallace and Ladmo Show, aired in Phoenix Sept. 24. Wallace was shown in the film with other company personnel and a Hughes Air West DC-9. Capt. Gerry Felts, supervisor of flight training—jet, appeared live on the afternoon children's show.

## Reservation Managers Switch Jobs, Discover Routines Standardized

Hughes Air West reservation managers are changing stations to see if their understanding of policies and procedures match.

Assistant reservation director **Don Ohler** said each of the four managers, based at San Francisco, Seattle, Los Angeles and Phoenix, will spend a week at each of the other three reservation offices.

After the first exchange, Ohler said that the managers — who first thought there would be confusion — found they could function as well in other offices as in their own.

"About the only problem," Ohler said, "was when a special local problem cropped up. When this happened, the exchange manager relied on chief agents for background information. In every case, the problem was solved without calling on the actual local manager. We found we have a highly standardized department."

After a week back home at their own offices, the managers will be back on the road to still another office — a schedule to continue until the program is completed.

## Schedule Adjustments

(Continued from page 1)

Oakland, providing Oakland-Las Vegas-Phoenix service for the first time.

- First Hughes Air West jet into Stockton, providing first-time, single-plane service between there and Las Vegas/Phoenix.

- Two daily round-trip jets between Phoenix and Tucson, providing single-plane service between Santa Ana and Tucson. Also, one-way, non-stop jet between Tucson and Las Vegas.

- Two round-trip jets daily between Monterey and San Francisco.

- A stop in Twin Falls between Boise and Salt Lake City on evening jets, providing new round-trip link between the Northwest and Twin Falls and Twin Falls and Los Angeles.

- Retiming of jet round trips in the San Jose-Las Vegas-Phoenix market to provide early morning, mid-day and evening trips.

- First-time return jet from Medford to Los Angeles, via Eureka, San Francisco and Fresno.

- Round-trip F-27 between Ontario and Las Vegas, providing connections to Salt Lake City, Boise and the Northwest.

- Four daily round-trip F-27 flights between Los Angeles and Palm Springs and two round trips a day between Las Vegas and Palm Springs.

- Round-trip Santa Barbara-to-San Francisco F-27 flight, providing first-time, non-stop, mid-morning service to and from SFO.

- Santa Maria-Santa Barbara-Bakersfield-Las Vegas F-27 flight, providing through-plane service from Santa Maria, Santa Barbara and Bakersfield to Las Vegas.

- Spokane-Pullman F-27 non-stop to Boise, round-trip.

- First afternoon F-27 round trip between Lewiston and Pasco, providing jet connections to Portland and San Francisco from Pullman, Lewiston and Walla Walla, and subsequent connections to Seattle.

## Interline Bargains

Eight-day, \$100 tours to 20 Scandinavian, European and Middle Eastern cities are offered by Sunny Land Tours Inc., 166 Main St., Hackensack, N.J. 07601. Valid through 1971, these tours depart daily; transportation is not included.

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Hawaiian Airlines reports that effective Oct. 1, application for non-revenue transportation must be submitted in writing with the service fee of \$5 for one segment and \$10 for two segments or more. The non-revenue ticket will be valid for 90 days and the person traveling must present a valid identification card. Address: Hawaiian Airlines, 2270 Kala-kaua Ave., Suite 1110, Waikiki, Honolulu, Hawaii 96815.

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American Airlines and Alitalia have announced a joint worldwide area fare program for airline personnel featuring a round-the-world trip for \$199. The plan combines the 51 North American cities served by American (plus its new Pacific destinations) with Alitalia's 92 cities. Also, unlimited travel fare within various regions has been reduced. American will carry interliners from any AA city including Hawaii to any Alitalia gateway for \$10 each way. For information write: Interline Depts. of American, 633 Third Ave., New York, N.Y. 10019; Alitalia, 666 Fifth Ave., New York, N.Y. 10019.

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A ski package is offered at Bogus Basin in Boise for \$14.95 per day, including deluxe room, lunch, dinner, transportation from Boise to the ski area, day/night ski passes and two free cocktails. Write to Bogus Basin, 731 N. 15th., Boise, Idaho 83702.

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For those shuttling between Newark, LaGuardia and Kennedy airports, New York Airways offers passes without service charge during October. Send your request to Director Robert E. Phillips, Interline Agency Sales, New York Airways, LaGuardia Airport, Flushing, N.Y. 11371.



**READY FOR WINTER** — Regional station trainers prepare for winter operations by attending a class prior to sessions they will conduct at all stations. The instructor is Archie Matteson. Students are, from left front: Dave Caton, Bob Butler, Tom Joyce, Harold Carpenter, Jim McGill, Donn Anderson and Ken Libby.

## 'Operation D-Frost'

(Continued from page 1)

more adequately prepared this year with large de-icing equipment.

"We plan to operate conservatively. There will be no compromise for safety."

**Capt. Dave Hinson**, director of flight standards and engineering, said pilots are most concerned with runway and airport field conditions.

"We operate year-round in ice and turbulence, but winter brings snow and slush — something we are very concerned about," he said. "Each winter provides new knowledge and respect for winter operations. We always approach winter operations conservatively."

## Hughes Air West Joins In Passenger Study

The State of California Department of Aeronautics conducted a three-day survey of airline passengers arriving and departing from California on Oct. 8, 9 and 10 as part of the Statewide Master Plan of Aviation to forecast future needs.

The two-page survey asked, among its 24 questions, how the passenger got to the airport, from what address (residence or motel) he came and to what address he was destined.

Hughes Air West, together with all airlines serving any point in California, co-operated by passing out the questionnaires on all legs of its California flights.

## New Non-Stop Routes Requested of C.A.B.

Hughes Air West has asked the Civil Aeronautics Board for approval to operate non-stop between Los Angeles and Arcata/Eureka and between Arcata/Eureka and Eugene.

In its petition, the company said it would provide daily round-trip jet service between the three points in addition to existing service. If approved, the service could begin early next year.

The proposed flights would be the only single plane service between Eugene and Los Angeles and would cut as much as one hour flying time from existing air schedules. Current schedules require a time-consuming change of planes at San Francisco, or two stops between Arcata/Eureka and Los Angeles.

The service would allow the maximum number of connections at Los Angeles to other airlines serving Texas, Georgia, Alabama, Florida and the Caribbean.

## Cooper Named Unit Chairman Of GOP Governors' Confab

Gov. Don Samuelson of Idaho has named Idaho district sales manager **Don Cooper** transportation chairman of the National Republican Governors' Conference, to be held Dec. 12-16 at Sun Valley.

More than 500 persons in politics and the news media are expected to attend.



**HOWDY PARTNER** — John Kozma, left, and Bob Hayes, district and regional sales managers, respectively, donned western garb to man the reception desk for the Phoenix Sun Country Holiday airline party held in September. More than 350 airline employees and guests attended the event in which Hughes Air West was an active participant.

### McCarren Expansion Under Way

Construction work began in early September on a \$23-million expansion of McCarren Field in Las Vegas.

The two-year project will add four cluster buildings to the four fingers of buildings making up the present terminal. One of these cluster buildings will house all Hughes Air West airport operations, doubling the present square footage. Also, loading gates will increase from the present three to a new total of eight.

### HUGHES AIR WEST

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## Q and A Corner

Employees are encouraged to submit questions to the Editor.

**Q.** It used to be a big thing when a hostess had flown five years. She would receive a pin, a letter from the company and a corsage. It was good for morale and we looked on the five years as a new plateau. My fifth anniversary, now three months past, was totally ignored by the company. Why?

**A.** The company is in the process of catching up with pin presentation to employees who should have received them since December, 1969 when the pin supply ran out. Employees in this situation should be receiving their pins shortly. As for the awarding of corsages to hostesses, this was the practice of one of the pre-merger companies and has never been the official practice of Hughes Air West. The hostess department said, however, that it has merit and that consideration is being given to make it a continuing practice.

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**Q.** I've heard all kinds of rumors about the company's profit and loss position. One rumor is that we are going to be making a profit at the end of this year — which will be great, if true. Is it true?

**A.** No. However, we have made significant improvements this year compared to last year's \$21,000,000 loss. More details will be forthcoming at the end of the year. But we still have a long way to go and a hard pull before we see black.

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**Q.** With the vacation season over and the changes of schedules planned for winter, will there be any employees furloughed because of anticipated seasonal drop in business?

**A.** No furloughs of employees are anticipated at this time. Hughes Air West prefers to keep employment in a stable condition rather than hire and fire according to seasons. If we all try harder, the winter season's business may not affect us too drastically.

### Reservation Agents Complete Retraining Course

All 343 Hughes Air West reservation agents have completed a retraining course entitled "Courtesy and Professionalism."

Reservation director **John Puskarich** said the 12-hour course was completed Sept. 24. Each agent was presented with a certificate of achievement signed by Pus-

karich and the agent's regional reservation manager.

The course allowed extensive student participation, which resulted in what Puskarich called "a highly successful program where each agent was able to see his own progression."

<p>BULK RATE U. S. POSTAGE <b>PAID</b> San Francisco, Ca. Permit No, 6490</p>
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