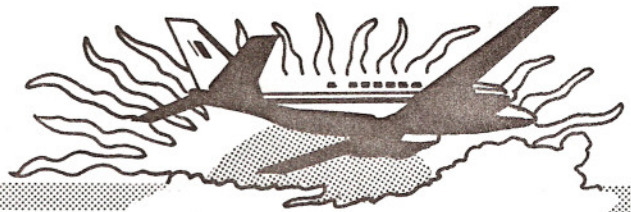


# CASCADE



## Skies

February 1977

A Newsletter For and About Cascade Airways Employees  
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### YOUR SUGGESTIONS AT WORK

Many new policies and practices are taking place because of your survey suggestions.

The planes are being carpeted in the nose to avoid damaging bags. Operations is conducting monthly training classes with our flight control personnel. We have acquired uniformed ties for all male agents and are working on a total uniformed look for a more professional appearance. Our pass bureau will be able to give you more up to date pass benefit information via the new monthly newsletter. The communication gap between management and station personnel will also close a bit via the newsletter. More joint fares are being negotiated through our newly established marketing department. The need for training, noted in the surveys is being preambled by Neal Deckman's gathering and producing memo and manual procedure information. Once all our policies and procedures are in written form, for referral, he can begin the training program.

This is just the beginning. Surveys will be going to all Washington travel agencies, then to our patrons, themselves.

### BIGGEST AND BEST

When ice and snow cover the ground and temperatures dip below freezing, most Northwesterner's thoughts tend to stray to a more pleasing climate.

Five hours away lie some of the most beautiful, lush islands of the world. We are speaking, of course, of the Hawaiian Islands, famed hang out of explorers who nicknamed them the "Sandwich Islands."

We hear a lot about the beaches (and bikinis) of Waikiki, the Sea Life Park of Oahu, Don Ho and his Beachboys, and the swinging night life of Honolulu. All this is certainly an enchanting part of the islands, but there is so much more that the tour books never mention.

Could there actually be a place where one can snow ski in the morning, surf the big waves in the afternoon, pick roadside orchids and poinsettias by a volcano that recently erupted and dine on fresh caught mahi-mahi before slumbering with perfumed ocean air all around you? You bet there is--on the youngest of the Hawaiian chain; the big island, Hawaii.

For a mere \$30 round trip on Western, \$10 round trip on Aloha, Cascade Personnel can enjoy this luxury trip. You can fly into Hilo on the windward side of the island or into Kona on the leeward side.

Here you will enjoy a climate that made this island the vacation spot for ancient Hawaiian royalty to escape the rainy, more humid climes of Oahu, Maui and Molokai.

The Orchid Isle has it all--black sand beaches, swaying palms, balmy breezes and crystal water. You can fish for marlin, ahi, ono and mahi-mahi in some of the best sporting grounds in the world. Fishing charters are plentiful if booked ahead.

There are many lovely hotels which give airline discounts, but since you won't spend much time in your room, pick one close to the facilities you enjoy most. Relax and enjoy the infamous potions such as Mai-Tais, Chi-Chis and Blue Hawaiis. Nowhere is the magic of Hawaii more evident than on this most lovely island!

## MANAGEMENT SEMINAR

On the weekend of March 26, 27, Cascade Airways' management team will have the privilege of hearing a most distinguished lecturer on communications; Colonel Bill Bair (Ret). We are very fortunate to have such a dynamic, talented gentleman as Col. Bair conduct a seminar for us and can largely thank Steve Gural, who happened to have a "connection." Steve is a personal friend of the Colonel's.

Col. Bair has lectured widely in Canada and the United States, in such varied institutions as U of Washington, Boeing Co., Inc., Spokane Police Dept., AT&T, Inc. and Canadian Assn. of Oil Drillers, to name a very few. His expertise in human behavior patterns is drawn from many walks of life, including the military. Col. Bair has held such important posts as Advisor to Alaskan Eskimos, Commander of Nuclear Missile Battalion, and Chief of Staff-Washington Military Dept. Yet, he is every bit at home in the academic and business worlds, enjoying his position of management systems and organization consultant for many firms and universities.

It is not often that we have the opportunity to learn so much valuable training from a man of Col. Bair's calibre. We hope everyone is excited about the possibilities of such exposure. Lets remember that the more informed and motivated our management team is, the better for all of us.

### PASS BUREAU

In case some of you haven't seen the bulletin, Northwest Orient is offering trips to Hong Kong and Tokyo for \$279 per person. This includes PositiveSpace airfare, hotel accommodations, specified meals and tours. There is a trip being offered almost every month through November and each trip is 11 days. Contact the pass bureau if you have any questions.

### SURVEY OBSERVATIONS

The survey questionnaires have been reviewed and as promised, here is the general consensus of a few representative questions.

Forty-one percent of you feel the major criticism by passengers is the lack of pressurization in the planes. Small

equipment and late flights each represented 11% of your views.

Seventy-Five percent of you feel we do not adequately train our station personnel.

The question concerning male agents always wearing ties brought this response:

YES--42%

NO---14%

Counter Only--44%

According to our pilots, Wenatchee has their 100% vote as the most efficient station.

Ninety percent of you who filled out the questionnaire have good and optimistic feelings toward your company. This was the last question on the survey and it had the most positive response.

### RECIPE OF THE MONTH ELEPHANT STEW

- 1 Elephant
- 2 Rabbits

Cut elephant into bite size pieces. Cook for four days at 465 degrees. Season well. Serves 3,800 people. If unexpected company come in you may need to add the rabbits, but don't do so unless it is necessary, as most people don't like hare in their stew.

### PASSENGER BOARDINGS 75-76

<u>MONTH</u>	<u>1975</u>	<u>1976</u>
JAN	11,445	6,753
FEB	9,638	5,938
MAR	11,520	7,051
APR	10,752	7,381
MAY	11,067	7,639
JUNE	11,025	7,928
JULY	10,551	7,561
AUG	10,618	7,951
SEPT	10,447	8,976
OCT	10,653	9,794
NOV	9,383	8,264
DEC	<u>9,733</u>	<u>8,529</u>
	126,832	93,765