

PROFESSIONAL PILOT

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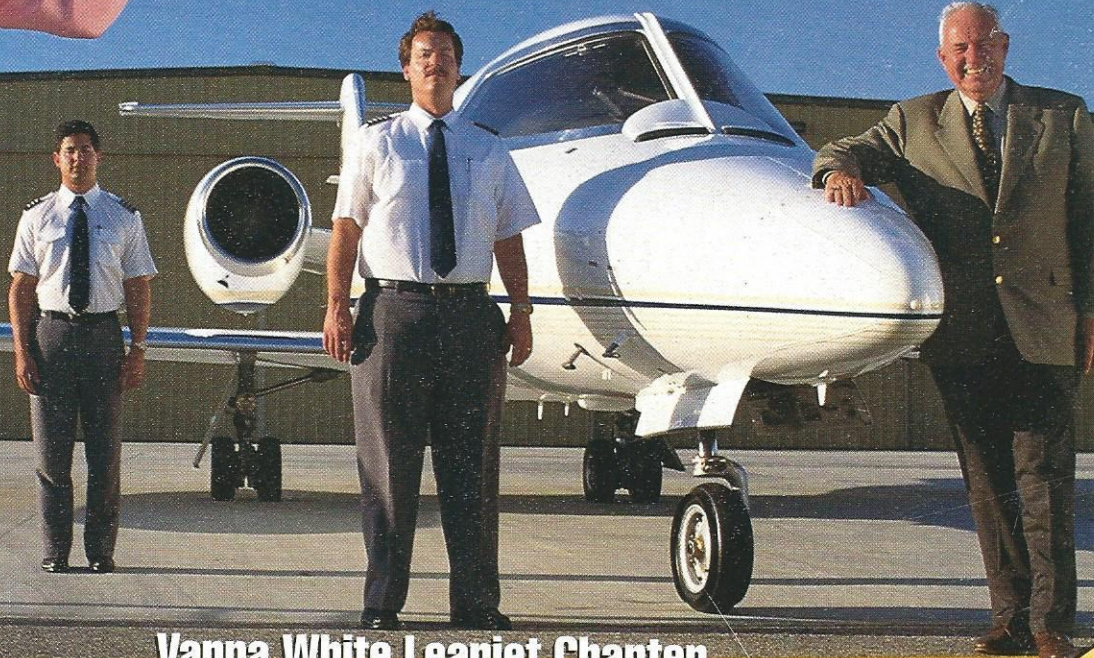
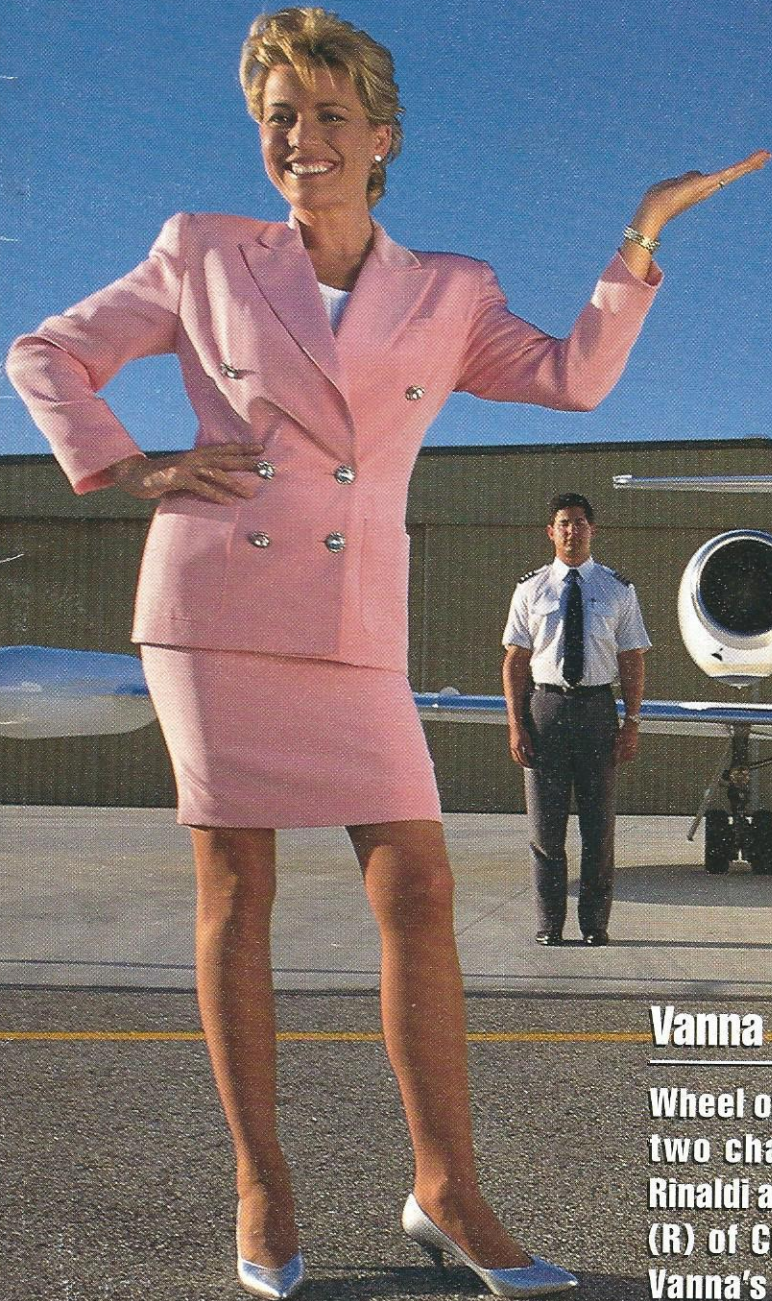
Pilots rate most dangerous airports

What's a pilot worth?

Are you ready for the approach?

Certifying a GPS installation for IFR

New ways to avoid wake turbulence



Vanna White Learjet Charter

Wheel of Fortune's Vanna White with one of her two charter Learjet 35s, flown by Mike Rinaldi and Scott VanKesteren. Clay Lacy (R) of Clay Lacy Aviation manages Vanna's aircraft at VNY.

Salary Survey

Welcome to Paradise



Checking out Honolulu operators.

By Grant McLaren
Editor at Large

If you have a few hours to spend in one of HNL's FBOs the attractions may surprise you. Circle Rainbow Aviation, a concrete and tinted-glass facility, sports a third floor lounge, sleep rooms, showers, sauna and a full-service beauty salon for the pilot requiring that special touch. Circle Rainbow also offers a Karaoke machine in the lounge backed up by a lei greeting, Kona coffee, newspapers and views of Diamond Head from the roof garden.

"The secret is to make passengers and pilots happy no matter what it takes," says Circle Rainbow Managing Director Tom Anusewicz. "The people we deal with are used to good service—we always try to make them feel welcome."

Not to be outdone, Air Service Hawaii, almost next door, has sleep rooms,



Top: Circle Rainbow Managing Director Tom Anusewicz, President Meiko Otink and VP Douglas Ledet discuss the services offered to visiting pilots. Below: Anusewicz in his tower-like office at HNL.

showers and probably the only hula dancing CSRs in the industry. Whether you arrive at noon or at midnight they will greet you with a special hula dancing session.

"We love what we do here and we're the only FBO with live entertainment," says Air Service's Mi Kosasa, manager of corporate aviation services. "Pilots come in, we serve them Kona coffee

and do the hula. It gets them in a Hawaiian mood—then they don't want to leave."

Hawaiian corporate aviation

Although there are only three corporate jets are based in the islands—a Gulfstream IV, a Falcon 50 and a Hawker—and transient movements to



Air Service CSRs include (L-R): Pam Spotts, Laurie Gomes, Jill Kepan and Corporate Aviation Services Manager Mi Kosasa.

Circle Rainbow CSRs L-R: Tracy Bright, Tanya Teeters, Suzanne Olaso, Amy Snyder and Cindy Hester.



and through the islands average less than 50 corporate aircraft a month, with the blossoming of Asian economies, Circle Rainbow and Air Service expect more jets to base out of Hawaii over the next several years.

Transient fuel business is also expected to strengthen. Hawaii is the logical stopping point between North America and Asia according to Anusewicz, who's been in the Hawaiian FBO business for more than 10 years.

"We're not worried about being overflowed by GVs and Global Expresses—aircraft get confining after long flights and Hawaii will continue to be a good place to stop," says Anusewicz.

"Transient corporate traffic is on the increase although based aircraft will likely remain scarce—many business people here often just take first-class airline seats to the mainland," says Air Service President Robert Fraker.

Service charges

Although jet A is \$1.75 in Honolulu, and a few cents per gallon higher on the outer islands, there are additional state fees, like a \$210.48 landing fee for a GIV, first-day parking fee of

\$29.25 and an ATC system support fee of \$36.15. Also expect to pay FBO handling fees. "Most customers landing here in the islands take on fuel," observes Air Service's Director of Aviation Services Ron Benner. "However, some customers prefer paying a handling fee rather than refueling—it's an individual choice."

Air Service Hawaii

Air Service Hawaii has been offering full FBO services to the local market for several years. The current facility was set up to market handling services to 3000-mi-range aircraft. Today Air Service takes care of the majority of turbine aircraft movements in the islands and continues to develop handling facilities on all major outer islands. "We provide a very personal

service and take the time to get to know both pilots and customers," says Benner. "The key ingredient is attention to detail."

Air Service Hawaii offers a range of services with a Gulfstream-certified mechanic and Hawker service experience on-site.

The hiring philosophy at Air Service is to look for individuals with great attitudes who can work together with little management attention.

"There's a chemistry here," says Kosasa. "We're like the Nordstrom's of the FBO industry—we all have the aloha spirit and we try to give it to everyone who comes through."

Line service employees also go through careful selection. "Pilots don't want inexperienced people around their aircraft," says Line Manager Ezra Vilorio. "It means a lot to a flight crew when someone knows where to put gear pins."

Circle Rainbow Aviation

Circle Rainbow operates the Taj Mahal of Honolulu FBOs—with 60,000 sq ft of office space and 20,000 ft of attached clear-span hanger area. The facility was opened to provide corporate aviation services and to house Circle Rainbow—an interisland air tour operation running a fleet of six Britten-Norman Islanders.

"We're laying the foundations to serve the demands of the 21st Century," says Anusewicz. "We were looking at the long term when we built this facility and things are now picking up."

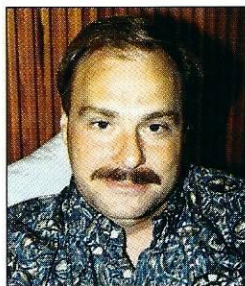
Circle Rainbow offers its own customs and immigration facilities, and FBO services at Maui, Lanai, Kauai and at both Kona and Hilo on the big island of Hawaii.

"To compete you have to be available on all the main islands," says Anusewicz. "Many transient aircraft now use Maui or the big island of Hawaii as refueling points and we're there to provide services."

Passengers and crews who have the time can use the fitness center with showers, sauna and a roof garden overlooking Diamond Head.

If you're a more typical corporate flight crew that wants to get in and out as quickly as possible, Circle Rainbow offers plane-side limo service for passengers and courtesy transport for crews.

"We make it as easy as possible for visiting aircraft and crews," says Anusewicz. "We'll look after all the paperwork, get permits through quickly and help arrange customs preclearance for pilots and passengers. Just leave all the legwork to us." ✈



Air Service Hawaii Dir of Aviation Services Ron Benner