



FROM THE TOP

– Bill Thomas, Managing Director/CEO

We at First Aviation Services are gratified that we're beginning to make a difference at Teterboro.

We're earning new customers and tenants who want the benefits of our spectacular facility, generous service and low fuel prices.

Just this spring, we added 39 regular fuel customers and seven new tenants. We hope you'll be next.

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FIRST's Market Share at Teterboro is Growing

We all know that today's economy is challenging. That's especially true in aviation and air travel. But we're obviously doing something right here at Teterboro, where our market share is growing.

With our Jet A prices \$0.50 — \$1.50/gallon below on-field competition, we're earning more business. As customers get to know us, we're earning new business. Through April, we were just 15% behind the long-time fuel sales leader at TEB, picking up a few points of overall market share in the process.

We've recently pumped as much as 26% of all jet fuel delivered here.

"We're pleased that operators are beginning to discover both our beautiful, spacious facilities and our aggressive efforts to serve their needs," said **FIRST** managing director/CEO Bill Thomas.

FIRST has recently offered the lowest jet fuel prices at Teterboro, as documented by AirNav published prices. **FIRST** guarantees its AirNav fuel prices, which are also published weekly on our Web site (www.firstaviationteb.com).



We offer AirBP products with an additional five-cent-per-gallon discount to AirBP Sterling card users over and above our aggressive volume discounts. **FIRST** maintains our own on-site fuel farm and is always ready to welcome new customers.

"Winter snow or summertime electrical disruption, our 150,000 gallons of on-site fuel and fail-safe back-up power mean we're always ready to serve you," said Thomas. ➔

FIRST Named “FBO of the Week” in June

Outstanding late-night service for an organ transplant flight earned us “FBO of the Week” honors last month. **FIRST** was caring for an aircraft and crew waiting to return a surgical team from organ transplant duties in New York.

“We arrived near midnight and the team at **FIRST** was absolutely the best,” said Stan Ross, volunteer logistics coordinator for the University of Minnesota’s Schulze Diabetes Institute. “Your team deserves a great deal of recognition for making a rainy, cold arrival one of the warmest ever received,” said Ross about **FIRST** night manager Frank Smith and his overnight crew.

“...we scramble to get our surgical teams to organ donors and return to the Twin Cities with these life-saving tissues,” said Ross. “(Your) crew made it very obvious from the moment the squad of umbrellas greeted us at the aircraft door: This is a very special place.

“‘Outstanding customer service’ is truly an understatement for (your) quality of service, level of attention and extremely detailed efforts (that) met or exceeded our every need.



“I have the privilege of visiting FBOs around the country. I eagerly look forward to a return visit for more of (your) great hospitality and suggestions on local amenities for our crews....

“Top shelf, in every respect,” concluded Ross, who nominated **FIRST** for aviation news service AvWeb’s “FBO of the Week” honors. The award is based on input from 200,000+ readers, of whom 92% are pilots and 93% own, operate or lease aircraft. ➔

Amid a Myriad of RON Choices, We Offer Insight

As a center of business and industry, our area is chock-a-block with major brand hotels, restaurants and entertainment venues. The choices here quickly become overwhelming. We have a solution.

Rather than list hundreds of hotels in the many little towns in our area, for instance, our Website features only customer favorites. With driving being what it is around here, all are well-located in relation to **FIRST**.

The Accommodations section of www.firstaviationteb.com features five nearby hotels we have a special relationship with and a total of 29 offering a special rate for **FIRST** customers. Ask our counter staff for details.

FIRST will provide transportation to these hotels on-demand and free-of-charge. Return travel is provided by the hotel or otherwise by **FIRST**. See our Website for

details and hours of hotel-provided return travel. Five hotels also offer “day rates” for resting crews ranging from \$50 to \$119 per stay. These offers are highlighted in the listings under “Hotels and Transportation.”

Top picks include the Harmon Meadows Plaza area just 3-4 miles southeast of us, a quick trip via the freeway short-cut through the nearby Meadowlands Sports Complex. Just across the river north of Route 3, it’s an office campus, shopping area and grouping of hotels and restaurants that offer an escape from the “hustle and bustle” of North Jersey. Try it!

Whatever you chose, our staff will be happy to supply information, insight and transportation to assure your overnight in our area is restful and productive. We’re here to help!

STAFF PROFILE:**Robert DeStefano – Manager, Line Operations*****Fuel is His Thing***

If there's one thing about our manager of line operations, he knows fueling. Turns out, he lives it — at work *and* at home.

Robert DeStefano spent much of the 1970s as a U.S. Air Force fuel specialist handling aircraft fueling, liquid oxygen

and a two-million-gallon bulk storage facility. He's been working at TEB since 1983 and with **FIRST** since '87.

His Air Force duties found him ranging from Homestead, Florida, to Thule, Greenland, and Goose Bay, Canada. It was "up north" where he practiced his other trade: as a flight mechanic, transporting and offloading bulk fuel from C-130s to keep Arctic radar stations functioning.



He undertook all the physiological training, from altitude chamber to survival school to ejection seat, before transitioning from ground crew to flight crew. "Flying, being part of an aircrew, that was the best part..." says DeStefano. He understands and admires those who fly as well as those who serve them on the ramp.

Pumping bulk fuel from two on-board 3,000-gallon bladders was a handful at -47F, he recalls. But he says the praise belongs to the pilots who handled a

7-hour round trip across "nowhere" interrupted only by a wheels landing on 2,500 feet of ice. Engines were never shut down; bulk fuel was pumped out fast in a 15-minute "hot turn."

You would think DeStefano has seen enough of the fueling business, but at home he makes his own bio-diesel! For about 90 cents a gallon, he fills his Chevy 2500 truck with fry oil from local restaurants. Not directly, of course. It takes about three days to process out the fats with lye and methanol then filter, "wash" and "dry" the new fuel. A 25-gallon batch lasts him about two weeks.

Recent news reports warn about handling the very flammable methanol required, telling consumers "Don't try this at home." DeStefano mastered the process, however, even building his own apparatus. He concedes it took a long time to "get it right," but recently was even asked to advise local government on bio-fuel conversion for municipal fleets.

"It's actually better for lubricity and engine adjustments aren't needed," he says. "There's less particulate; emissions are very low." He does switch back to conventional diesel at times, especially when extreme low temperatures could cause gelling.

The classic question: Does his truck smell funny? No, he drives it to work occasionally without embarrassment. "It smells different at the tailpipe," he says. "Not like French Fries. Just different."

Beyond his fuel and fueling expertise, DeStefano's USAF supervisory training stands him in good stead with **FIRST's** 30-strong line staff. He's worked "hands on" on the ramp for years. Now, he concentrates on training and management.

"I prize organization," says the former Air Force NCO. "**FIRST** today is more standardized, more customer-oriented and better run than ever. It's very refreshing."

***The MAY winner of our American Express Gift Card is
GREG CLARK of NORTHROP GRUMMAN AVIATION DIVISION***

Drop your business card at our counter on your next visit...Perhaps you'll be our next winner.

INTRODUCING:**Nora Salib – Customer Service, Even in Arabic**

Business aviation is truly global these days, and *FIRST's* new customer service supervisor can often help our increasing arrivals from the Middle East, as she did recently in her new position.



Nora (Nermin) Salib has been with *FIRST* for seven years but now, she's supervising our customer service functions. And her unique cultural and language background (from her native Egypt) came in handy recently when an international passenger needed help and reassurance fast after failing to clear Customs immediately on arrival.

Nora was able to calm the concerned passenger in his native Arabic while arranging for proper formalities. She was so helpful that our customer wanted assurances that Nora would be working the day of his departure. And such appreciations are not rare.

"I introduce myself to our travelers from the Middle

East," said Salib. "They brighten up. They want to relate in their home language."

Nora's family has been in the U.S. for more than 25 years. College-trained and experienced in marketing and retail, she once planned a business of her own back in Egypt. Now, she is proud to be part of ongoing changes at *FIRST*.

"I love it here," said Nora. "I have a good opportunity right here. Our staff is great. And I've seen *FIRST* evolve."

So husband Sam, currently working in Egypt as a French teacher and tour guide, now will be the one to relocate. (Friends marvel at Nora's engagement picture—the couple aboard a camel following his marriage proposal at the pyramids!)

During our lobby interview, Nora was interrupted by flight crew singing her praises. Pilot Jim Kennedy spontaneously reported, "She's always been there for us!" He described Salib as "one of the smiling faces that mean a lot" to harried crews. Kennedy added that he had seen "a marvelous turn-around" in customer service, "from a '3' to a '9.5' or a '10.'"

That's not all due to Nora's new job as customer service supervisor, but it's indicative of what's happening here at *FIRST*. Whether you're from Dubai or Dubuque, *FIRST*Class people like Nora are here to help. ➔

IT'S A DOG'S LIFE:***Summertime Travels with your Best Friend***

With all the talk of summertime getaways and family time, we're reminded of how many of our fliers travel with their pets — true members of the family. And the recent media frenzy over the new First Family's choice of White House dog only makes the point.

That's why we built a special "dog park" for your traveling companion's pre-flight/post-flight needs. Complete with its own fire hydrant for a "traditional approach" to the issue, it faces our pretty woodland setting.



FIRST's on-site fenced dog park makes traveling with pets safe and convenient. Our customers, and their pets, love it—even in winter!