

# CSG Aviation

## FLIGHT NEWS

Volume 1, Issue 1

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### Comments or Suggestions?

- At CSG Aviation, we're always looking for ways to improve the flying experience of our customers. If you have any suggestions on how we might better serve our customers please speak with one of our Customer Service Representatives at the front desk.

## EARNIE SHELTON HONORED

On November 1, 2002, CSG Aviation was proud to help along with the local EAA Association and COPMA in hosting a dinner in honor of Columbus' very own "Mr. Aviation", Earnie Shelton. The celebration was held in the Epps Hangar.

Throughout his impressive career in aviation, Earnie has shared his enthusiasm for aviation with over 75,000 children and senior citizens from the Chattahoochee Valley. Over 300 people were on hand to celebrate Earnie's place in Columbus' aviation history. Guests included Mayor Bobby Peters, family, friends and past students who learned to fly from one of the most experienced pilots around.

After learning to fly in 1941, Earnie served in the United States Army for 36 years, including service in World War II, Korea and Vietnam before retiring with the rank of lieutenant colonel. Since then,



**Earnie Shelton has been a part of Columbus aviation for over 30 years**

Earnie has earned his private license along with his instrument and multi-engine ratings, commercial license and flight instructor certificates, accumulating more than 7,000 hours in the air.

November's ceremony recognized Earnie's long list of past achievements in aviation as well as his current stature as a flight instructor at CSG Aviation and a Tour Guide for Columbus Metropolitan Airport.

Earnie was honored with a proclamation from the

Mayor's office and a Resolution from the Muscogee County Board of Education. In addition, the road to the airport and CSG Aviation was renamed Earnie Shelton Drive.

"It means a lot to be recognized by people you care about and respect," says Earnie, adding, "Getting people excited about flying is something I love to do and will keep on doing here in Columbus." Thank you Earnie for all you do for our community!

## GOVERNOR-ELECT PERDUE VISITS CSG

Newly-elected Georgia Governor Sonny Perdue made a visit to CSG Aviation on November 8 to address Columbus voters following his victory earlier that week in the 2002 Georgia gubernatorial election.

An enthusiastic crowd of more than 200 people gathered outside of CSG Aviation to see Governor-elect Perdue arrive

in Columbus as part of a seven-city Unity Tour throughout the state.

Perdue took time to acknowledge his supporters and then fielded questions from the local and state media on hand. Among those in attendance for the visit to Columbus were Georgia State Senator Seth Harp and Columbus Mayor Bobby Peters.

The visit by Governor-elect Perdue to CSG Aviation was the second by a political party in a week as Governor Roy Barnes, Senators Zell Miller and Max Cleland and others visited Columbus for an election day rally for the Democratic party on Tuesday, November 4.



HELPFUL INFORMATIONIMPORTANT NUMBERS

- CSG AVIATION  
(706) 324-2453
- CSG AVIATION FAX  
(706) 596-9561
- WEATHER  
(706) 576-4715
- AIRPORT SECURITY  
(706) 323-4041
- AIRPORT MANAGER  
(706) 324-2449
- AIRPORT RESTAURANT  
(706) 324-4628
- TAXI  
(706) 322-1616

HOTEL

CSG recommends the North Columbus Hampton Inn and the Wyndham Columbus. Call for courtesy transportation and a special CSG Aviation Corporate Rate.

**North Columbus Hampton Inn**  
(706) 256-2222

**Wyndham Columbus**  
(706) 324-1800

FREQUENCIES

- ATIS 127.75
- Ground Control 121.90
- CSG Aviation 122.95
- Columbus Tower 120.10
- Columbus Approach 125.50
- ILS Localizer (Rwy 5) 110.30
- Columbus VOR 117.10
- NDB/LOM 355

## FROM THE GENERAL MANAGER...

What a great year we've had. I want to thank each of our employees for their hard work and commitment to making CSG Aviation the best. Change is seldom easy, but the fruits of their labor are evident in the continuing positive comments we receive regarding the quality of service our customers are receiving.

As we complete the first year as CSG Aviation, we look back at some of our major milestones of 2002: ♦ Selected Air BP as new fuel vendor ♦ Lowered fuel prices to give our home based customers a discount seven days a week. ♦ Character First Initiative ♦ 2002 Thunder In The Valley ♦

Epps Aviation opened a maintenance facility at CSG ♦ Honored Earnie Shelton – Mr. Aviation ♦ CSG on the internet at csgaviation.com ♦ Courtesy lunches for pilots, visitors and friends of CSG every Friday

With these changes and accomplishments, we have laid some of the foundation from which we hope to build on every year as we work towards our goal to be the best in our industry.

In 2003, we will be focusing on enhancing each of our employee's job skills through additional training. The Line Technicians will be participating in NATA's Safety

1<sup>st</sup> Training Program while the Customer Service Representatives will be attending several Customer Service and Hospitality classes. We will also continue to conduct cross training in both departments.

Again, thanks to everyone for a great 2002 and I look forward to making 2003 an even better year here at CSG Aviation.

Best regards,



Greg Russell  
General Manager

## FLIGHT INSTRUCTOR PROFILE: ROBIN JESTER

Each issue, one of our experienced Flight Instructors will be highlighted. This month's featured instructor is Robin Jester.

Robin moved to Columbus in 2002 to serve as the pastor of Phenix City Uchee Pines Seventh-Day Adventist Church and became part of the CSG Aviation team this past No-

vember.

Robin is a certified flight instructor with over 1300 hours of flight time, half of which are from instructing. His instructor certificate has both instrument and multi-engine ratings and he is currently working towards his CF-II.

His past experience includes flying on mission operations

in Africa, towing gliders and handling ferrying operations.

Robin's knowledge and experience make him a valued instructor here at CSG Aviation. His love of aviation and flexible schedule makes him a perfect match for any flight student!

## EMPLOYEE SPOTLIGHT

Ashley Henderson has been named the CSG Aviation Team member of the 4<sup>th</sup> Quarter 2002.

Ashley has been at CSG Aviation since May 2002 and is also a full-time dental hygiene student at Columbus Technical College. Ashley attended Manchester High School and she was also a majorette in the Manchester High Band.

Ashley's coworkers selected her to be the 4<sup>th</sup> Quarter Team Member. Her coworkers stated that their reasons for selecting Ashley were her great Customer Service attitude and her commitment to her job, always going that extra mile to take care of CSG's customers.

Congratulations and thanks to Ashley for a job well done!



**ASHLEY HENDERSON**  
STAFF MEMBER SINCE: May 2002

# FLIGHT TRAINING UPDATE

Flight Training is one of our most important operations at CSG Aviation and this column will keep track of all of the happenings within our Flight Training Department. Each issue will include updated information about our programs and will also recognize the achievements of our flight training students.

## NEW IFR RATINGS

Two CSG Aviation flight training students recently received their Instrument Flight Rules Certificates. Harry Fussell received his certificate on November 11 and Steve King received his on December 8.

Congratulations to both Harry and Steve on their achievements.

## NEW STUDENTS

We at CSG Aviation would like to welcome five new students to our flight training program.

The new flight training students are:

- Jason Anton
- Andrew Warnberg
- Lance Scott
- David Davis
- Joshua Dally

For more information on our



Our flight instructors can give you all the training you need from the ground to the sky.

flight training programs, including scheduling and pricing information, call (706) 324-2453 or stop by the front desk and ask for a flight training brochure.

# CSG AVIATION NOW ONLINE

CSG Aviation is proud to announce the launching of its new home on the Internet, [www.csgaviation.com](http://www.csgaviation.com). The new web site will be filled helpful information for our valued customers and employees or anyone in the Chatahoochee Valley who is interested in aviation.

"The new site is an excellent means for us to get the word out on everything we offer here at CSG," says Greg Russell, General Manager of CSG Aviation. "It will be helpful to anyone who may be interested in flying here in Columbus."

The new website will host a comprehensive layout of CSG Aviation's variety of services, including aircraft charter service, flight training, maintenance and more.

The site was built through a cooperative partnership between CSG Aviation and Frank

Futyma's class at Columbus Tech. The Columbus Tech students consulted with the staff at CSG Aviation and made several visits out to CSG in order to gather information they would use to build a site that was informative and user-friendly.

The result is a site that puts everything that CSG does at your fingertips, in addition to some helpful extras, such as weather reports and maps.

The Columbus Tech students will be responsible for maintaining the website and updating it with the latest information from CSG Aviation. Additions and improvements will be made regularly and there are already plans to add more in depth scheduling and charter information.

"It's already a great tool and in the future, we hope that anyone will be able to visit the



[www.csgaviation.com](http://www.csgaviation.com) is the new online home of Columbus' full-service F.B.O

site at any time and get information about all of our operations, including the status of our charter and flight training planes," adds Russell.

In the meantime, whether you're at home or work, please feel free to visit [www.csgaviation.com](http://www.csgaviation.com) today!

Special Thanks to ALL of Our Hospitality Partners!



North Columbus  
706-256-2222



"The engine is the heart of an aeroplane, but the pilot is its soul"

-Sir Walter Raleigh



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to be a Cessna Pilot Cen-  
ter and Air BP Dealer



## CSG AVIATION: A CHARACTER FIRST COMPANY

In our efforts to better serve our customers and provide a supportive environment for our staff, CSG Aviation has implemented the Character First Program, an initiative that recognizes and promotes highly visible positive character traits within the workplace.

Character First provides the tools and leadership philosophy to our team members and encourages their use to influence fellow workers. Team members with character are more respected and feel better about themselves and contribute to the organization in a more positive manner. The impact of Character First can have a significantly positive impact in personal and professional growth, allowing a move to greater responsibility within our organization.

The purpose of Character First is to re-enforce character in individuals, in order to promote better relationships in the family and workplace. Character First is built around 49 character qualities that help to make up a person’s character. A different trait is explored each month with booklets and discussions at staff meetings.

CSG Aviation has changed the way we manage our organization through Character First. Along with each of the over 1,000 members of the Pezold Companies that are participating in this Character First program, CSG Aviation has made a commitment to this philosophy, resulting in improved hiring decisions, lowered waste and pilferage, lowered turnover rates and improved productivity and customer service. CSG Aviation is proud to be part of the Character First Program as we do our part in making Columbus a better place to work and live.

## **EPPS MAINTENANCE WHILE CHASING YOUR DREAMS, DO IT SAFELY. LET EPPS AVIATION HELP**

Epps Aviation has 37 years of rich tradition in quality maintenance. The training of our people is our biggest asset. Over 90% of our mechanics have been factory trained and 100% are A&P mechanics. Coupled with our two-shift operation, this lets us be flexible enough to provide faster turn times without sacrificing quality.



**EPPS AVIATION** Phone: 706-324-5959 Email: columbus@eppsaviation.com