



mIVL17 SCHEDULE

2600 Lone Oak Point, Eagan, MN 55121
Phone 1-800-628-2690, FAX 612 726-4089

This Schedule was printed : 8/13/01 12:36:00 PM

8/13 400 M. Zacarias mIVL17

Students:
M. Zacarias

BRIEF	Time	Date	Location	Subject	Notes	Instructor(s) WC
Monday, August 13, 2001						
Travel			MSP NOTES		1200 Orientation with Michael Guess, meet at NATCO at the Pan Am Customer Support desk	
	13:00 - 17:00		Commons - RM - E (14)		LECTURE	GS4 - Prevost C.
Tuesday, August 14, 2001						
	13:00 - 17:00		Commons - RM - E (14)		LECTURE	GS4 - Prevost C.
Thursday, August 16, 2001						
17:00	18:00 - 21:00		B744-7	Full Flight Simulator	FFS #1	TCI - Lamb R.
Saturday, August 18, 2001						
17:00	18:00 - 21:00		B744-7	Full Flight Simulator	FFS #2	TCI - Lamb R.
Sunday, August 19, 2001						
17:00	18:00 - 21:00		B744-7	Full Flight Simulator	FFS #3	TCI - Lamb R.
Monday, August 20, 2001						
17:00	18:00 - 21:00		B744-7	Full Flight Simulator	FFS #4	TCI - Lamb R.

65
680
2220
FM
NATCO
FFS PREVOST



If you're training and testing requirements include an ATP initial test. Please submit your logbook to Alan McHale, Manager of Pilot Training, located in the Pan Am area of the building N lobby.

We will need to review flight time requirements for the ATP certificate early in your training.



Student Information Form

- 1) Please fill in all applicable information.
- 2) Attach copies of current licenses and medical. (Copy machine is located in Customer Support area – first floor).
- 3) This form must be handed in to the Training Coordinator or your instructor on your first day of training.
- 4) All information provided on this form will be kept confidential.

Personal Information:

Name: _____

Street Address: _____

City/State/Zip: _____

Country: _____

Phone: (____) _____

Fax: (____) _____

Local Phone: (____) _____

Emergency Contact: _____

Phone: (____) _____

Employed by: _____

Current Position: _____

Current Equipment Type: _____

Total Time in Type: _____

Total Overall Time: _____

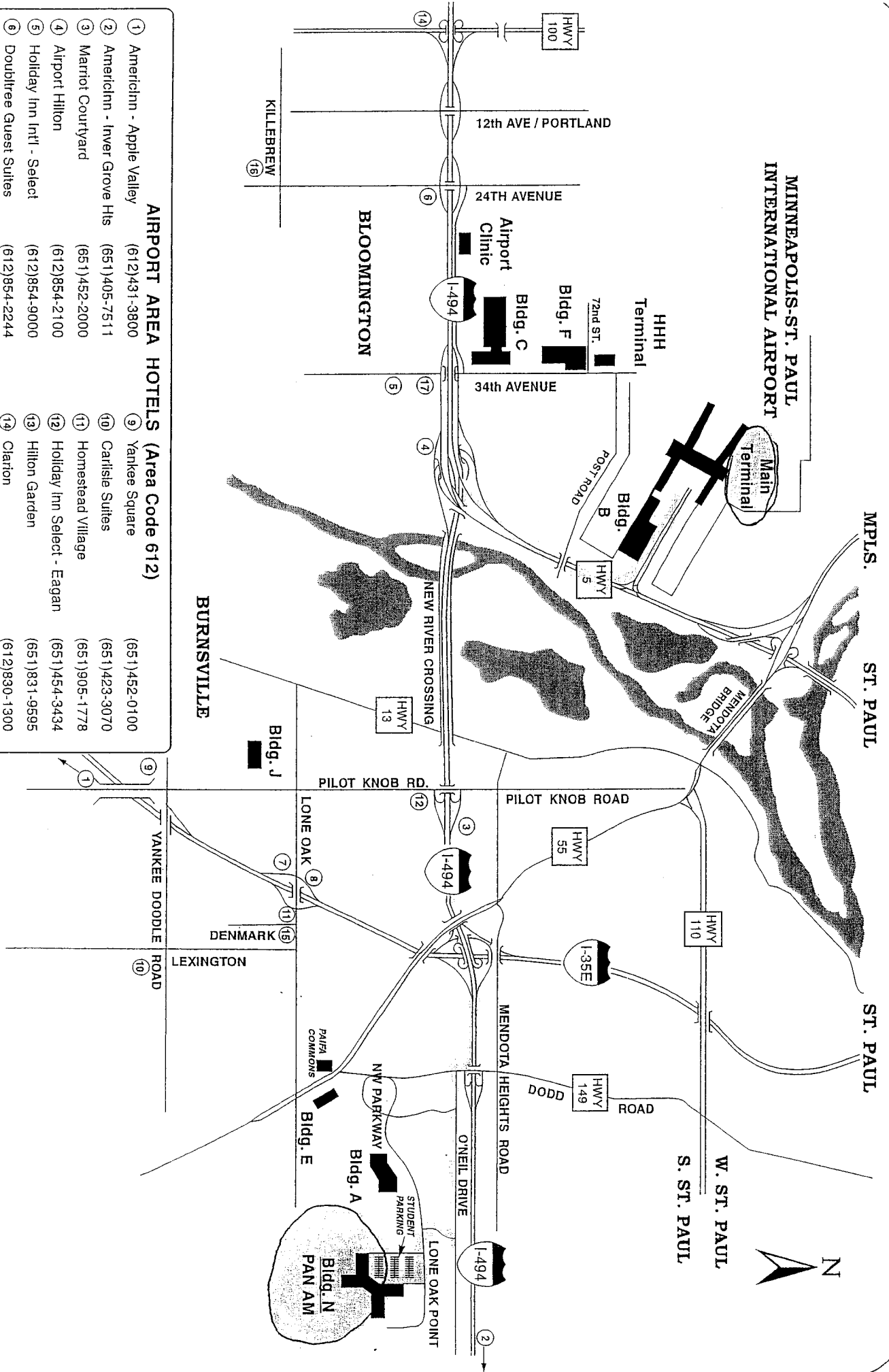
Training Information:

Training Start Date: _____

Type of Training to be completed at Pan Am: _____

Note: The information provided on this form will be used to initiate a student training record as required by the FAA.

**MINNEAPOLIS-ST. PAUL
INTERNATIONAL AIRPORT**



AIRPORT AREA HOTELS (Area Code 612)

- | | | | |
|-------------------------------|---------------|------------------------------|---------------|
| ① Americinn - Apple Valley | (612)431-3800 | ⑨ Yankee Square | (651)452-0100 |
| ② Americinn - Inver Grove Hts | (651)405-7511 | ⑩ Carlisle Suites | (651)423-3070 |
| ③ Marriott Courtyard | (651)452-2000 | ⑪ Homestead Village | (651)905-1778 |
| ④ Airport Hilton | (612)854-2100 | ⑫ Holiday Inn Select - Eagan | (651)454-3434 |
| ⑤ Holiday Inn Intl' - Select | (612)854-9000 | ⑬ Hilton Garden | (651)831-9595 |
| ⑥ Doubletree Guest Suites | (612)854-2244 | ⑭ Clarton | (612)830-1300 |
| ⑦ Residence Inn - Eagan | (651)888-0363 | ⑮ Microtel | (651)405-0988 |
| ⑧ Hampton Inn - Eagan | (651)888-3343 | ⑯ Homewood Suites | (612)854-0900 |
| | | ⑰ Embassy Suites | (612)854-1000 |

NWA, INC. BUILDING LOCATIONS



CUSTOMER SATISFACTION SURVEY

At PAN AM we strive to continuously improve our service. To succeed, we need your feedback. Please complete the following survey about your experience with us and return to Customer Support.

Date _____ Aircraft type _____ Course Name _____ Airline _____

Please refer to the rating numbers below and answer questions using the appropriate rating.
 *Key: 1=Poor 2=Fair 3=Average 4=Above average 5=Excellent NA=Not applicable

CUSTOMER SERVICE

- | | | | | | | |
|---|---|---|---|---|---|-----|
| 1. Knowledge/helpfulness of the customer support staff (the front desk) | 1 | 2 | 3 | 4 | 5 | N/A |
| 2. Knowledge/helpfulness of the account representative | 1 | 2 | 3 | 4 | 5 | N/A |
| 3. Friendliness of the simulator technicians | 1 | 2 | 3 | 4 | 5 | N/A |
| 4. Responsiveness of the simulator technicians | 1 | 2 | 3 | 4 | 5 | N/A |
| 5. Quality of classrooms and briefing rooms | 1 | 2 | 3 | 4 | 5 | N/A |
| 6. Cleanliness of classrooms and briefing rooms | 1 | 2 | 3 | 4 | 5 | N/A |

TRAINING SCHEDULE AND CONTENT

- | | | | | | | |
|--|-----|---|----|---|---|-----|
| 1. Quality of ground school schedule | 1 | 2 | 3 | 4 | 5 | N/A |
| 2. Accuracy of simulator schedule | 1 | 2 | 3 | 4 | 5 | N/A |
| 3. Quality of training materials | 1 | 2 | 3 | 4 | 5 | N/A |
| 4. Were training scheduler(s) friendly and helpful | YES | | NO | | | N/A |

QUALITY OF INSTRUCTION

- | | |
|----------------------------------|-------------------------------|
| Instructor Name: _____ | Instructor Name: _____ |
| GS/FBS Instructor traits: | FFS Instructor traits: |
| - on time | 1 2 3 4 5 |
| - friendliness/helpfulness | 1 2 3 4 5 |
| - knowledge/competency | 1 2 3 4 5 |
| - organized/efficient | 1 2 3 4 5 |
| - teaching ability | 1 2 3 4 5 |
| - standardization | 1 2 3 4 5 |
| - brief | 1 2 3 4 5 |
| - debrief | 1 2 3 4 5 |

NORTHWEST TRAINING CENTER BUILDING AND EQUIPMENT

- | | | |
|-------------------|-----------------------|---------------------|
| Simulator # _____ | | |
| Reliability | Quality of Simulation | Visual Presentation |
| 1 2 3 4 5 | 1 2 3 4 5 | 1 2 3 4 5 |

Were you satisfied with the cafeteria as far as quality and cleanliness? YES NO. If no, please state reason

MISCELLANEOUS CUSTOMER SERVICES

- Were hotel accommodations satisfactory? YES NO name of hotel: _____
- Was hotel ground transportation adequate? YES NO
- Did you experience any problems in obtaining your NWA airline ticket for training? YES NO If so, location obtained _____
- Were you satisfied with your NWA flight to and from training? YES NO If so, date _____

Overall, how would you rate your experience at Northwest Training Center? 1 2 3 4 5

Additional Comments/Suggestions (optional) _____

Would you like a follow up phone call? YES NO Name: _____ phone # _____

Thank you for your time. Please leave this form with a PAN AM Customer Support Representative on the first floor, or mail to: PAN AM International Flight Academy, 2600 Lone Oak Point, Eagan, MN 55121 Attn: Customer Support



WELCOME PAIFA CUSTOMERS

Dear PAIFA Customer:

We would like to warmly welcome you to Pan Am International Flight Academy (PAIFA). We are dedicated to ensuring that your training is productive and your stay is pleasant.

Our Customer Support staff is available from 0500-2300 Monday-Saturday and 0600-2200 on Sunday. You may contact Customer Support by calling (612) 726-7010 or (800) 628-2690 (out of state).

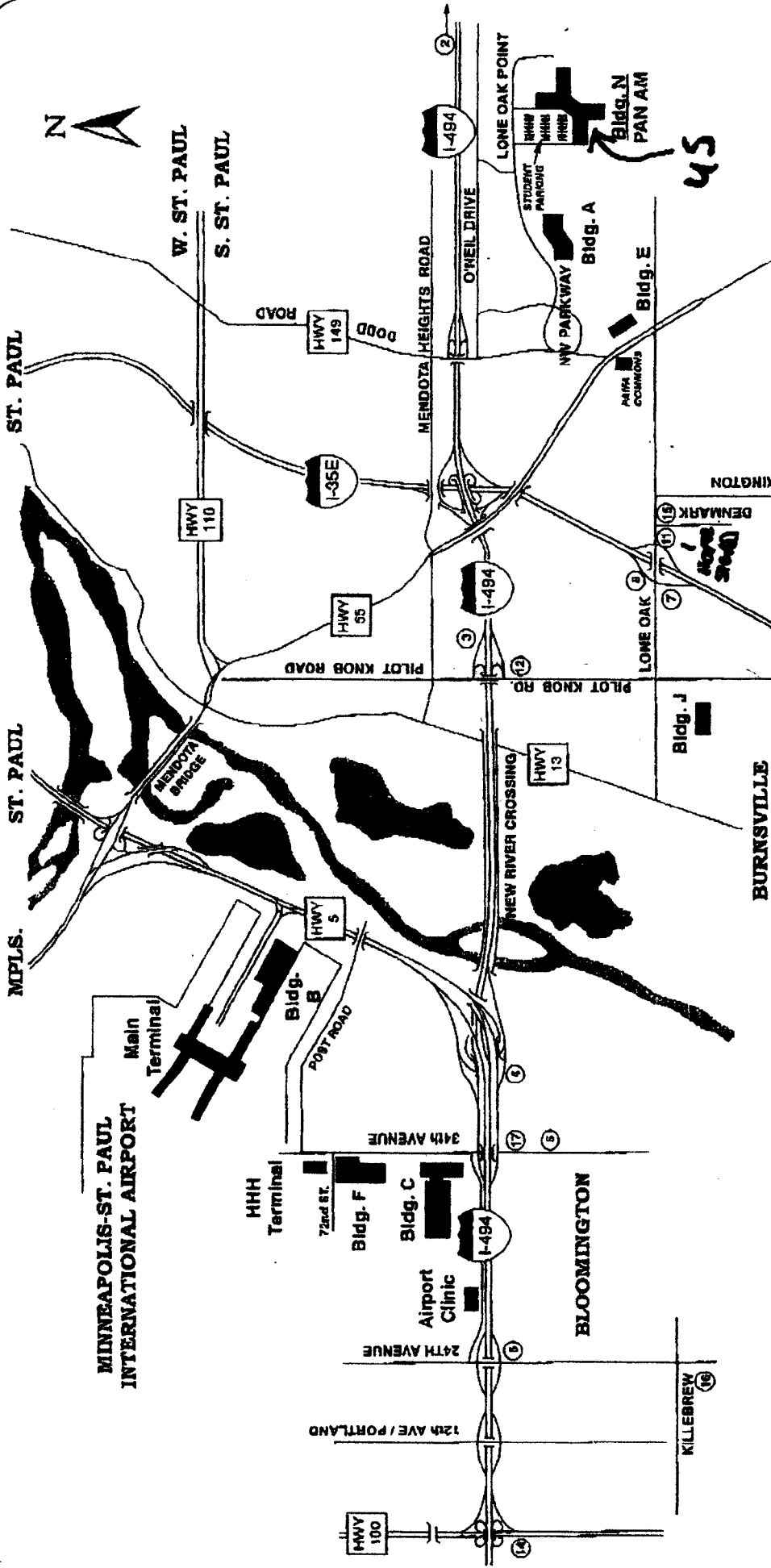
We welcome your comments on our training and facilities. Please take a few moments to complete one of our Customer Satisfaction Surveys and tell us how we are doing.

Listed below are a few of the guidelines established to help us serve you better:

- Customers must sign in at the PAIFA Customer Support Desk, obtain a visitor's badge from the PAN AM Customer Support Desk or display your airline badge. Customer instructors are issued "access badges" that will allow them entry into the simulator bays.
- Cafeteria hours are Monday-Friday 0630-1330 and Saturday-Sunday 0700-1300. Also, we have a list of outside restaurants that will deliver to the training center for a nominal fee.
- No food or beverages are allowed in the simulators. All NWA and PAIFA facilities are now non-smoking. Smoking is only allowed outside of the training center.
- Training and scheduling concerns should be directed to the PAIFA schedulers during normal business hours Monday-Friday 0730-1830. A320, B757 and B747-400 calls should be directed to Lisa Schiavone or Bridget Sorensen at (612) 727-7298. DC-9, DC-10, B727 and B747-200 calls should be directed to Dana Wilson at (612) 726-0059. During all other hours, Customer Support will be happy to assist you.
- Dress for pass travel on NWA is business attire.
- When you train at PAIFA please remember to bring your own supplies. PAIFA does not provide writing utensils, stationery etc. There is an Office Depot located at 1284 Town Center Drive in Eagan if you do not have these items with you. Their phone number is (651) 683-0335.
- PAIFA does not provide shipping service. The nearest Post Office is the Eagan Branch located at 3145 Lexington Avenue South in Eagan. Their phone number is (800) 275-8777. Federal Express may pick up a package at the training center if you possess a credit card or Federal Express account number. They can be reached at (800) 238-5355.
- Customer Support will be happy to fax any business documents for you. Please give the correspondence to any Customer Support Representative on staff and once faxed, you may wait for the confirmation or come back to pick it up later.
- There are pay phones located in the lobby and on the second floor. Also, there is a phone located at the Customer Support desk for your convenience.
- There is a copy machine located in the lobby for your use.

Thank you for allowing us the opportunity to provide you with exceptional training and the highest quality customer service. If there is anything that we can do to further assist you, please contact our Customer Support Staff at (612) 726-7010/(800) 628-2690 or send us a fax at (612) 726-4089.

405-364-7202



AIRPORT AREA HOTELS (Area Code 612)

1 Americinn - Apple Valley	(612)431-3800	9 Yankee Square	(651)452-0100
2 Americinn - Inver Grove Hts	(651)405-7511	10 Carlisle Suites	(651)423-3070
3 Marriott Courtyard	(651)452-2000	11 Homestead Village	(651)905-1778
4 Airport Hilton	(612)854-2100	12 Holiday Inn Select - Eagan	(651)454-3434
5 Holiday Inn Int'l - Select	(612)854-9000	13 Hilton Garden	(651)831-9595
6 Doubletree Guest Suites	(612)854-2244	14 Clarion	(612)830-1300
7 Residence Inn - Eagan	(651)688-0363	15 Microtel	(651)405-0888
8 Hampton Inn - Eagan	(651)688-3343	16 Homewood Suites	(612)854-0900
		17 Embassy Suites	(612)854-1000

NWA, INC. BUILDING LOCATIONS

Special Rates For Our Friends At PanAm.



Whether it's a business trip for a few days or a few weeks, or a temporary home for relocation, at **Homestead** you'll find just what you need to settle in comfortably.

- Fully equipped kitchen with full-size refrigerator
- Workspace with computer dataport, free local phone calls and voicemail
- Iron, full-size ironing board and on-site guest laundry
- Complimentary airport transportation to PanAm training
- Fitness club access
- Study room available
- On-site guest pantry

For reservations at Homestead Minneapolis/Eagan, located at the corner of 35 East and Lone Oak Road, call (651) 905-1778.


Homestead
 Studio Suites
 HOTEL

Minneapolis/Eagan
 3015 Denmark Avenue • Eagan
 (651) 905-1778 • Fax (651) 905-1779

Special PanAm Rate

\$49*
per night
 tax included

in a Queen Studio room

For reservations at more than 100 locations nationwide, call 1-888-STAY-HSD or visit www.stayhsd.com

*Rates are quoted for the Minneapolis/Eagan location, subject to change and may vary depending on room type and length of stay. © 2001 Homestead Village, Inc.



Training in Minneapolis? Short term or long term we can meet your needs. Come sleep over at the Sleep Inn!

- 24-Hour Courtesy Shuttle To and From Mpls. Airport & NATCO
- Free Shuttle to the Mall of America



- Indoor Pool, Whirlpool and Sauna
- Complimentary Deluxe Continental Breakfast.
- Fully Equipped Fitness Center

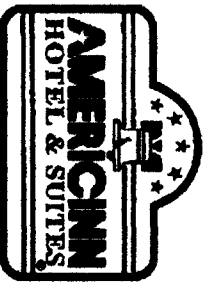
\$37.00/Night Mon–Thurs Plus Tax

\$69.00 Fri & Sat Plus Tax

In a class by itself. •



Reservations:
 651-681-1770
 800-617-3262
 4510 Erin Drive
 Eagan, MN 55122



Inver Grove Heights, MN
AMERICINN
HOTEL AND SUITES
5861 Blaine Avenue East
(One Mile South of I-494 on Hwy. 52)
651-450-7511 • 1-888-881-STAY (7829)

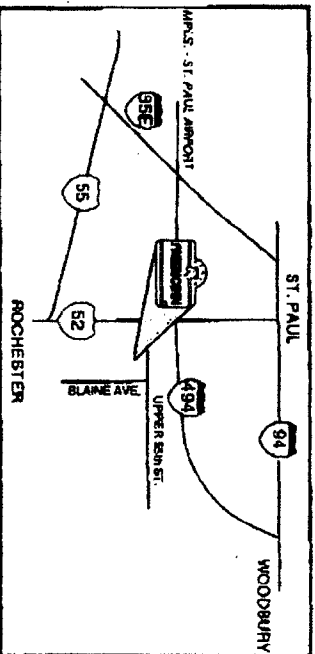
We are located just 10 minutes east of the world famous Mall of America and 6 minutes from the MSP International Airport. The Minnesota Zoo, home to the IMAX Theater and Discovery Bay is only 14 minutes away. We have easy access to the Interstate bringing you to the many attractions in our area, which include Downtown Minneapolis & St. Paul, Valleyfair Amusement Park, and Mystic Lake Casino.

AMENITIES:

- Complimentary Enhanced Continental Breakfast 6 am - 10 am Daily
- Large Indoor Pool Area including Sauna & Whirlpool
- Free Shuttle 7 am - 11 pm to/from Airport and Mall of America
- Meeting Space
- Room Service from Applebee's Restaurant (located adjacent to hotel)
- Exercise Room
- Cable Television in all Guest Rooms
- Children under 17 stay free with paying adult
- Cribs (free of charge) & Rollaway Beds (fee applies) Available
- Data Ports on all phones
- Self Service Guest Laundry Facilities
- Coffee Makers in every room

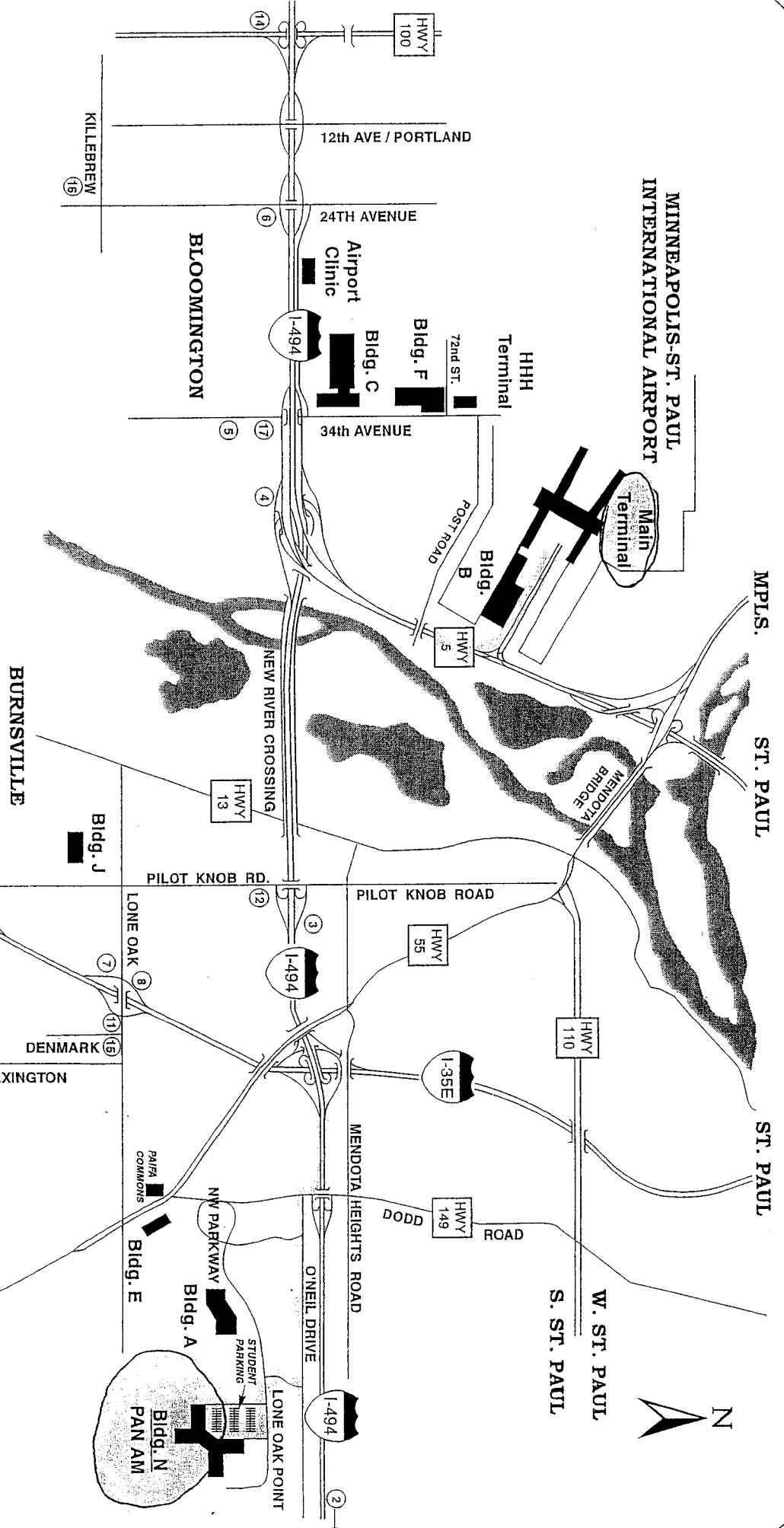
ACCOMMODATIONS:

- King bed with Recliner
- Extended Stay - Two Room Suites
- Whirlpool Suites
- Two Queen Beds
- Extra Large Rooms
- Fireplace Suites



South of I-494 on Hwy. 52 at the Upper 55th Street Exit,
East on Upper 55th, South onto Blaine Avenue East
5861 Blaine Avenue East
Inver Grove Heights, Minnesota 55076
Phone: 651-450-7511 • Fax: 651-450-7559

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INTERNATIONAL AIRPORT**



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- | | | | | | |
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| | | | 17 | Embassy Suites | (612)854-1000 |

NWA, INC. BUILDING LOCATIONS



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Student Information Form

- 1) Please fill in all applicable information.
- 2) Attach copies of current licenses and medical. (Copy machine is located in Customer Support area – first floor).
- 3) This form must be handed in to the Training Coordinator or your instructor on your first day of training.
- 4) All information provided on this form will be kept confidential.

Personal Information:

Name: _____

Street Address: _____

City/State/Zip: _____

Country: _____

Phone: () _____

Fax: () _____

Local Phone: () _____

Emergency Contact: _____

Phone: () _____

Employed by: _____

Current Position: _____

Current Equipment Type: _____

Total Time in Type: _____

Total Overall Time: _____

Training Information:

Training Start Date: _____

Type of Training to be completed at Pan Am: _____

Note: The information provided on this form will be used to initiate a student training record as required by the FAA.



CUSTOMER SATISFACTION SURVEY

At PAN AM we strive to continuously improve our service. To succeed, we need your feedback. Please complete the following survey about your experience with us and return to Customer Support.

Date _____ Aircraft type _____ Course Name _____ Airline _____

Please refer to the rating numbers below and answer questions using the appropriate rating.
*Key: 1=Poor 2=Fair 3=Average 4=Above average 5=Excellent NA=Not applicable

CUSTOMER SERVICE

- | | | | | | | |
|---|---|---|---|---|---|-----|
| 1. Knowledge/helpfulness of the customer support staff (the front desk) | 1 | 2 | 3 | 4 | 5 | N/A |
| 2. Knowledge/helpfulness of the account representative | 1 | 2 | 3 | 4 | 5 | N/A |
| 3. Friendliness of the simulator technicians | 1 | 2 | 3 | 4 | 5 | N/A |
| 4. Responsiveness of the simulator technicians | 1 | 2 | 3 | 4 | 5 | N/A |
| 5. Quality of classrooms and briefing rooms | 1 | 2 | 3 | 4 | 5 | N/A |
| 6. Cleanliness of classrooms and briefing rooms | 1 | 2 | 3 | 4 | 5 | N/A |

TRAINING SCHEDULE AND CONTENT

- | | | | | | | |
|--|-----|----|---|---|---|-----|
| 1. Quality of ground school schedule | 1 | 2 | 3 | 4 | 5 | N/A |
| 2. Accuracy of simulator schedule | 1 | 2 | 3 | 4 | 5 | N/A |
| 3. Quality of training materials | 1 | 2 | 3 | 4 | 5 | N/A |
| 4. Were training scheduler(s) friendly and helpful | YES | NO | | | | N/A |

QUALITY OF INSTRUCTION

Instructor Name: _____

GS/FBS Instructor traits:

- | | | | | | |
|----------------------------|---|---|---|---|---|
| - on time | 1 | 2 | 3 | 4 | 5 |
| - friendliness/helpfulness | 1 | 2 | 3 | 4 | 5 |
| - knowledge/competency | 1 | 2 | 3 | 4 | 5 |
| - organized/efficient | 1 | 2 | 3 | 4 | 5 |
| - teaching ability | 1 | 2 | 3 | 4 | 5 |
| - standardization | 1 | 2 | 3 | 4 | 5 |
| - brief | 1 | 2 | 3 | 4 | 5 |
| - debrief | 1 | 2 | 3 | 4 | 5 |

Instructor Name: _____

FFS Instructor traits:

- | | | | | | |
|----------------------------|---|---|---|---|---|
| - on time | 1 | 2 | 3 | 4 | 5 |
| - friendliness/helpfulness | 1 | 2 | 3 | 4 | 5 |
| - knowledge/competency | 1 | 2 | 3 | 4 | 5 |
| - organized/efficient | 1 | 2 | 3 | 4 | 5 |
| - teaching ability | 1 | 2 | 3 | 4 | 5 |
| - standardization | 1 | 2 | 3 | 4 | 5 |
| - brief | 1 | 2 | 3 | 4 | 5 |
| - debrief | 1 | 2 | 3 | 4 | 5 |

NORTHWEST TRAINING CENTER BUILDING AND EQUIPMENT

Simulator # _____

Reliability

1 2 3 4 5

Quality of Simulation

1 2 3 4 5

Visual Presentation

1 2 3 4 5

Were you satisfied with the cafeteria as far as quality and cleanliness? YES NO. If no, please state reason

MISCELLANEOUS CUSTOMER SERVICES

- Were hotel accommodations satisfactory? YES NO name of hotel: _____
- Was hotel ground transportation adequate? YES NO
- Did you experience any problems in obtaining your NWA airline ticket for training? YES NO If so, location obtained _____
- Were you satisfied with your NWA flight to and from training? YES NO If so, date _____

Overall, how would you rate your experience at Northwest Training Center? 1 2 3 4 5

Additional Comments/Suggestions (optional) _____

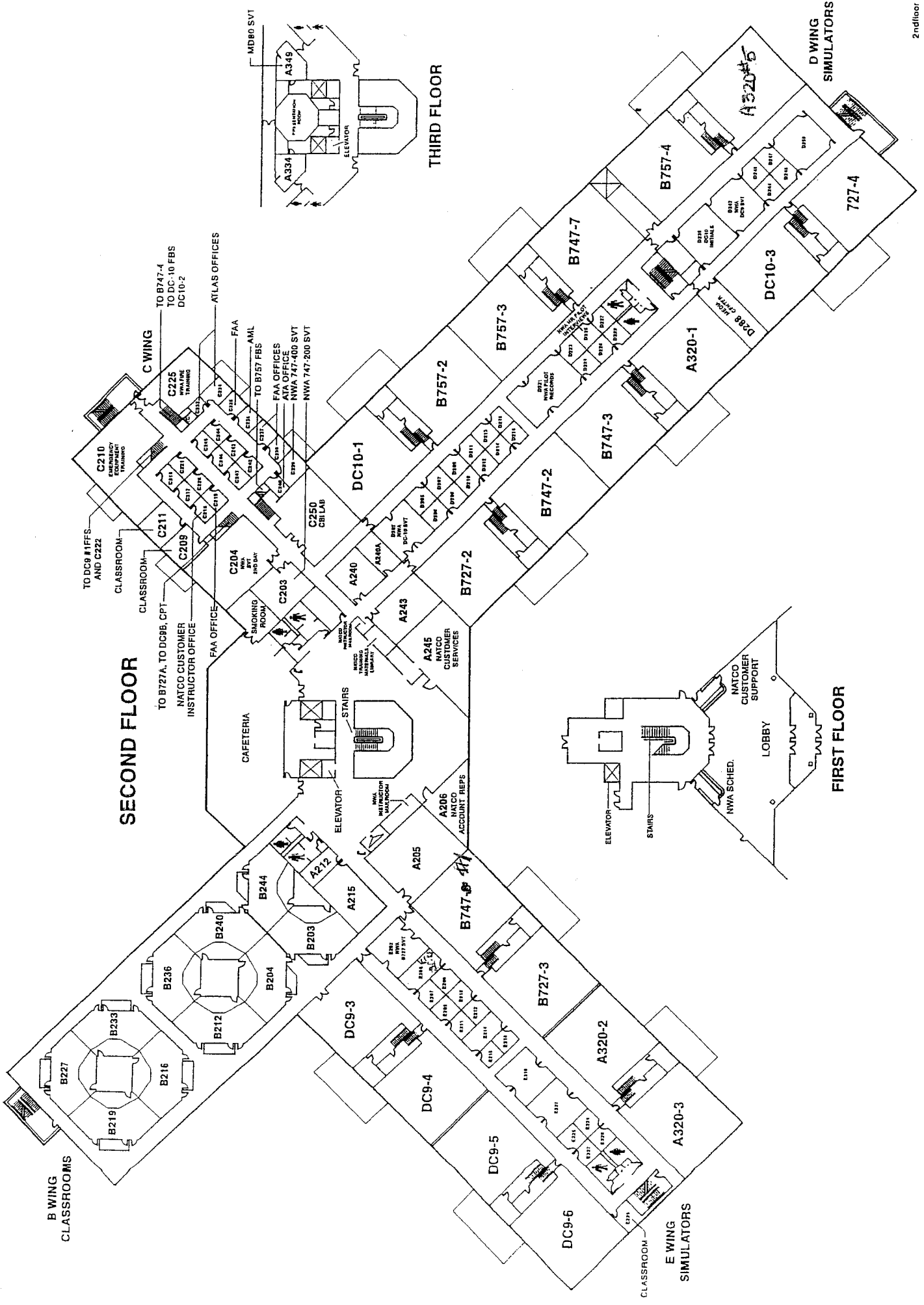
Would you like a follow up phone call? YES NO Name: _____ phone # _____

Thank you for your time. Please leave this form with a PAN AM Customer Support Representative on the first floor, or mail to: PAN AM International Flight Academy, 2600 Lone Oak Point, Eagan, MN 55121 Attn: Customer Support



If you're training and testing requirements include an ATP initial test. Please submit your logbook to Alan McHale, Manager of Pilot Training, located in the Pan Am area of the building N lobby.

We will need to review flight time requirements for the ATP certificate early in your training.



Miami International Airport
P.O. Box 680920
Miami, Fl. 33266-0920
Telephone: (305) 874-6000
Fax: (305) 874-6625



Fax

To: Zacarias	From: Matt Tierney
Co.:	Pages: 2
Fax: 405-364-7202	Date: June 28, 2001
Re: Custom B747-400 Pilot Course	CC:

Please review the following fax.

Normandale Blvd.		Billabongs Olive Garden Grandmas Joe Sensers	Hwy 100 Chilis Cattle Company Perkins	Fairview Southdale Hospital
France Ave.	80th St.	Steak & Ale Rainbow Foods Target	Fuddrucker's Ciao Bella	Macaroni Grill Centennial Lakes Theater Southdale Center
Penn Ave.	94th St.	Red Lobster	Timberlodge Steakhouse	Applebees Bruggers Bennigans
	Holiday Inn Airport		Galyans	

To
Downtown
Mpls

I-35W				Sportmart Best Buy Lands End Don Pablos Einstein Bagels	Champps Kinkos
White Taco Castle Bell		79th St.			
Lyndale Ave. David Fongs	Cub Foods			Ketsana Embers	Dairy Queen KFC Rainbow Foods Walgreens
	McDonald's				
Nicollet Ave.			Onos Liquor 1st Wok	Chi Chis Burger King Assumption Church (Catholic) Arbys Monseliza	
			Subway		
Portland Ave.			GJ Grocery Walmart Dennys Holiday Inn Express		
12th Ave.			Ourback Steakhouse	Ground Round	

Cedar Ave (Hwy 77)			Marrion			
TGI Fridays Chevys	Mall of America		Thunderbird Amoco	77th St.	66th St.	I-494
24th Ave.	Health Partners	80th St.	SA	Airport Clinic	HHH Terminal	Hwy 62
	Ceridian					
			Embassy Suites Park N Fly Hilton			
				Hwy 5	SA	
					Post Road	
					Main Terminal	
						To Downtown St. Paul Buca



Pilot Knob Road

Holiday Inn Select Egan

Home | Hotmail | Web Search | Shopping | Money | People & Chat | Carview

sign out

Search



Having trouble getting getting a credit card?



Capital One Bank Europe (plc), UK residents, ages 18 and over. Subject to status. Written quotation on request.

Click for your chance



Home | Inbox | Compose | Address Book

Options Help

Calendar

pilotz123@hotmail.com

Save Address(es) Block

Previous Next Close

From : "Wilson, Dana" <dwilson@panamacademy.com>

To : "M. Zacarias" <pilotz123@hotmail.com>

CC : "Tierney, Matthew" <mtierney@panamacademy.com>

Subject : 747-400 Training Schedule

Date : Tue, 31 Jul 2001 15:18:44 -0400

Reply Reply All Forward Delete Put in Folder...

Printer Friendly Version

Hotmail

Free New Pop Mail Find Mess Reminder Directorie

Worth a

Find love Great shc People & Relationsi rocks? Free dow Latest sp 50% off t Find a job Make a p More.....

Hello,

Matt Tierney asked me to email you the schedule we put together for your 747-400 training. I will be the scheduler working with you so you can direct any questions to me. The schedule is as follows:

Monday, August 13, 1200 NATCO Building, Orientation with Michael Guess 1300-1700 Lecture Location, Pan Am Commons, Room E, Instructor Clancy Prevost

Tuesday, August 14, 1300-1700 Lecture Location, Pan Am Commons, Room E, Instructor Clancy Prevost

Wednesday, August 15, Day Off

Thursday, August 16, 1800-2100 (1700 Brief) NATCO Building, 747-400 Sim #7, Instructor Richard Lamb

Friday, August 17, Day Off

Saturday, August 18, 1800-2100 (1700 Brief) NATCO Building, 747-400 Sim #7, Instructor Richard Lamb

Sunday, August 19, 1800-2100 (1700 Brief) NATCO Building, 747-400 Sim #7, Instructor Richard Lamb

Monday, August 20, 1800-2100 (1700 Brief) NATCO Building, 747-400 Sim #7, Instructor Richard Lamb

For your first day, have the hotel shuttle bring you to the NATCO facility and we will get you to the Commons for your Lecture. After that, your hotel will drop you off and pick you up from whichever facility you tell them. The simulator portion of the schedule may change slightly due to the instructor's availability. The days will not change but we may need to make one day a 4-hour session and one a 2-hour session. I will keep in touch about that.

Please let me know if you have any questions. We look forward to having you here!

Best regards,

Dana Wilson



To: Zacarias
From: Matt Tierney
 Sales Director
Date: 06/28/01
Re: Custom B747-400 Pilot Course

The following course has been reconstructed by our training staff in Minneapolis to accomplish your below stated objective:

(your e-mail of 5/23/01).

"The level I would like to achieve is to be able to takeoff and land, to handle communication with ATC, to be able to successfully navigate from A to B (JFK to Heathrow for example).

In a sense, to be able to pilot one of these Big Bird, even if I am not a real professional pilot."

A - "The Course"

- 8 hrs. - B747-400 Ground School Orientation. (2 Days)
- 12 hrs. - B747-400 Full Flight Simulator to include your maiden Capt. flight. (4 Days)
 Actual Flight destination, to be determined by you and your instructor.

Training Total \$8,300.00USD