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## Universal Creates Portfolio-Based Charter Management Team

**Geneva (May 20, 2008)** – Recognizing charter management companies as a rapidly growing market with high potential and specialized needs, Universal Weather and Aviation, Inc. officially announced that it has created a new Charter Management Team or department (CMT) dedicated to providing tailored services to meet the needs of this growing market.

“The charter management industry is growing at a rapid pace with purchases of aircraft increasing dramatically in recent years. Anticipating client needs from the charter management industry and from feedback from clients, we determined that the best way for Universal® to continue to meet the evolving needs of our charter management clients was to create a specialized group composed of teams dedicated exclusively to them,” explained Vice President of Trip Support Services Pete Lewis. “Charter management is unique in how it operates and has a high demand for rapid turnaround for things like trip cost estimates. Our new CMT integrates key trip support functionality into one team, centralizing all trip-critical aspects and related personnel and allowing the team to provide even greater personalized services and attention.”

The new CMT is made up of experienced, dedicated Trip Support Specialists along with other trained professionals representing key functions. Universal® developed the “integrated” team concept based on client feedback and rolled it out in a pilot program in February to select Universal® clients. The CMT interfaces with other centralized teams such as Weather, Flight Planning and Regulatory Services to ensure the trip is seamless from start to finish.

Client benefits of the new CMT include:

- greater responsiveness
- seamless coordination
- improved communications
- faster access
- and overall enhanced quality of service.

Receiving compliments from clients for a job well done isn’t that unusual, but recently several clients have taken the time to pick up the phone and relay the comment (versus just mentioning it at the time the service was provided). One such client called to thank the team for all its effort and hard work and said, “The flight plans were to the minute. Everything was perfect.”

“We’ve received numerous compliments from charter management clients on the personalized services they’ve been receiving and the fast turnarounds on requests,” said Preston Hesselgesser, Manager of the CMT. “We used proven, tested processes to build our new CMT. Having a team dedicated to our charter management clients has allowed us to have a more intimate knowledge

of each charter management client's unique preferences. The CMT model has enhanced and improved the accuracy of data generated, our responsiveness and communication with clients and our overall quality of service."

**Photo Caption for CMT:** Universal's new Charter Management Team (CMT) is led by Manager Preston Hesselgesser (center) and is made up of experienced, dedicated Trip Support Specialists along with other trained professionals representing key functions.

From L-R: Larry Williams, Rick Mann, Orlando Cantu, Michelle Mooney, Christine Walters, Brunel Cesar, Brandon Adler, Preston Hesselgesser, Joey Friloux, Nathan Meldrum, Marshall Weber, Jacob Reader.

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*At Universal Weather and Aviation, Inc., our goal is to become a vital extension of our clients' flight operations teams. Universal<sup>®</sup> offers a wide range of services designed to provide business aviation operators seamless service throughout their trip. Universal's wide range of services includes flight planning, weather briefings, online tools, the UVair<sup>®</sup> Fueling Card, Universal Aviation<sup>sm</sup> worldwide ground support, UVdatalink<sup>®</sup> air-to-ground communication, and more. Universal<sup>®</sup> has been facilitating successful trips for business aviation operators since 1959.*

*To learn more about Universal Weather and Aviation, Inc., e-mail [sales@universalweather.com](mailto:sales@universalweather.com), or call (800) 231-5600 ext. 3300 (N. America Toll-Free) or (713) 944-1622 ext. 3300 (Worldwide).*

*Universal: Success from the word **GO**.*