



# Periodical



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## Customer Spotlight Chad Wachter

Our Customer Spotlight this issue features Chad Wachter, local real estate developer and pilot. From the early 1900's onward, his family has been a part of the real estate development business. Chad worked for his family for about 20 years before moving to the top; currently he is CEO of their local company, Investcore, Inc. Despite his many responsibilities, Chad often finds time to get away from work and enjoy his favorite hobby: flying his Cirrus SR22.

Chad earned his pilot's license only three years ago, but his interest in aviation started long before then. His father owned a Beechcraft Bonanza and took him flying often as a child. Because of this, Chad set his sights on getting his private pilot's license one day. His father doesn't pilot much these days, so now it's Chad's turn to take his dad flying. His father loves the avionics and high-tech aspects of Chad's Cirrus every time they take to the sky.

When he decided it was time to learn how to fly, Chad turned to his friend Justin Voller. Justin took him on introductory flights to assist him in determining if it was truly something he wanted to pursue. Chad decided early on he wanted to be instructed in the plane he would be flying every day. He was soon introduced to Bob Simmers, North Dakota's lone Cirrus Standardized Instructor Pilot (CSIP). "If not for Bob, I would not be a pilot today. He was an excellent instructor. I learned a lot from him and had a lot of fun doing it," Chad says. "It takes someone special to be a flight instructor. They need incredible amounts of patience."

At the beginning of his flight instruction, Chad's wife Stacy was nervous about his flying. "She was better after Bob told her I was a good pilot and she had no reason to worry. She flies with me more often now, and has gotten to the point where she doesn't want to travel by car anymore." Chad's three children have also picked up an interest in aviation, with his oldest son already having a student pilot's license. All three kids play traveling hockey, and they often fly to the games instead of driving. "I can't tell you how many times," Chad says. "They have a game somewhere, and the roads are too icy or snowy to drive, and flying has been the much safer option."



Chad Wachter with his family in front of his Cirrus SR22.

Chad currently holds a position to purchase a new Cirrus SF50 Vision Jet, which he is hoping will be finished within 18 months. He is excited that the jet will be able to comfortably hold his family, making traveling together much easier. The transition from his current Cirrus will not be difficult once he completes ten days of training at the Cirrus facility in Knoxville, Tennessee. He is currently planning a trip to the Bahamas soon with his oldest son, and he and Stacy have talked about following the Mississippi River by air from Minneapolis to New Orleans. "It's nice not to have the inconveniences that come when traveling on the commercial airlines," he says. "And I love going to small airports and meeting new people there."

Chad eagerly encourages anyone who may be interested in flying, to go for it! "Aviation is an incredible privilege. Go after it, but take your time and learn as much as you can about it. Take a test flight to see if you like it." He believes the younger you are, the easier it is to get your license. "Find an excellent flight instructor and don't put it off. Also, remember never to let anyone pressure you to go flying on a day you are not comfortable with. Come up with your personal minimums and stick with them." The key thing he emphasized is to make time to train and learn, and being consistent. As Chad has proven, no matter how busy you are, you can make the time to pursue your passions. He may be newer to the aviation game than some, but that hasn't slowed him down!

# Ritz-Carlton Customer Service Training

Recently, myself and three of my fellow Flightline Technicians were fortunate to attend the extensive customer service training at the Ritz-Carlton Leadership Center. For those that have not heard of Ritz-Carlton, it is a chain of hotels and resorts that have thrived by providing their guests the very best in customer service. They share their secrets to great customer service through not only training, but having their trainees experience how it feels to get the Ritz-Carlton “next level” service.



THE RITZ-CARLTON®

Ritz-Carlton customer service training was a great experience for us to attend. The atmosphere they provide helped us to truly see what customer service is all about. The Ritz-Carlton staff did everything necessary to create an experience that made us feel special throughout our entire stay. Being a guest at the hotel added to our training by allowing us to see and feel the result of the extra effort in providing high quality customer service. It is reinforcing to know that when we provide Ritz-Carlton like customer service at the FBO, our customers are receiving an experience that makes them feel as we felt.

Having this opportunity to attend the customer service training at the Ritz-Carlton has helped us bring back a unique mindset that allows us offer a higher level of service than our customers may even be expecting. Their training has helped us create a culture that can provide our customers with a feeling of mystique, a feeling that leaves them thinking, “Wow.” We can now bring back to the rest of the members of Bismarck Aero Center a better knowledge of what our customers want, including: a one

of a kind experience, fast access to knowledge and wisdom, and convenience without hassle. Being able to understand what is necessary to go above and beyond for our customers is what will make our customer service practices the best experience for our customers.

Alongside experiencing customer service excellence from the hotel staff and learning about what it takes to provide Ritz-Carlton like customer service, the other focus of the training has been leadership. Customer service excellence begins and ends with leadership coming from everyone. Good and true leaders inspire greatness, lead by example, and create the positive culture that has made Bismarck Aero Center what it is today. We all need to have a drive to create service excellence and each positive customer experience is created from the heart of each employee.

Having this opportunity to attend the Ritz-Carlton Customer Service Training was an amazing way for us at Bismarck Aero Center to continue raising the bar and bring an “Elite” level of customer service back to our customers.

Trevor Opp, *Flightline Technician*



## UPPER MIDWEST AVIATION SYMPOSIUM

### INSPIRING THE NEXT GENERATION

Special Guest Speaker:  
Howie Franklin

“The man who made history serving five presidents on Air Force One”

Holiday Inn Riverside, Minot  
March 5-7 2017

register on-line After 12/1/2016 at:  
[www.ndac.aero](http://www.ndac.aero)  
click on ‘Upper Midwest Aviation Symposium’

# Maintenance Department receives FAA Diamond Award

For the third year in a row, the Bismarck Aero Center Maintenance Department is receiving the AMT Diamond Award of Excellence from the FAA. To qualify for this award, a minimum of 100% of eligible company employees must accumulate no less than 12 hours of AMT training and complete a core course provided by the FAA. In 2016, our shop had six A&P technicians that earned Bronze certificates of training (competing 12 or more hours) and one technician that earned a Silver certificate of training (competing 40 or more hours). The AMT Diamond Award will be presented at the upcoming Upper Midwest Aviation Symposium March 5th-7th.



Director of Maintenance. “Our continuous training has us growing as technicians and allows our customers to keep building trust in the work we do. Nothing is more important to us than the safety of our customers.”

“It’s important to all of us to keep learning and improving our aircraft maintenance practices”, says Howard Burns, BAC

## New Faces



**Jonathan Ternes,  
Certified Flight  
Instructor**

Bismarck Aero Center welcomes Jon to the company. He will begin providing flight instruction around the first of the year. Jon brings his exceptional talent for flying and certifications as a flight instructor for single engine, multi-engine, and instrument ratings.

Jon’s career in aviation started over 12 years ago, dating back to his experience in the H-60 Helicopter. This includes being deployed overseas during his service in the U.S. Army. After his military experience, Jon returned to North Dakota to complete his B.S. in Aeronautics at University of ND. Since graduating, he has worked at university as a Certified Flight Instructor, Express Jet Airlines as a first officer and a local 135 operation as chief pilot. Jon’s passion for flying will make him a valued member of the Bismarck Aero Center team.



**Nicolette Derosier,  
Office and  
Communications  
Administrator**

After recently completing her Bachelors of Science in Communications from the University of Mary, Nicolette has chosen to stay full time with Bismarck Aero Center. She has worked at there since the fall of 2014 as an evening CSR with the Flightline Department and worked as our Communications Intern during the 2016 fall semester.

In her new role as Office and Communications Administrator, Nicolette will continue on with her evening CSR responsibilities, as well as working directly with the Maintenance Department assisting with the work order/billing process. In addition, Nicolette will take on projects that are related to organizational development, human resources, marketing and communications. We are very excited to have her high level of energy and creativity contributing to the BAC team.



**Christopher Radke,  
Full-Time Flightline  
Technician**

Chris comes to Bismarck Aero Center as a full-time Flightline Technician. As a

Bismarck native, he is a former graduate of Bismarck High School and has over 10 years of working experience in property maintenance and customer service. Chris is also passionate about his service in the ND National Guard where is at a rank of Specialist. He has been serving for 7 years now and is looking forward to continue serving for years to come. Chris’s experience in the National Guard has helped him develop his hands-on skills and grow his self-confidence.

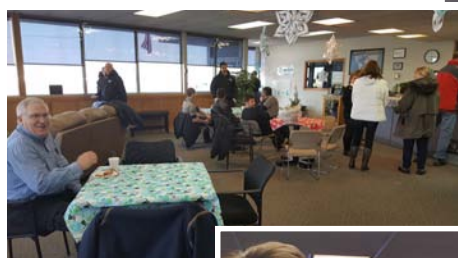
Chris is coming to the Flightline Department very excited to start learning about our business and become part of the team. His hard-working demeanor and positive attitude will make him a great fit within our BAC family. Welcome Chris!

**We are currently looking for a Lead Flightline Technician to join our team. Go to [Bismarckaero.com](http://Bismarckaero.com) for details and to apply!**

# Quarterly Recap



Santa Claus made a special appearance at the Company Christmas party this year. He handed out awards for the Ugly Christmas Sweater Contest stuck around for a few pictures.



The Christmas Cheer at Bismarck Aero Center was a great success again this year. Plenty of apple cider, kuchen and smiles to go around!



Solheim Cub Scout Pack 171 visited Bismarck Aero Center to learn more about aviation from Ray Brooks and Shae Helling.



Nicolette Derosier (left) successfully completed her internship and graduated from the University of Mary. Posing with her is her college advisor Amy Hollar.



Aspiring CFI, Ray Brooks poses in front of a 182 after successfully obtaining his Commercial License.



Lead Maintenance Technician Erik Peterson was honored for his 5 years of dedicated service to BAC and our customers.

## Product Spotlight

# PMA8000G with flightmate®

Introducing the PMA8000G, an advancement in audio panel technology. It broadens the use of the audio panel without adding any additional work load or complex set of push button sequences. The PMA8000G is a natural choice for pilots who demand ease of use with a deep set of audio panel capabilities. With it, pilots can:

- Create checklists, emergency procedures, and store just about anything a pilot can say in non-volatile memory
- Access their Bluetooth® enabled telephone or entertainment device
- Contact ATC by telephone with the engines running and radios tuned and set at an uncontrolled airfield



- Program aural alert annunciations from the front panel using the pilot's headset microphone to record
- Charge electronics on a 10-watt USB front panel charging port

## PMA450A Upgrade

The PMA450A is the second generation digitally based audio panel based on a DSP (Digital Signal Processor). Using licensed patented technology from the United States Air Force designed for fighter pilots, this audio panel is perfect for GA pilots who are inundated with multiple audio signals.

With an improved and unique graphical user interface, the upgraded PMA450A is easier to read from any angle and lighting conditions. IntelliAudio® gives the pilot the capability to pay attention to the radio that is important to their flight at any one instant in time.

Capabilities include:

- 3 Soft-key User Interface integrated with OLED Graphics Display making for ease of operation and a wide angle view



- IntelliAudio® True Dimensional Sound enhances the ability to listen to two com radios at the same time
- Enhanced Bluetooth® provides control of all telephone functions from the front panel
- 15-watt USB-C Charging Port with Auto-Protection

To see if the upgraded PMA8000G or the PMA450A is a possible addition to your avionics or to learn more about these products, contact Lead Avionics Technician Kris at 701.223.4754 or [krish@bismarckaero.com](mailto:krish@bismarckaero.com).

## Maintenance Corner

“There is a new aircraft piston engine oil offered that could be a benefit for those of you that don’t fly much during the year, or have long periods that you are not able to get up in the air. Phillips oil has developed a 20W50 multi-weight oil that is considered a flyable storage oil and is intended to be used during the months that an aircraft is inactive. It will allow 25 hours of use for the engine during this storage time. In other words, people using this oil are able to go fly and enjoy the thought of the extra protection that Phillips is offering. The price of this 20W50 oil is comparable to other oils, but should not be flown more than 25 hrs.

This oil, in conjunction with Cam Guard, helps you do your best when it comes to aircraft engine preservation.

### Special Winter Tip!

All pilots! Please remember that just starting the engine and warming it up without getting the plane in the air for at least 30-45 minutes is more detrimental than just leaving it alone in the hanger!”



## Events to look forward to

- Feb. 7-10** NBAA Schedulers & Dispatchers Conference, Fort Worth TX
- Mar 5-7** Upper Midwest Aviation Symposium, Minot ND
- May 6** Aviation Poker Run (ends at Mandan Airport at noon)
- May 10** Aviation Career Day, Bismarck ND

## Trivia

Howie Franklin, the first U.S. Air Force flight attendant to serve five Presidents aboard Air Force One, will be the keynote speaker at the Upper Midwest Aviation Symposium in March. As we prepare to hear stories of his adventures during that time, we discovered the first jet specifically built for presidential use was a modified Boeing 707. Who was the first President to use this jet?

Submit your answer before February 24th for a chance to win a \$25 gift card! Contact Shae Helling at [shaeh@bismarckaero.com](mailto:shaeh@bismarckaero.com) or 701.223.4754.

Last newsletter's correct answer was B. The Glamorous Glennis was the nickname of the X-1 rocket-powered research plane built by Bell Aircraft Corp and piloted by Capt. Charles Yeager, US Air Force. Congratulations to Jeff Johnson for being last quarter's lucky winner.

- a) Harry S. Truman (1945-1953)
- b) Dwight D. Eisenhower (1953-1961)
- c) John F. Kennedy (1961-1963)
- d) Lyndon B. Johnson (1963-1969)

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2301 University Drive Bldg. 53  
Bismarck, N.D. 58504  
701.223.4754  
[www.bismarckaero.com](http://www.bismarckaero.com)

