
PHOTO CONTEST

TAIL OF A FALCON

BY GUÉNOLÉ CHEVREL



This photo of a Falcon 8X at Quimper airport in France was taken by Guénolé Chevrel using a Canon EOS 600D and a Canon 75-300 mm lens (ISO: 800; 1/400th; F20).

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FALCONER

THE DASSAULT FALCON FAMILY MAGAZINE



“THE FALCON 10X WILL OFFER AN UNRIVALED PASSENGER EXPERIENCE, ALONG WITH BREAKTHROUGH SAFETY FEATURES FROM DASSAULT’S FRONT-LINE FIGHTER TECHNOLOGY. WE HAVE OPTIMIZED EVERY ASPECT OF THE AIRCRAFT WITH THE PASSENGER IN MIND AND ESTABLISHED A NEW LEVEL OF CAPABILITY FOR ULTRA-LONG-RANGE AIRCRAFT.”

ERIC TRAPPIER
CHAIRMAN & CEO
DASSAULT AVIATION

P.17 “BIGGER. FASTER. FARTHER.”



ON THE COVER

The Falcon 10X sets a new benchmark in the business aviation industry.

ISSUE 52 PHOTOGRAPHY CREDITS

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PREAMBLE

I am proud to present the latest edition of *Falconer*. This is an exciting time in our company’s history and this issue marks a number of milestones. But first I want to acknowledge the untimely passing of Olivier Dassault earlier this year. Olivier was a true champion of the Falcon legacy. As a type-rated pilot himself, he was passionate about aviation and developing the unique and highly-respected Falcon brand. Without his support, and that of the Dassault family, many of these milestones would not be possible.

In a major milestone for the brand, and the industry, Dassault has launched the 7,500 nm Falcon 10X – an aircraft at the top of the ultra-long range category offering an unmatched level of technology, sophistication and comfort. Boasting the largest cabin in the industry, it has created a new standard that customers are sure to appreciate. You can read all the details in “Bigger. Faster. Farther.”

As you’ll read in “6X Spreads Its Wings”, the Falcon 6X program is surging forward, with its first flight taking place earlier this spring, and several more test aircraft joining the certification campaign. We are on track for entry into service of this ground-breaking aircraft in 2022.

We’re pleased to feature Avfuel in this issue’s customer profile, “Fuel For Thought”. A family-owned company that has utilized business aviation for decades, Avfuel’s President & CEO, Craig Sincock, says they are in the business of connecting people and cultures.

In “Head of the Class” you’ll read about another landmark achievement (our third year in a row taking the #1 place in a major product support survey) along with major investments to our customer service organization. You will also meet a man who has been making notable achievements throughout his entire life in “Legend Status”, featuring Brig. Gen Charles McGee.

Finally, in “Perspectives” we speak with Geoff Chick, who has overseen the unprecedented expansion of our worldwide service network, and we see how the Falcon family of aircraft can connect passions and places people enjoy on both coasts of the United States, in “Stopover”.

Welcome aboard!

Eric Trappier
Chairman & CEO
Dassault Aviation

FALCONER

NOVEMBER 2021 | ISSUE 52



DEPARTMENTS

26

PERSPECTIVES

With aviation in his blood, Geoff Chick balances the forces in his professional and personal life with an eye towards growth and personal relationships.

28

STOPOVER

East Coast or West Coast no longer has to be a dilemma; enjoy both connected by the range, efficiency and comfort of a Falcon.

FEATURES

04

FALCON 6X SPREADS ITS WINGS

The Falcon 6X program is well into its flight test campaign and is picking up awards along the way.

08

FUEL FOR THOUGHT

The economy and efficiency of a business jet help Craig Sincock keep Avfuel in the business of connecting people and cultures around the globe.

14

BIGGER. FASTER. FARTHER.

The Falcon 10X sets a new benchmark in business aviation with the largest cabin ever offered and an unprecedented level of fighter jet technology.

22

HEAD OF THE CLASS

Dassault's report card is in and once again, Falcon operators have placed them at the head of the class with a third consecutive win in AIN's annual product support survey.

24

LEGEND STATUS

Considered by many to be a living legend in aviation, Charles McGee's passion is helping young people achieve their dreams in the field.

FALCON 6X SPREADS ITS WINGS

Dassault Aviation's widebody Falcon 6X now has three aircraft participating in the flight test campaign and the innovative aircraft has picked up another prestigious design award along the way.

"We are very pleased with the progress of the Falcon 6X test program and remain confident that it will meet and exceed our customers' needs," said Eric Trappier, Chairman and CEO of Dassault Aviation. "Each aircraft is performing as expected and showing a high level of systems maturity for this phase of the program."

Recently, the third Falcon 6X joined the flight test campaign. Outfitted with the Falcon 6X's award winning interior, including in-flight entertainment and communications systems, the aircraft will be used to evaluate environmental features and temperature control and validate cabin acoustics systems, which alongside those on the ultra long-range Falcon 8X trijet, are expected to be the industry reference.

Trappier continued, "Several of our test pilots have flown the Falcon 6X. All are extremely satisfied with its performance and handling characteristics."



"EACH AIRCRAFT IS PERFORMING AS EXPECTED AND SHOWING A HIGH LEVEL OF SYSTEMS MATURITY FOR THIS PHASE OF THE PROGRAM."

ERIC TRAPPIER, CHAIRMAN AND CEO OF DASSAULT AVIATION



Later, the first production aircraft, s/n 4, will be completed to a typical customer configuration and will embark on a global tour intended to demonstrate the use of the complete aircraft, from airframe to systems and cabin amenities, and ensure it is fully mature when the Falcon 6X enters service.

UNMATCHED STYLE RECOGNIZED AROUND THE WORLD

The Falcon 6X recently joined products from Apple, Porsche, Audi and other famous brands that have been recognized by the coveted Red Dot prize. The Red Dot organization noted that this year it received an unprecedented number of nominations from more than 60 countries for the award, which acknowledges trailblazing work in product design.

In awarding the prize, the Red Dot committee recognized the exceptional combination of form and function demonstrated by the Falcon 6X's cabin design. The committee determined that the cabin's flowing lines and environmental engineering create a unique, healthful and productive environment offering a new level of personal comfort and space. It was also impressed by the clean, modern lines and layout of the interior and the small touches that particularly delight business jet passengers: easy-to-use fingertip controls, the 6X's innovative overhead galley skylight and mood lighting designed to support natural circadian rhythms.

The Red Dot prize is the second design award Dassault has received for the 6X cabin. In September 2020, the 6X won the International Yacht & Aviation Award sponsored by design et al, the prominent UK design magazine published by The Design Society. The Falcon 6X completed its first flight on March 10, 2021.

FUEL FOR THOUGHT

WHY A STAND-OUT AVIATION BUSINESS CHOSE A FALCON

OPERATOR PROFILE

BY MARK PHELPS

When you're in the business of selling aviation fuel, it might seem counter-intuitive to appreciate the efficiency and fuel economy of a Falcon business jet. But when you're a fuel supplier that depends on its own aircraft to stay at the forefront of the industry, the mission flexibility and performance of a Falcon are not only appreciated, they are invaluable.

Privately-held Avfuel Corporation, based in Ann Arbor, Michigan, is among the leading aviation fuel suppliers in the world – remarkable for a family-owned company. With more than 3,000 global fueling locations and 650+ branded FBOs, Avfuel sells aviation fuel in 145 different countries. Customers include: flight departments, charter and fractional providers, fixed-base operators, airlines, government entities, military forces, freight and cargo operators – even aircraft manufacturers, including Dassault.





“From the start, we relied on business aviation transportation to efficiently conduct business. It’s how we developed relationships. It’s how we got our foot in the door. It’s how we earned customers.”

In 1985, entrepreneur and pilot Craig Sincock bought Avfuel, then a small, regional supplier formed in 1973. Sincock assembled a winning team and poured his love of flying and the aviation industry into his company. Now with well over 7,000 hours logged in the pilot seat, Sincock is an airline transport-rated pilot who appreciates flying great airplanes – especially the Falcon 2000LXS the company acquired in 2019. Its long range, mission versatility, and performance make it the perfect fit for Avfuel’s global transportation needs.

Like just about every pilot you meet, Sincock loves to talk about flying almost as much as he loves flying. Besides the people - what are the indispensable keys to his company’s growth? “Our aircraft,” he says. “From the start, we relied on business aviation transportation to efficiently conduct business. It’s how we developed relationships. It’s how we got our foot in the door. It’s how we earned customers.”

But in his signature down-to-earth style, Sincock first recognizes that growing a private family business into a leading global fuel supplier takes much more.

“It’s really all about the people,” he reflected. “Sometimes, I jokingly say that our fuel is better – it’s magic! [That’s an inside industry joke. Jet fuel is really all the same]. But the true magic has really been the people. We were lucky to start with some outstanding, extraordinary people who are still here. And great people attract great people. Over the years, they’ve defined the value-added propositions that go along with our fuel.”

That’s led to an impressive 23 percent market share of branded FBOs in the U.S., in addition to serving more than 5,500 flight departments representing more than 20,000 turbine aircraft. Avfuel “touches one in every three U.S. business flights a day,” according to the company.

GROWING COMPANY—LARGER AIRPLANES

Sincock and his team have led by example with their own aircraft, starting with a piston-engine Shrike Commander early in the company's history. That was followed by a larger, more capable Beech King Air twin turboprop and a progression of Citation XL jets, the latest of which it still owns. Avfuel also operates a single-engine, four-place Cessna Corvalis for short-range flights.

It was when the company started to accelerate its international business development that Sincock began eyeing a more capable intercontinental business jet. With its 4,000 miles' range and unique mission flexibility, the Falcon 2000XLS was perfect.

Avfuel has operated internationally for more than 25 years. But, said Sincock, "In the last several years, international opportunities have gotten to be a more significant growth area for the company. This necessitated an aircraft that we could use to achieve domestic and international missions with both short and long legs, including transatlantic travel."

The adaptability of the Falcon 2000XLS is ideal for the type of flying Avfuel does. Due to landing-weight limits, few intercontinental business jets can land after a short flight with enough fuel to then launch on a long-range mission without refueling. The Falcon's increased landing-weight limit and ability to land with close-to-full fuel loads provides enhanced flexibility for both short hops between multiple U.S. cities and a big leap across the ocean.

Sincock explained, "We visit all manner of airports a year – around 250, in fact. And it's not uncommon for us to need to visit three or four cities in a day for various meetings. We needed the flexibility and versatility that the Falcon 2000XLS affords. It made the [purchase] decision relatively easy."

And as far as the Falcon's intercontinental capability, he added, "We do quite a bit of business in Europe, with offices in London and Luxembourg. To handle our needs for both long and short operations, we found the perfect solution in the Falcon 2000XLS, which offers exceptional performance at high-altitude airports and shorter runways – on our international trips and city-to-city hops."



UNMATCHED VERSATILITY

A typical domestic trip for Avfuel looks like this one from late-August 2020:

With Sincock sharing the flying, the Falcon departed from Ypsilanti, Michigan, for San Francisco on Monday morning, then continued on to Monterey, San Luis Obispo, and Santa Maria in California. The next morning, the Falcon launched for a brief return to San Francisco, and then on to Scottsdale, Arizona. Wednesday morning's itinerary included a stop in Denver, Colorado, on the way to Teterboro, New Jersey, outside New York City, and then back to home base in Michigan in time for dinner. That's eight critical business meetings spanning the breadth of North America in just three days.

"These types of trips just wouldn't be possible without business aviation," Sincock said. "The Falcon 2000LXS makes it all the more efficient with the onboard connectivity we need to conduct business from the sky and the flexibility we require for quick stops at each location along the way – whether it's a cross-country leg or a short run."

Now type-rated in the Falcon 2000LXS, Sincock shares the flying duties with other company pilots. "I can attest that the avionics – and our pilots would agree – are top-notch. You won't find a more sophisticated cockpit."

When he's not flying, Sincock appreciates the finely crafted and well-equipped "flying office" in the cabin of Avfuel's Falcon 2000LXS. "The back of the plane has everything our team needs for business on the go, including [internet] connectivity with Wi-Fi and built-in phone service, and a complete entertainment system for longer flights."

While Avfuel's 2000LXS was still on the assembly line and later at the completion center, Sincock got to see, first-hand, the craftsmanship that goes into every Falcon. "I had the opportunity to travel to Dassault's facilities in Bordeaux and Little Rock [Arkansas] with my wife, Sue, and son C.R. – Avfuel's executive vice president – to be involved in the design and build process. We were all impressed with the attention to detail. Though our Falcon is still quite new, everything appears to be designed with durability, functionality and comfort in mind. Simply, it's a beautiful aircraft."

Now with more than 35 years as the head of a top-rated service-based organization, Sincock not only has learned a lot about pleasing the customer, he also has the instinct for what makes business aviation tick. You might say he was born with it. "At Avfuel, we like to say we're not in the business of selling fuel; we're in the business of connecting people, businesses, governments, and cultures. It's a human-first approach to business, one which I've come to find Dassault shares. I enjoy working with its team."



BIGGER. FASTER. FARTHER.

DASSAULT UNVEILS THE MIGHTY FALCON 10X

BY GRANT KIELCZEWSKI

Over the last decade in business aviation, aircraft at the top end of the market continued to get larger, fly farther, and give customers more flexibility for comfort and connectivity. In May of this year Dassault's announcement of the Falcon 10X heralds not only the largest and most capable Falcon ever designed, it has set a brand new benchmark in the industry with the largest cabin ever offered and an unprecedented level of fighter jet technology integration.



“We have set the bar for our new Falcon incredibly high, but I can confidently say that we have put this aircraft at the top of the market,” said Eric Trappier, Dassault Aviation Chairman and CEO on May 6, 2021 during the announcement.

Trappier explained the genesis behind Dassault’s newest aircraft. “Our customers were the main driver behind this aircraft, asking for more range and greater comfort.” The Dassault answer to this customer feedback is an innovative approach to cabin design using a new, modular concept and a continuing integration of fighter jet technology for which the company is famous.

“The Falcon 10X will offer an unrivalled passenger experience, along with breakthrough safety features from Dassault’s frontline fighter technology. We have optimized every aspect of the aircraft with the passenger in mind and established a new level of capability for ultra-long-range aircraft,” said Trappier.

PENTHOUSE IN THE SKY

Longer ranges mean more time in the aircraft cabin, and Dassault engineers and designers labored over the possible solutions to making that time as comfortable and productive as possible.

“Customers are looking for continuity and a seamless experience. You need to be able to work, dine and rest in the aircraft the same way that you do on the ground. So, we created a penthouse in the sky,” said Agnes Gervais, head of industrial design, whose team took the lead on creating the bespoke cabin experience in the new Falcon.

The Falcon 10X will have the biggest and most comfortable cabin on the market and offer greater modularity than any other aircraft in its class, with a selection of multiple interior configurations. The 10X is large enough to accommodate four cabin zones of equal length but owners can configure their cabin to create a truly customized interior, including for example, an expanded dining/conference area, a dedicated entertainment area with a large-screen monitor, a private stateroom with a queen-size bed or an enlarged master suite with a private stand-up shower.

The 10X will have a cabin cross section larger than some regional jets. Its cabin will be 6-feet, 8-inches (2.03 m) tall and 9 feet, 1 inch (2.77 m) wide. That will make it almost 8 inches (20 cm) wider and 2 inches (5 cm) taller than any competitor’s aircraft.

Pressurization will also be among the best on the market, with passengers experiencing a 3,000-foot cabin pressure while flying at 41,000 feet. A next-generation filtration system will provide 100-percent pure air. The aircraft will be at least as quiet as the Falcon 8X, currently the quietest business jet in service. It is the scrutinizing attention to these physiological factors that will ensure passengers arrive comfortable and productive after any length of journey.

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Agnes Gervais, head of industrial design.



A NEW POWERPLANT PARTNER

Dassault made the decision to power the new, twin-engine Falcon 10X with an equally iconic engine manufacturer, selecting the in-development Rolls Royce Pearl® 10X. The Pearl 10X is the latest, largest and most powerful version of the Pearl series, delivering more than 18,000 pounds of thrust with an expected 5 percent lower specific fuel consumption.

“We selected Rolls Royce to fit our Falcon 10X because we strongly believe that they have the right competency and right technology in order to design this engine successfully for us,” said Trappier.

The Pearl 10X is based around Advanced 2 Core Demonstrator. It contains six stages of titanium bladed discs (or “blisks”) and uses new materials and coatings. The combustor is 3D printed and the composite nacelle is one of the lightest ever, further reducing weight and improving performance. It’s also designed to run on 100% Sustainable Aviation Fuel (SAF). To date, Rolls Royce has powered 3,600 business aircraft for more than 37 million hours.

FALCONS SHARPEN THEIR TALONS WITH MORE FIGHTER TECHNOLOGY

As an airplane manufacturer that produces both fighter aircraft and business jets, Dassault is famous for its pioneering approach to integrating fighter jet technology into civil aircraft. Examples go back decades and include the first business jet with a head-up display (HUD) and later, with the Falcon 7X in 2007, the first business jet with a Digital Flight Control System (DFCS) – both adopted directly from Dassault’s fighter expertise.

The Falcon 10X will be no different. Its flight deck will set a new standard in intuitive design, with touch screens throughout the cockpit. A next-generation Digital Flight Control System, derived directly from Dassault’s latest military technology, will provide an unprecedented level of flying precision and protection.

“Our objective is to drastically reduce workload while still being able to adapt to the challenges of future aircraft control technologies,” said Philippe Duchateau, Dassault’s chief test pilot.

Adopted from Dassault’s Rafale fighter, a single smart throttle will serve as the primary power control for the Falcon 10X, connecting both engines to the Digital Flight Control System which will automatically manage the power of each engine as needed in different flight scenarios. It will also offer pilots a revolutionary, new single-button recovery mode which will return the aircraft to straight and level flight from any attitude.



“The 10X will be more than just another big step forward in business aviation. It will be absolutely the best business jet available in the ultra-long-range category, and will remain so for a long time,” concluded Trappier.

Thanks to Dassault’s breakthrough FalconEye® combined vision system—the first to offer both enhanced and synthetic vision capabilities—combined with dual HUDs able to serve as primary flight displays, the 10X will be capable of operating in essentially zero ceiling/visibility conditions.

NEW WING, NEW MATERIAL

The flight deck won’t be the only part of the Falcon 10X to benefit from cross-over technology. In another first on a Falcon, the high-speed wing will be made from carbon fiber composites, just as they are on their big brother fighter jets. The benefits: maximum strength, reduced weight and minimum drag. Tailored for speed and efficiency, the very-high aspect ratio wing will be equipped with advanced, retractable high-lift devices that provide superior maneuverability at low approach speeds. A composite wing also brings other benefits, including

superior fatigue properties, better corrosion resistance and flex to dampen turbulence and provide the ultimate in passenger comfort.

Falcons are famous for their agility, and even though this is the largest Falcon ever, it has retained its renowned performance characteristics. The new wing allows the Falcon 10X to sip fuel at Mach 0.85 for its full 7,500 nautical mile range or make quick dashes with full payload at Mach 0.925, all while requiring a landing distance of only 2,500 feet. And incredibly, it will also be steep approach capable allowing customers to land at challenging airports like London City.

“The 10X will be more than just another big step forward in business aviation. It will be absolutely the best business jet available in the ultra-long-range category, and will remain so for a long time,” concluded Trappier.

The Falcon 10X is expected to enter service at the end of 2025.





HEAD OF THE CLASS

DASSAULT TAKES
#1 SPOT IN PRODUCT
SUPPORT SURVEY
FOR THIRD STRAIGHT
YEAR

BY JEREMY DUBERT

Dassault recently received its “report card” from Aviation International News (AIN) and Professional Pilot magazine in the form of their annual product support surveys. And Falcon operators around the world have again placed it at the head of the class.

For the third consecutive year, Dassault earned the top spot in the AIN survey; in fact, its 8.7 overall score was the highest for any OEM in the history of the survey. In addition, Dassault placed first in six of ten sub-categories: Parts Availability, Cost of Parts, AOG Response, Warranty Fulfillment, Technical Manuals, and Technical Reps. In four of the ten, the company notched an impressive 9.0 or higher.

In Pro Pilot, meanwhile, Dassault finished in a strong second place, moving up from third last year and raising its overall score by .06 points to 8.28. Dassault ranked first in Speed in AOG Service and second in Spares Availability, Cost of Parts, Technical Manuals, Technical Reps, and Service Satisfaction.

A Wisconsin-based Falcon 2000EX EASy operator shared his thoughts in Pro Pilot. “Very pleased with Dassault. It continues to set the standard that all OEMs should want to reach,” he said. “During 2020 and 2021 we’ve been at 100% reliability. Even in the middle of the night, the Command Center has people on the phone with any problem.”

Over the last year, the company has launched and continued key programs to further enhance the Falcon Customer Experience. In August, the French Customer Service team will complete its move to Bordeaux-Mérignac, to a new state-of-the-art facility. This will bring the group closer to the production end maintenance sites so knowledge and communications will flow more seamlessly.

In addition, recent investments in Australia and Malaysia, and the reorganization of Dassault’s Eastern Hemisphere MRO sales teams have strengthened customer service relationships. The company has furthered its commitment to sustainable fuels and has introduced additional ways to fly greener. It has added new Falcon Portal and iPad applications. And, of course, Dassault is making big investments in the Falcon 6X (and the 10X after that) to ensure a smooth entry into service. All of these efforts have come against the backdrop of an unrelenting pandemic.

“It’s hard to imagine a more challenging year for supporting our operators, but we have been resourceful and committed,” said Jean Kayanakis, Senior Vice President, Worldwide Falcon Customer Service & Service Center Network. “Although it’s more easily said than done, it is nevertheless true that our people displayed the truth of our motto ‘Whatever it takes.’ I am deeply humbled by their efforts and inspired by their spirit. In many cases, they traveled around the world, enduring long quarantines and other challenges, to support our customers.”

Customer surveys such as those conducted by AIN and Pro Pilot reflect operators’ views on how well OEMs are meeting or exceeding their expectations. And, especially given how challenging these past 18 months have been for all of us, these results mean a great deal to Dassault’s talented and dedicated work force of thousands across the globe.



General McGee enjoys a cockpit briefing from Falcon demo pilots, Nick Linehan and William Pritchard.

LEGEND STATUS



BY GRANT KIELCZEWSKI

Flying combat missions is the kind of thing that creates legends among aviators. And while most pilots wish they had a tale or two, there's one man that is near legend status. Brigadier General Charles McGee holds a record for combat missions flown over three wars as a fighter pilot, with 409 completed during the World War II, Korea and Vietnam conflicts. At 101 years of age, he is also one of the last of the famous Tuskegee Airmen – the all African-American military aviation group that fought in World War II.

Although retired today, McGee retains his deep passion for aviation, with a focus on helping young people achieve their dreams in the field. "The young folks are the future of this country," said McGee recently. "I don't have too much time left here, so mentoring them is one of the most important things I can do."

A scholarship named after General McGee has been created to provide financial support for African American college students who pursue STEM degrees at historically Black colleges and universities.

"The young folks are the future of this country," said McGee recently. "I don't have too much time left here, so mentoring them is one of the most important things I can do."

Brigadier General
Charles McGee

The General is also an iconic presence at the annual EAA Airventure event in Oshkosh, Wisconsin – one of the largest aviation gatherings in the world. This year he attended the event with family members and some guests courtesy of Dassault Falcon Jet, flying aboard its Falcon 900LX. The trip was particularly special for the General's great-grandson, Iain Lanphier, who was flying with his great-grandfather for the first time. Also an aspiring aviator, Lanphier wants to follow in his great-grandfather's footsteps. "I want to be like him. I hope to touch people's lives just like Papa Gee."

To learn more about the STEM scholarship in the General's name, please visit: charlesmcgeestem.org



Dassault Falcon Jet CEO, Thierry Betbeze welcomes General McGee, great grandson Iain Lanphier, and aspiring aviator, Joshua Gibson.



GEOFF CHICK

EYES GLOBAL POTENTIAL AS SENIOR VP OF WORLDWIDE SERVICE NETWORK

PERSPECTIVES

BY JESSICA BUEL

Don't let the British accent fool you. Geoff Chick is a hellion at heart. Riding his Suzuki GSXR 1000 through the backroads of New Jersey and New York, the senior vice president of worldwide service network for Dassault Falcon Jet reclaims a bit of the inner bloke from Hastings, England and remembers the original attraction to speed that stirred his young soul.

Chick, 52, was literally raised in aviation and around planes. His father was a glider pilot and eventually became a commercial pilot, working as a crop duster. His brother became a private pilot and also worked in aviation maintenance. Flying was a way of life in the Chick family, he said.

"As long as I can remember, I was fascinated and fanatical about anything that flew," Chick said. "We lived under the flight pattern for Gatwick Airport, and I would identify planes at seven or eight years old. I can't imagine myself doing the hours for this job if I wasn't passionate about it."

Eventually, the model airplanes and overhead air traffic gave way to a technical diploma in aircraft maintenance and a Master's Degree in Business Administration. Chick moved to British Columbia, Canada with his family in 1991 to expand the family's crop dusting business. He obtained his commercial maintenance and engineering license and his instrument rated private pilot's license and took a position with Air

Canada, moving to Montreal to oversee the company's aircraft reliability program.

In 2006, Chick signed on as Dassault's director of service engineering in Teterboro, New Jersey and became senior director of customer service in 2010. Chick was promoted to his current position as senior vice president of worldwide service in 2019. In some ways, joining Dassault was like rejoining the family business, Chick explained.

"Dassault was founded by a family, and it behaves like a family company in many ways," Chick said. "You feel like you are a part of that family. You are not a number; you are a name. This feeling permeates the entire organization, and I felt that when I walked in, in 2006."

However, aviation is a constantly changing market, and an employee base that runs as a family cannot stop for change. Chick said this made the Coronavirus pandemic new territory. Most knew there would be a lull in aviation, but no one knew how long that lull might take. Chick describes this time as "wait and see followed by action, followed by more wait and see."

But as countries lost commercial airlines and customers lost the ability to fly through traditional means, business aviation saw an increase, specifically in North America, where it has boomed in the past year. "People flocked to the safe environment of chartering a plane," Chick said. "We have seen an increase in the business and aircraft traffic. It was a struggle, and we were under strain and uncertainty in the past year, but the industry is coming back."

Chick said the greatest demand of his job is the need for adaptability. Maintaining constant contact with nearly 50 service centers in various time zones means he must know the needs of the customers, the region, the aircraft and the company at any moment.

Yet this expanded territory has not displaced "old school" habits like picking up the telephone to speak instead of relying constant streams of text messaging. Making time to pick up the phone is critical to productive communication and is integral to his role, even if that role no longer includes management of the day-to-day, Chick said.

MASTERING SALES FORCE AND G-FORCE

"Worldwide is a big territory, but it is primarily a strategic kind of role," Chick explained. "The objective is to balance the needs of the customer and the company, to finance and shape the medium- and long-term plans." Indeed, the strategic nature of the role is critical enough that Chick reports directly to Jean Kayanakis, Senior Vice President, Worldwide Falcon Customer Service & Service Center Network.



"Dassault was founded by a family, and it behaves like a family company in many ways," Chick said. "You feel like you are a part of that family. You are not a number; you are a name. This feeling permeates the entire organization, and I felt that when I walked in, in 2006."

New customers, who moved to business aviation during the pandemic, now have a feel for what the future holds, Chick explained. In addition, places like North America and the Asian Pacific Rim have weathered the storm and traversed through the peaks and valleys toward sustainable growth.

When coupled with two new aircraft models that Dassault will deliver (the Falcon 6X and Falcon 10X), in the next several years, Chick maintained Dassault Falcon Jet is primed to mark its footprint on the world of private aviation. Still, no model of growth can translate to success without a feeling of personal connection between the customer and the company.

"My roles in customer service and my personal values and beliefs are built around the importance of people and communication. That's why I feel at home in customer service," Chick said. "The company supports those values. That's why it feels a bit like home."

Today Chick calls Weehawken, New Jersey his personal home, but he misses his ties across the pond and around the globe. The pandemic has kept him from seeing his mother in England since late 2019. And while personal connections have suffered the ripple effects of COVID-19, so too have the professional ties that assist Chick in his work.

"In normal travel conditions, I like meeting with the customers. We have a worldwide series of maintenance and operations seminars where we get to meet the customers and the team," Chick said. "...The regional and cultural differences – you can't get that unless you go out and do the face-to-face meetings."

As the world slowly moves toward its new normalcy, Chick cheerfully chats about his second dose of the vaccination and ruminates on the ways the world has changed. He has already planned for the ways aviation can fill the void when it is safe to return to the meetings we once took for granted.

"Airlines will be left with a skills shortage caused by its reduction in force," Chick said. But overall he believes the industry's rebound is happening quicker than expected. "Growth is on the horizon," he added.

In the meantime, Chick takes note of his own family's growth. This includes his wife Annie, whom he married less than two years ago, and his daughter, Emma, who began her own career in marine engineering. With both his work and home families in periods of progress, Chick looks to the interests in life that keep him grounded – practicing as an amateur drummer, hiking, working on his sailing certifications and of course, pulling some G-Force on a "scary fast" motorbike.

ENCLAVE EXPRESS

A 2289 NAUTICAL-MILE JAUNT BETWEEN THE ELITE ENCLAVES OF NAPA VALLEY, CALIFORNIA AND THE HAMPTONS, NEW YORK.

STOPOVER

BY KRISTIN MAJCHER

East Coast or West Coast? It's a classic dilemma, but you don't have to choose. Nearly all Falcon aircraft have the range to connect the elite enclaves of The Hamptons, New York and Napa Valley, California. Known for blending a laid-back attitude with luxury resorts, these two regions offer some of the world's best gastronomic experiences in the heart of nature. This destination pairing is truly a match made in heaven—or at least 41,000 feet.



THE HAMPTONS

Start off your bicoastal bonanza by touching down at East Hampton Airport (KHTO) on the East End of New York's Long Island. It's a gateway to "The Hamptons" region, best known for being a playground for New York City's elite. Here you'll find a collection of ritzy beach towns dotted with celebrity mansions, farmer's markets, art galleries and vineyards. While most popular in the summer, events like the Hamptons International Film Festival in October and winter wine tastings make this place a world-class destination all year round.

The Hamptons is chock-full of charming B&Bs, so cut to the chase and book a room at The 1770 House Restaurant & Inn about seven minutes from the airport. Originally built in 1663 as a private home, this small but luxurious hotel features six cozy rooms and a two-floor carriage house decked out with exposed wood beams and antique furniture. Enjoy a three-course dinner in the main dining room, or trade stories with locals over upscale pub grub in the beloved Tavern.

Each area in The Hamptons has its own character. Buttoned-up Bridgehampton hosts invitation-only polo matches, the former whaling port of Sag Harbor oozes historical charm and Montauk mixes boho beach retreats with a bustling surf scene at the easternmost end of Long Island. Hire a car to explore the region at your own pace.

You can't go wrong with a stroll by the sand dunes at Cooper's Beach in Southampton, recently ranked the second best in the country. Find a respite from the afternoon heat at the Parrish Art Museum in Water Mill, a bright, expansive building paying homage to the barns local artists converted into studios. Then, welcome the sunset at the award-winning Wölffer Estate Vineyard in Sagaponack, famous for its rosé and cozy tasting room overlooking 55 acres of vineyards.



NAPA VALLEY

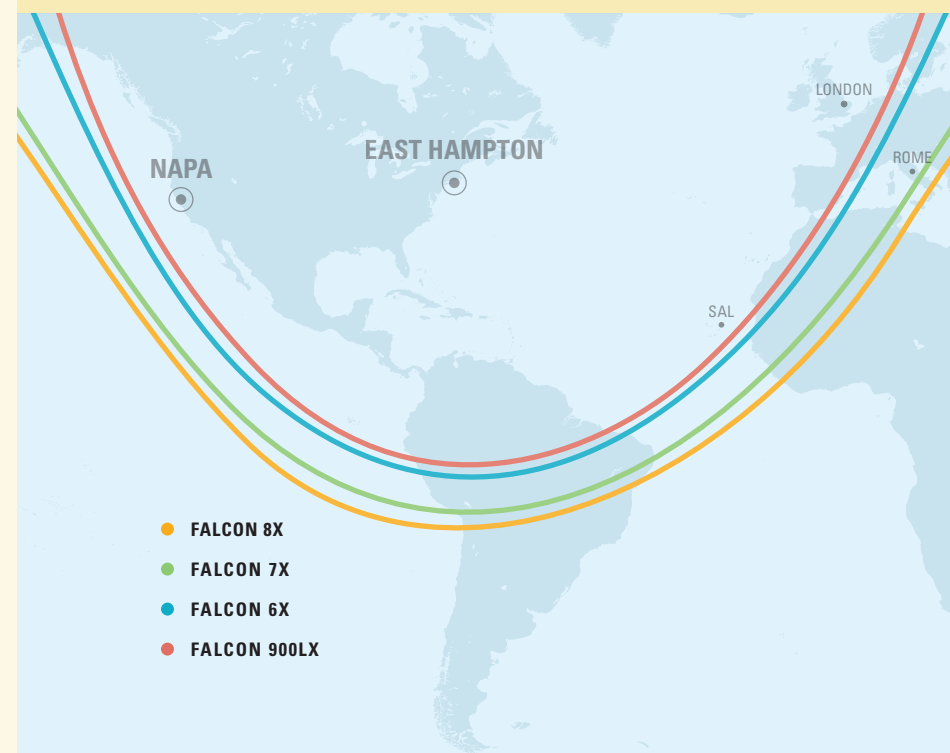
The Hamptons' vineyards are a nice warm-up for the main event: the more than 375 wineries in California's Napa Valley. Just under a six-hour flight from The Hamptons, this region is also made up of unique towns with their own vibes. Main areas include the nightlife hotspot of Napa, artsy Yountville, the winery hub of St. Helena and spa oasis of Calistoga.

Kick up your feet after a long flight in one of the two 1,800 square-foot maisons at Provence-inspired Auberge du Soleil. A highlight of these private villas is the outdoor soaking tub perched on a deck with incredible valley views. This five-star resort was recently ranked the best hotel in the Napa Valley by U.S. News & World Report, and serves up an unforgettable six-course tasting menu at its Michelin-starred restaurant.

Just as wines get better with age, time in Napa is best spent by taking things slowly. Instead of rushing between vineyards, let the Napa Valley Wine Train steer you through them on a six-hour journey. After a breakfast featuring sparkling wine, enjoy three tasting sessions and a four-course, farm-to-table lunch. You'll even get to see Napa Valley's oldest winery estate, Charles Krug. Its tasting room, a National Historic Landmark, first opened to the public in 1882.

Not into wine, or need a change of pace? Head to Calistoga Spa Hot Springs resort, home to natural geothermal pools first used by the Native American Wappo tribe hundreds of years ago. Top off your visit with a massage or volcanic mud bath treatment said to calm muscle pain.

Instead of spending time fretting about which coast is the best, call a truce. When you can fly directly between The Hamptons and Napa Valley, there's no reason not to savor the best of both worlds.



IF YOU GO

Nearly the entire Falcon fleet can make the trip between East Hampton Airport (KHTO) and Napa County Airport (KAPC).

East Hampton Airport (KHTO) is about 55 feet above sea level with a runway measuring 4255 feet. The airport is open 24/7 every day. To talk to airport manager Jim Brundige, call 631-537-1130 ext. 7501. Handling services can be arranged through Sound Aircraft Services.

Napa County Airport (KAPC) sits at just 35.5 feet above sea level with a runway length of 5930 feet. The airport control tower is open between 7 a.m. and 8 p.m. To speak with the airport manager Greg Baer, call 707-253-4300. Handling services can be arranged through Lynx FBO.