John Powell, executive director–Piedmont Aerospace Institute, presents an Aircraft Maintenance Technician degree to Neal B. Reece at the Institute's final graduation ceremony December 21. More than 200 people attended the ceremony at the Holiday Inn–North in Winston-Salem and heard a graduation address marking the occasion by T.H. Davis, Piedmont's founder and retired chairman of the board.

The Institute graduated its last class 18 years after its first students arrived in 1966. First opened to train mechanics and aircraft technicians, the Institute was at one time the only such school between Pittsburgh and Miami. Now there are several such schools and the Institute is closing its doors. As Davis said in his remarks, "We're extremely proud that these students selected Piedmont Airlines to do their training."

Powell has recently been named director–fuel procurement for the airline.

Koontz

CLT students Wing their way To West Coast

This month 20 eighth-grade students from the Charlotte/Mecklenburg school system are flying to San Francisco for a "living lesson" in United States history and geography.

These students are taking part in Piedmont's "Wings for Learning" program which came about as a result of our new Charlotte-San Francisco service. As part of the educational exchange program, we are sending outstanding students and teacher/escorts from both Charlotte and San Francisco to the other city on an all-expenses-paid three-day tour.

The Charlotte-area students are leaving for California on February 21. Among the many things they have asked to see are cable cars, China Town, Fisherman's Wharf, a Spanish mission, and Alcatraz.

Twenty sixth-grade students from San Francisco will fly to Charlotte this spring for a tour of several cities in North Carolina.

Our motto: Safety Spoken Here

More passengers, more reservations, more employees, and more new aircraft add up to rapid growth.

"The 1985 challenge is fewer injuries and less damage with this additional growth," Jim Swartz, director-ground safety, said.

To help promote safety, Swartz has designed a new poster entitled, "Safety Spoken Here" which is now displayed across Piedmont's system.

"The poster is designed to meet the needs of each individual location," Swartz said. "The center of the poster is left blank so that each station can decide what particular safety message needs to be stressed."

The new safety program will also be linked with the delivery of the first 737-300 set for mid-April.

"We particularly want to emphasize to employees the need to be aware of important safety measures regarding the handling of our new aircraft," Swartz said.

"What we're striving for is a good, *safe*, on-time performance throughout the Company."

Butler earns TOPS Award

IAH Supervisor Wayne Butler has won Piedmont's TOPS (Total Outstanding Passenger Services) Award for helping a family of four trying to get to Charlotte for a funeral.

Because of heavy flooding in the area, the family's car had become submerged in water as they traveled to the airport, and they missed their flight. The family later wrote:

When we arrived at the airport, we were soaked, had missed our flight and had no car. A terrible situation, especially with two small babies. Wayne tried to find an alternate flight while we changed into dry clothes. When that didn't work, he took care of our luggage and called every hotel in the area trying to find us a place to spend the night . . . None!

Despite the fact that he was obviously tired due to working a double shift and had to be back at work early the next morning, he invited us to spend the night at his home. . . . His wife Sharon, who had little warning, offered us food and made a bed. We spent a comfortable night there and in the morning Sharon made our breakfast and took us to catch our flight which Wayne had already arranged. They would not accept any payment and were totally charming the entire time.

Piedmont has an exemplary representative in Wayne who has been more than helpful with your patrons. He represents Piedmont as the **true** *friendly skies. I hope that you will always be aware of your outstanding people and can in some way show your appreciation for their efforts.*

Fred Sheets, city sales manager, MCO, was chairman of Travel Fair Day during the city's recent Airline Appreciation Week. Sheets (third from left) was also on hand for a reception for over 100 Orlando airline industry members held at the Hyatt Regency Grand Cypress Hotel. With him are (l to r) Duane Schultz, district representative for U.S. Senator Paul Hawkins; Kitty O'Hara, the Hyatt's travel and incentive manager; and Robert Trumble, traffic office manager for scheduled airlines at the Naval Training Center.

Koontz named To ALPA post

Captain Bob Koontz, GSO, has been elected executive vice president of the Air Line Pilots Association (ALPA). In his new position he will serve a two-year term on ALPA's executive committee, its third highest governing body.

Koontz, who flies the B-727, joined Piedmont in 1962. He is a graduate of Wake Forest University and served four years in the U.S. Navy as a pilot.

Koontz has been active in ALPA for many years. He served three terms as chairman, the highest elected local union office, of the Piedmont pilot group, and as chairman of the group's negotiating and scheduling committees. He has also been a member of the National ALPA Hearing Board.

Going into the hospital? Self-audit may save money

It's a fact of life; hospital bills are often wrong.

These mistakes can add up to substantial amounts of lost money for Piedmont and Piedmont employees. What can you do?

"You can be more aware of health care costs," Jane Roberts, supervisor-employee benefits, said.

"If you're going into the hospital, conduct a self-audit so that when you receive your itemized bill you can compare it with your own list," she explained.

For example, keep track of all blood tests, x-rays, and medication you receive. Check your bill closely to make sure admission and discharge dates are correct. Make note of any therapy you receive or equipment you take home such as a cane, walker or crutches.

While there's no one reason why mistakes happen, there are some billing problems common to many hospitals. In most hospitals, for example, bills are itemized as doctors order tests and medication. If, for some reason, the tests are never performed or the medication is never given, the billing records may not be updated.

Keypunching errors are another common hospital billing mistake. A misplaced decimal point could cost you a considerable amount of money.

"Most hospital bill mistakes are a matter of human error," Roberts said, "and the problem exists to some degree in almost every hospital.

"It's worth it to take a second look at your hospital bill. It could save you money in the long term."

If you have any questions, contact the Employee Benefits Office, A255 or extension 5524 in Winston-Salem.