

# 'What a difference your Company made!'

**What sets one airline apart from others? In one word, service. The following excerpts taken from complimentary letters sent to Piedmont are just a few examples of the excellent customer service provided by Piedmont employees.**

When we arrived at the Piedmont counter in **Dayton** to check our bags, we were greeted by an agent who not only was pleasant but went out of her way to make us feel like we were important customers. . . On the flight, we were impressed by the sincere friendliness and caring of **all** of the flight crew.

What a difference your company made! The personnel in **Miami** called us to assure us of (our daughter's) safety.

**Captain Charles Lane, First Officer Gary Smith, Flight Attendants Regina Goins, Pamela King, Connie Jones, and Denise McCall (all BWI)** made me feel like a VIP. I enjoyed their professional manner and sincere warmth, and hope you will commend each of them for a job very well done.

Over the years, I have come to expect—and to appreciate—a consistently higher level of service on Piedmont than on most other airlines. . . The truly amazing thing is that your service continues to excel during a period when you have been expanding rapidly, adding many new employees and destinations. Additionally, there is the pending acquisition of your company by USAir, with its resulting uncertainties and anxieties. These events have got to be stressing your employees but they sure don't show it. That fact alone is a real testimony to them. . . and to the process by which they are selected from available candidates. A (another airline) flight attendant summed it all up for me, as we rode the hotel van to the airport at Chicago. Learning that my outgoing flight was on Piedmont, she commented with more than a trace of envy: "That's a really good airline."

My husband and I expected the arrival of our daughter's dog. Delays, misunderstanding, and holiday traffic meant a four-hour delay. . . These three gentlemen (**Brett Cherry, Nathan Palceki, and Buddy Roberts, BOS**) offered us courtesy and helpful service and attention during the

wait, and saw that the dog, then long in her cage, reached us in as short a time as possible.

Everyone was very courteous and professional. I would especially like to commend the crew (**Sheila Bannister, Willie Whitmore, Paul Teachey, and Deborah Goonas, all BWI**). . . They really did a fantastic job in serving the passengers. Their attitude was very professional while still managing to remain relaxed and friendly.

I fly approximately 15,000 miles per month and have just recently started flying with your airline. . . All the flight attendants (**Allison Hunter, ORF, Carol Carter, Vickie Nash and Linda Webb, all based at MIA**) provided a fantastic level of professional service.

I have never had a problem with the people flying the planes or with lost **baggage** on Piedmont. Your people always seem so friendly and professional. . . The **food** (especially the snack boxes and small box lunches) are top notch, too.

I phoned five plus major airlines. The treatment I received from each one with the exception of Piedmont ranged from nonchalant to down right rude. Not one of them offered to piece the trip together if they did not service it directly. Not so with Piedmont. When I was referred to the International desk and **Beth Moser (INTRO)**, I hardly knew that I had to be routed through another airline to reach my final destination. She provides the ultimate in customer service.

What a delight! At first I was suspicious—why are these people smiling at me? After the flight left on time and a **delicious lunch** was promptly served, I discovered that this is how Piedmont actually treats its customers! (**Captain Ron Bilskie, First Officer Barry Lang, and flight attendants Carol Willhite, Lucy Nielsen, Kim Woodbury, and June Bradshaw, all CLT-based**).

Because of the extremely inclement weather in Philadelphia, our flight was delayed for several hours. . . The **crew**. . . conducted themselves in a professional manner and should be commended. (**Carol Conklin, Caroline Murphey, Julie Costigan, and Linda Johnson, all CLT-based**).

We encountered very bad weather in the form of thunderstorm cells. The pilot (chose not to go) . . . I really appreciated his decision and we were an hour late, but I was glad that he didn't chance it for a very short hour. (**Captain Rundy Davenport, CLT-based**).

**Sharon Newman (ORD)** was extremely professional and courteous to the many people desperately trying to leave Chicago. . . **Bob Norwood (DCA)** met my flight (which was delayed). . . He personally apologized for the missed connection, and he, too, was most courteous and professional.

**Ray Whitaker (FAY)** provided great assistance in helping our 85-year-old aunt as she traveled to and from Fayetteville on her trip to Dallas.

**Piedmont receives many letters from passengers each month commending employees for outstanding service, but few letters are received from employees. MIA-based Captain Dan Young wrote the following letter to Piedmont, praising MIA-based Flight Attendant Cathey Riccetti:**

*On June 18, 1987, I was captain of Flight 764, TPA—TLH. One of our flight attendants no-showed the trip. It took over an hour to locate a replacement.*

*During that time, Ms. Riccetti consoled our passengers. She fielded their questions and criticism. She took notes of our passenger's ground transportation needs in TLH, while serving them coffee and juice. Our F28 was uncomfortably warm, we were over an hour late, and we had a heavy passenger load. However, Ms. Riccetti refused to quit smiling.*

*As our passengers deplaned in TLH, I stood at the door to extend my apologies. I must say that I was not really surprised when the overwhelming majority of comments were directed not towards our late departure, but rather towards the outstanding job done by Ms. Riccetti.*

*Ms. Riccetti represented Piedmont Airlines in exemplary fashion. She demonstrated sincere concern for our passengers as well as their impression of our company.*

*I am very proud to work at the same company as Ms. Riccetti.*



**David Allen (left) and Rodie Marovich were named 1987 Gross Champions in the Second Annual Century 21 State Golf Championship for Easter Seals at Raintree Country Club in Matthews, NC, in October. The two men, both computer programmers at Madison Park, shot a winning 139 total.**

## Gibson wins his 6th championship

Joel Gibson, ILM, shot a 179 to win the annual Piedmont Airlines Employee Golf Championship, held at Bonaventure Resort and Spa in Ft. Lauderdale September 14-16. It was the sixth time in the tournament's 18-year history that Gibson has won the tournament.

Tom Polito, CLT, followed close behind Gibson, shooting a 181 for second place in the championship flight. Luke Hill, CLT, was third, John Frye, CHS, fourth, and Mark Arrington, TPA, fifth.

Two hundred and thirty-one golfers competed in this year's event. Terri Foote, BWI, won the women's championship for the sixth time, and Howard Thompson, CLT-based captain, won the seniors' championship for the second year in a row.



**Gibson**

**Foote**

**Thompson**

Flight	First Place	Second Place	Third Place	Fourth Place	Fifth Place
First	D. Walker, GSO	H. Thompson, ROA	W. Williams, CLT	J. Burton, INT	J. Moorefield, INT
Second	S. Moser, BWI	M. Guthrie, CLT	S. Shoaf, GSO	P. Dean, GSO	G. Condray, CLT
Third	S. Reynolds, DAB	G. Caulder, CLT	C. Morgan, GSO	W. Throckmorton, GSO	B. Smith, INT
Fourth	L. Richardson, CLT	K. Renner, MCO	B. Gilbert, ATL	D.K. Jones, MEM	B. McAlphin, INT
Fifth	J. Kimbleton, BWI	J. Stevens, DCA	G. Guin, ORF	E. Gabriel, AVL	C. Wilson, GSO
Sixth	H. Newman, CLT	G. Simpson, BWI	P. Moore, DAY	K. Flynn, FLL	R. Binkley, INT
Seventh	T. Townsend, ATL	M. McDonald, PHL	B. Goodman, INT	T. Fisher, CLT	B. Morgan, GSO
Eighth	J. Coulter, INT	D. Price, CLT	C. Goldminz, FLL	R. Baity, INT	J. Miller, INT
Ninth	C. Pecora, FAY	B. Tilton, INT	R. Miller, MIA	J. Joseph, LGA	T. Cooke, AVL
Tenth	R. Byrd, BWI	B. Brown, CLT	C. Perry, ORI	H. Kreeger, INT	D. Moorefield, GSO
Eleventh	J. Turner, CLT	M. Vanmeter, SDF	S. Bentley, ATL	B. O'Neil, MSP	R. Thompson, GSO
Twelfth	B. Perry, AVL	R. Clemens, ILM	A. Allemond, FLL	F. Mattes, EWR	S. Hutchens, GSO

*Joel Gibson, ILM, and Tom Polito, CLT, represented Piedmont well at the International Cup held near Orlando in October. The Piedmont team came in second behind Delta. In addition, Gibson won the tournament's individual award for the lowest score.*