

Commendations

'I now recommend your airline to all my friends'

Gloria Sollazzo, CSA-BOS, should be recognized for her superior job performance during the Thanksgiving holiday. On Saturday, November 26, she cheerfully facilitated a last minute travel change for my daughter. Sollazzo called the gate to hold the flight so my daughter could run down the concourse, and made sure that she had a boarding pass for the tight connection... I was most impressed by the way Ms. Sollazzo turned a dismaying travel situation into an experience where we felt that USAir cared for us. I appreciate her effort and applaud her lovely attitude.

On October 29, I carelessly left my purse on a Piedmont flight from Dayton to South Bend and didn't realize it until after the airport closed. The next day, around 5:30 a.m., the purse was turned in by station agents Mike Schulten-SBN, and Coyne LaMoreaux-TLH, with the contents of over \$2,000 intact! I also wish to thank Bambi Yingst p-t agent-SBN for her concern and willingness to help. Honesty is a rare commodity in this generation, and I will be forever grateful for theirs! Thanks again!

On November 20, one of your employees, Irene Carroll- PHL, who was announcing and boarding (USAir) flights at gate 17 - 20 at National Airport, did an outstanding job of keeping the passengers informed and happy. Any one who can get several hundred people to laugh at the possibility of staying in Washington, D.C., on a perfectly horrible night deserves a very big thank you! Ms. Carroll kept the passengers informed of where all the planes were, when they could be expected, and more important, the reason for the delays...I hope that Ms. Carroll will be informed that her work was deeply appreciated by many passengers that evening.

I was taking Piedmont flight 1091 from Hartford to Baltimore, en route to Raleigh, when a tire blew out upon touchdown in Baltimore. We were taken by bus to the terminal and our connecting flights were held for us. When I boarded the Raleigh flight, I learned that I was the only passenger making this connection — the plane had waited 24 minutes for me. While this no doubt did not make me popular with the other passengers, it did make me feel that Piedmont valued me as a person, as well as a customer. My luggage got through too...As a newly confirmed Piedmont flyer, I would like to thank the airline.

I was coming out of PHL on flight 1122—I was running late and I ran in to the ticket counter to see if I could make the flight. He did not think I could make it because I still had a rental car to drop off. Flights for the next morning were booked and it was mandatory for me to make it to Charlotte. Richard Chase, sta. agent-PHL, offered to return my car and allow me to make the flight. Again the employees of Piedmont have excelled beyond their bonuses...It makes you feel good

to know that people take pride in their company as Mr. Chase does. I also would like to wish Piedmont Airlines the best of luck during the merger. The name will change, the management will change, but the Piedmont name will be in the hearts of those who worked and sweated to make the airline what it was and will be.

On November 23, I was a flight attendant on a USAir flight from BDL to BUF. We boarded a mother and three year old son. The boy was crying and throwing a tantrum. I tried to help but nothing seemed to help...When Lead Agent Dave Watkins-BDL came down to close out the flight, he saw the little boy, went to him and got down on his knees to talk to him. Mr. Watkins then took him in his arms and walked out on the jetway. He rocked and talked to this small child until he was calm and his tears were dried. He strapped his seat belt and the boy was fine for the entire trip...Mr. Watkins' compassion and patience reminded me of the pride I have in working for a company that employs people like Dave Watkins. ✍

USAir Group 1988 jet traffic summary

	USAir		
	1988	1987	Change
enplanements	32,466,061	24,772,843	+31.1%
RPMs (000)	17,315,319	13,071,613	+32.5
ASMs (000)	28,233,659	20,014,331	+41.1
load factor	61.3%	65.3%	-4.0 pts.
	Piedmont		
	1988	1987	Change
enplanements	27,116,958	25,368,067	+ 6.9%
RPMs (000)	13,051,333	11,473,282	+13.8
ASMs (000)	22,093,037	18,977,271	+16.4
load factor	59.1%	60.5%	-1.4 pts.