

*Mr Davis*

TRAFFIC MEMORANDUM #36

July 27, 1949

1. ALL OF YOU WILL LIKE THIS ----

"Gentlemen:

I had the pleasure of a flight on your line, leaving Cincinnati at six o'clock Friday evening, June 10th, and returning by your Flight No. 41 from Lynchburg to Cincinnati, June 12th.

This was the first time I had been able to persuade my wife to use air transportation and she was as completely sold on it as I have been for many years.

The purpose of this letter is not to sell you on air transportation but to express to you my sincere appreciation and to commend certain of your employees.

Mr. Woods of your Cincinnati ticket office was extremely helpful in getting me the additional seat at the last moment when leaving here, and while the personnel of your flight to Lynchburg on the tenth was all that any one could ask, they were so busy with a full plane that they could not go out of the way to do the little things which the personnel on your Flight No. 41 did on Sunday evening.

Capt. J. P. Onoff stopped to chat and I told him it was my wife's first trip. He and first officer Kyle, together with purser J. D. Barnes, exerted every effort possible to make my wife's flight enjoyable, to interest her in aviation, and to be perfect gentlemen. In this they succeeded completely. I wish particularly to commend Mr. Woods of your Cincinnati office, Captain Onoff, First Officer Kyle and Purser Barnes, and to let you know that these men are certainly more than mere employees, but are endeavoring to sell you to the public.

Very truly yours,

/s/ G. W. Hughes"

You may be assured that Mr. Davis thanked Mr. Hughes for his kind remarks and for the time and trouble he took to write his letter. Those fellows mentioned are to be especially congratulated. However, we all know full well that the large majority of our flight personnel are doing their jobs equally well. Since I have been riding the lines quite a bit recently, I know that our in-flight service and attention to passengers has improved tremendously. Keep it up fellows. It really pays off.

2. PAI AIR SERVICE CARDS - - Most stations are doing an excellent job on the number of applications for Air Service Cards sent in and are doing a very good job in the manner in which they are handling them. Please note - only one application needed for an individual card, but two applications are required for company cards.
3. NRSA PASSES - Some confusion has arisen over whether or not an NRSA Guest pass has priority over an NRSA Employee pass - - There is no difference -- NRSA pass riders should be handled on a first come first served basis. A pass rider may and should phone the boarding station as far in advance as practicable and advise the Reservation personnel of his desire to use a certain flight (get full name, no. pieces of baggage and weight of baggage if possible, pass number and type). This information can be written down on a piece of scratch paper and attached to the chart of the flight concerned with the time and date, and information called in. I am sure that all of you will agree that this will help a lot and cut down on last minute confusion.