

PIEDMONT AIRLINES  
Winston-Salem, North Carolina

TRAFFIC MEMORANDUM NO. 48

January 10, 1951

1. HERE'S THE DIFFERENCE (Twice)

"4705 Delray St., M.W.,  
Roanoke, Va.  
January 2, 1951

Personnel Director  
Piedmont Airlines  
Winston-Salem, N. C.

Dear Sir:

My husband and I had the pleasure of a trip on Piedmont last Sunday, on your Flight 30 from Cincinnati.

We want to thank you and ask you to pass it on to your staff, both at the port and in the air, for the fine service and wonderful trip. Everyone was so helpful and kind and we appreciate it.

Sincerely,

Martha and Rudd Rowan"

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"E. Van Noorden Company  
100 Magazine St., Boston 19, Mass.

Piedmont Air Lines  
Durham-Raleigh, N.C.

Attention of President

Gentlemen:

I want to take this opportunity to tell you how much I appreciate the courteous and considerate service your flight attendant Bob Parris extended to me on my recent Flight #21 from Tri-City to Cincinnati.

This attendant was extremely friendly and helpful, and I want to congratulate you on the type of personnel that you employ. It certainly does make traveling a pleasure.

Very truly yours,

Michael Cantor, Vice Pres.  
E. Van Noorden Company"

2. THINKING - - MAKES A DIFFERENCE

Briefly here is an example where "common sense thinking" made a great difference:

Flight 11 Jan. 5 was schedule. 23 same date was running late. There were quite a number of CVG CHI passengers on 23. Had Flight 11 held for 23 the DAL connection at CVG to CHI would not have been made. TRI and LEX arranged with DAL at LEX and CVG to transfer a number of DAL's LEX CVG passengers on their Flight 840 to our 11, thereby opening up space on DAL's Flight 840 for our CVG passengers on 23. The connections at LEX of the latter flights was going to be close, in fact DAL had to hold for us. Gordon Wagner and his boys were "on top" of the situation. Rather than further delay Flight 23 at TRI or DAL's 840 at LEX, reissuing the tickets involved, it was quickly decided to put Agent Murchison aboard with a supply of tickets and do the reissuing en route. That is "common sense thinking".

Thanks to it and the fine cooperation of DAL's LEX people, a good job of "Passenger Relations" was accomplished. Congratulations TRI and thank you MR. DELTA.

3. CERTIFICATE RENEWAL CASE (By Mr. Davis)

The C.A.B. has scheduled the Pre-Hearing Conference on our Certificate Renewal Case for January 11th. We are glad to note that they are willing to proceed rapidly with the Case, and from the looks of things they will move on as fast as we can keep up with them. So, for the next several months many of us here at the Home Office will be burning the midnight oil preparing exhibits and otherwise getting ready for the Hearing, which will probably be held in late March. This business of getting ready for one of these Hearings is quite a chore, so you probably won't be seeing too much of some of us for awhile. In the meantime, we will be depending on you to carry on the good work.

In addition to the new Route between Roanoke and Lexington, between Wilmington and New Bern, and the addition of Hickory, we have been working with American Airlines