

From the President
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As a member of the industry
., I want to add my congratulations on your operation. It is an asset to the industry which needs more than ever to sell its service now to assure the future that can be ours.

Route mileage is not the measure of stature, but the pleasant, courteous and efficient delivery of air transportation to the customer is the foundation upon which it can be built.

For what it is worth, it is my opinion that Piedmont is laying a cornerstone that will not be found wanting in the years to come."



The following article is from the August 1 issue of "Flight Times", a Western Air Lines publication, and contains much valuable information for the NRSA vacationists:

"The vacation period is at its peak, a fact attested to by the stack of pass requests on Earnest H. Brown's desk. With air travel at an all-time record high, Brown, director of personnel, turns into an Emily Post to pass along a few traveling tips to the non-revs. . . .

"When traveling on Western or any other airlines, remember that you are a guest and everybody will be happy. And above all, be considerate of your fellow Westerners and the employees of other lines. Here are a few examples:

"When it comes time to make your reservation, make sure you give the agent ALL the information; type of pass, name and the flight you'd like to take. Don't ask if there will be a seat on a flight a week in advance . . . a crystal ball is not standard equipment.

"When checking in at the airport, try to get there early. And after checking in, sit down and wait for the flight to be called; don't take up the agent's time with conversation, even if he is a good friend.

"When it comes time to board the plane, remember the revenue passenger comes first . . . he's the 'bread and butter' of the airlines. And travel light. Check your heavy baggage, don't attempt to take it on the plane.

"Then there is the matter of seats. Always allow the fare-paying passengers their choice of seats on the plane.

"As you know, the stewardess is a pretty busy girl, so if you're traveling with youngsters, keep them as quiet as possible and out of the aisle