

LETTER OF PRAISE—

The following letter of commendation was received recently.

Richmond, Va.
Sept. 11, 1957

Mr. T. H. Davis, President
Piedmont Airlines
Smith Reynolds Airport
Winston-Salem, N. C.

Dear Sir:

Thursday morning, Sept. 5, 1957, at 9:21 a.m. my wife and myself, boarded Flight 33 bound for Cincinnati. It was the beginning of a most pleasant experience, and we would be remiss if we did not pass on to you our praise for the Flight Steward who was aboard and with whom we returned on Sunday Sept. 8, 1957 on Flight 34 leaving Cincinnati at 2:45 p.m.

Here was a young man who represented your company in a most wonderful manner. He welcomed everyone aboard at the various stops, said goodbye to those leaving the plane and asked that they return soon again. His friendly smile and general mannerism certainly are going to go a long way in building good will for your company.

The one time we had an opportunity to speak with him, he told us what a fine company he was working for and how proud he was of his association with it.

While we do not know his name, he certainly put us in the position where we could never think of going to Cincinnati any other way than Piedmont Airlines.

Very truly yours,
/s/ Joseph A. McMurtrie
35 Malvern Manor
Richmond 21, Va.

(Editors Note: Purser E. L. McMillan is responsible for making Mr. & Mrs. McMurtrie's trip a pleasure trip.)

QUOTE:

Wisdom is knowing what to do;
skill is knowing how to do it,
and Virtue is doing it.



TARIFFS AND SCHEDULING PLAY IMPORTANT ROLE IN AIRLINE OPERATION

The Tariffs and Schedule section of Piedmont's Traffic Department, is one which receives little publicity but one which plays an important role in our daily operation.

It is the responsibility of this section to handle all Tariff matters, rules, rates, fares, joint fares and filing the necessary changes through appropriate channels. Flight schedules must be prepared and coordinated with Operations, Maintenance and Inspection Departments, as well as all stations. The final plan is then coordinated with other carriers for the purpose of providing interline connection compatibility with due consideration being given to ramp congestion that may be caused.

The fully coordinated schedule is then officially filed with the Civil Aeronautics Board and is published in the Official Airline Guide. Employee schedule sheets and passenger schedule folders are also made up for each schedule change.

A continuing analysis must be maintained for the improvement of operating times, interline and on-line connections and the need for frequency of service. Sandwiched in between these activities, are matters pertaining to DC-3 Charter operation including the availability of equipment and crews, price quotations and all of the minute details involved in making the charter flight a smooth and efficient operation at off-line points where Piedmont personnel are not available.

The man responsible for the above operations is Director of Tariffs and Schedules, F. Preston "Abe" Lincoln. "Abe" was born in Harrisonburg, Virginia and graduated from Davidson College in 1939. He began his airline career with Eastern Airlines and joined Piedmont Airlines in 1949, and a year later was promoted to his present position.

He is active in many industry sponsored activities and has been a member of the Air Traffic Conference Tariff Committee for several years. He is the Local Service Airline representative on the Ad Hoc committee for establishing minimum interline schedule connection times.

"Abe" is married to the former Emily Godrum of Davidson, N. C. and they have two children, "Eddie" 14 and Mary Virginia 9.