

# THE PIEDMONITOR

PAGE TWO

JULY, 1960

Piedmont Aviation, Inc.  
SMITH REYNOLDS AIRPORT  
WINSTON-SALEM, N. C.



Dorothy Preslar, Editor

Correspondents this issue: Bruce Ball LEX, Don Barker HKY, Bob Bennington FAY, Bill Downs EWN, Jean Gregory INT-A, Dixie Holt M-INT, Ed Kerr ILM, Susie McSorley CRW, H. A. Robinson SHD, Shirley Sword CMH, Bob Wilson BKW, and Bob Wylie ORF.

## Congratulations

### 20 YEARS SERVICE

T. H. Davis, President, INTE, July 2

### 5 YEARS SERVICE

Dallas Brown, Sr. Radio Tech., INT, July 25  
Andy Foster, F/A, INT, July 28  
George H. Lipscomb, Agent-Operations, ROA, July 21  
R. L. McAlphin, Chief Agent, CLT, July 21  
James C. McCormick, Agent, CRW, July 22  
R. E. Smith, Agent-Operations, GSO, July 20  
Robert K. Waugh, Agent-Operations, HTS, July 28

### PROMOTIONS

E. D. Akard, Agent, DCA, to Lead Agent, CVG-F  
J. C. Griffith, Agent, RIC, to Lead Agent-Reservations, CVG-F  
J. F. Beasley, Agent, FAY, to Lead Agent, CVG-F  
S. Brown, Lead Agent, SDF, to

Chief Agent, CVG-F  
J. Van Holbrook, Mech. Spec. to Sr. Spec., M-INT  
J. B. Ramey, Jr. Spec. to Mech. Spec., M-INT  
F. J. Slone, Chief Agent to Asst. Mgr., HTS  
Gilbert W. Hurst, Dispatch Clerk to Aircraft Dispatcher, INT-FC  
William F. Martin, First Officer to Reserve Captain  
R. K. Waugh, Agent to Chief Agent, HTS

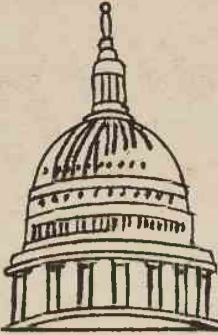
### MARRIAGES

David Shean, INT-M, to Linda Johnson, June 4

### BIRTHS

Baby Son, Kevin Dale, to L. C. Lumley, INT-PC, and Mrs. Lumley, May 2  
Baby Son, Michael Brian, to J. M. Taylor, INT-M, and Mrs. Taylor, June 3  
Baby Daughter to Lonnie Dennis, ILM F/A, and Mrs. Dennis

## Capitol Comments



# Minnetti Holds Italian Honor

By SHERL FOLGER

A Brooklyn lawyer who was decorated by the Republic of Italy with the Star of Solidarity, First Class, is a veteran of four years experience with the Civil Aeronautics Board. His name: G. Joseph Minnetti.

Member Minnetti attended schools at Brooklyn, Fordham University at New York and St. John's University at Brooklyn and received degrees from both universities. He holds a Doctor of Jurisprudence degree from St. John's.

### Intelligence Corps

Minnetti served in the Counter Intelligence Corps both in the United States and the European theatre of operations during the Second World War after having been a member of the faculty at his alma mater—St. John's, practicing law at Brooklyn and assisting the Kings County District Attorney and the Attorney General of the United States.

During his district attorney assistantship he prosecuted crimes of extortion, larceny, cheats and frauds, accident frauds, foreign and unauthorized life insurance association rackets and Civil Service frauds.

### Prosecuted Frauds

While in the U. S. Attorney General's office he was assigned to the Anti-Trust Division as an

investigator and prosecutor of war frauds, violations of the Sherman anti-trust laws and War Production Board frauds.

Later he served as the first deputy commissioner, depart-



G. JOSEPH MINNETTI  
... CAB Member ...

ment of investigation, city of New York, then as commissioner of the department of Marine and Aviation. In 1955 Minnetti was confirmed by the U. S. Senate as a member of the Federal Mari-

time Board and, in 1956 was confirmed as a member of the Civil Aeronautics Board.

Other than his award from the Republic of Italy, he was presented the American Legion's Distinguished Service Medal in 1955.

### REAGAN . . .

(Continued on Page Two)

war in Stalag 17, the famous prisoner of war camp at Krems, Germany.

Active as an amateur radio operator, a Mason, member of American Legion Post 55 and assistant scoutmaster in Winston-Salem, Reagan is married to the former Margaret Stahlecker. They have three children, Ronnie, 11; Jeanette, 7; and Vickie Lynn, 15 mos., and are members of Ardmore Methodist Church. The Reagans live at 2333 Elizabeth Avenue in Winston-Salem.

Rollick's resignation at Piedmont terminated 20 years of close business association with L. A. Watson, superintendent of communications. The two worked together seven years at Eastern Air Lines and came to Piedmont in the summer of 1947 before the airlines division was formed.

Rollick has been active for nine years in the Airline Electronics Engineering Council and was from 1951 to 1956 chairman of the Airline Electronics Maintenance Meeting. Recently he was awarded an honorary degree from Central Technical Institute as an Associate in the Science of Aviation Electronics and Communications.

For three years, 1955 to 1958, he was co-editor of The Piedmonitor in addition to his communications department responsibilities. He also was active in amateur radio and civil defense programs.

At Collins Radio, Rollick will be in the sales application engineering department and will work out of Collins' sales office at Washington. He and his wife, the former Virginia Letteer, and four children, Dianne, 18; Melissa, 7; Walter, Jr., 5; and Carlton, 3, will move to Washington later this summer.

E. L. Headen, named foreman, joined the airline division in January, 1948, but has been with Piedmont Aviation, Inc. since 1944. He has held various positions in equipment overhaul and, in his new position, will be responsible for maintaining radar equipment. He is married to the former Elizabeth Davis. They have two children, James Edward, 21; and Jerry Wayne, 10.

## In-Flight Replies

In-flight letter forms giving passengers an opportunity to conveniently put down their reactions to Piedmont services were placed on board scheduled flights beginning the first of June.

From June 1 to June 22 there were 45 replies from passengers indicating their reactions to food and beverage service, crew, aircraft appearance, etc. The majority of these replies have indicated favorable acceptance of Piedmont services by passengers.

# THE PIEDMONT POSTMAN

Dear Sir:

Due to the full cooperation of your organization, I had a most gratifying experience on last Wednesday. I had received word from Wise, Virginia, about two hours from Tri-State Airport, of my father's death while on a trip in northwestern Maine. This necessitated a drive by automobile to Portland, then a change of planes at Boston, New York and Washington.

I was very anxious to catch your Flight 85, but had only a four-minute interval between the arrival of the Northeast flight and the departure of your flight. Fortunately the Northeast flight came in on time. Your organization had been alerted by our New York office that I would like to make the quick transfer, and when I arrived in Washington and came down the steps, I found two of your representatives standing there, and Flight 85 about fifty feet away with one motor running. They rushed me across to the plane and used my air credit card for making out a ticket, almost as we were walking. I am sure I was not on the ground over thirty seconds, and Flight 85 was taxiing off within two minutes after my arrival in Washington.

It is with regret that I do not know the names of the young men who took care of me, but I do wish to assure you that they not only were most efficient with the whole operation, but what was probably more important to me, they seemed to enjoy it and took care of everything with a smile.

My work requires that I fly extensively both in the United States and abroad, and as a result I have Admiral, Ambassador, Clipper Club 100,000 mile, and other cards . . . and have

enjoyed many unusual services from airlines, but I am sure this was the most gratifying one of all.

Cordially yours,  
RAF, Lancaster, Pa.

Dear Mr. Davis:

This is the first time in my life that I have written a letter to any organization for the purpose of complaining about their services; in fact, now that I have cooled off, I will not call it a complaint, but rather an effort to acquaint you with certain practices which I have observed during the time that I have been travelling your airline.

I will give one flagrant example, and suffice it to say that similar occurrences have been experienced when travelling from Huntington. On May 11th, inst., at 2:00 p.m., I called your line at Huntington in an effort to get to Lexington as rapidly as possible. After much ado, I was confirmed on your No. 55, connecting with Delta's No. 33 out of Cincinnati. Even though the fare was \$19.75 (vs. direct fare of \$10.62), I made the decision to go this route, because the first direct flight (Eastern) did not leave before 9:04 p.m. arriving in Lexington some 4½ hours later than Delta's No. 33.

As is quite usual with your No. 55, it was late, but in checking closely with your girl at the desk, I was informed that I had ample time to make the connection, that she had called Cincinnati (Delta) and told them that I would be making this connection. She suggested, just before I boarded, that I ask the steward to get my bags out of storage just before landing. When I made this request, the steward said that this was not possible, but that I should ask the agent, greeting the plane, to

make a special effort to rush my bags.

Immediately upon debarking, I made this request of the agent, and he informed me that the plane was still on the ground, and that there was no hurry. He instructed me to proceed to Delta's ticket counter and check in. When I got there, I found out that the plane had taken off, and that the ETA on your No. 55 was 4:32 p.m., whereas Delta's No. 33 had been scheduled for 4:30 p.m. departure.

The next flight that I could catch was one of yours which did not arrive in Lexington until about the time that Eastern's direct flight No. 461 out of Huntington was due. This meant that I spent some four hours waiting in a strange airport, and spent \$9.13 and saved no time whatsoever. I asked your agent, TWA, to reimburse me the difference, but although they were quite sympathetic, they informed me that they were in no position to do this.

Please be advised that this same thing has happened to me before when making transfers from your line out of Huntington through Cincinnati. Further, you can rest assured that I took all precautions against this happening by checking closely with your girl at the desk a number of times while waiting in Huntington.

Very truly yours,  
R. R. Z.  
Lathrup Village, Mich.

Dear Mr. Davis:

I just wanted to take this opportunity to commend one of your employees who certainly was most cooperative to me and to several others who were attempting to get to points in North Carolina on Friday night,

May 27. Her name is Miss Helen Holland and she was on duty at your counter in Washington, D. C., at that time.

Her services and courtesy, as far as I am concerned, surpassed those that I have encountered from any of the other airlines; and I felt that I could not fail to recognize this.

Sincerely,  
J. R. S., Boston, Mass.

**Ed. Note:** Miss Holland has received a number of other commendations during the past few months. This letter was selected for publication as representative of her continuous efforts in providing that "little extra" to Piedmont's passengers.

Dear Mr. Davis:

It is absolutely amazing to me why Piedmont Airlines or other transportation companies would buy more telephones and lines than they have personnel to answer them.

At this very moment it has been ten minutes that the telephone has been ringing at Piedmont Airlines with no one answering and, after all, you call on airlines to save time, not to waste it hanging on the telephone waiting for someone to answer it. I believe you would be even better off if you took it out rather than just have it ring and ring and ring and no one answer it.

This happens consistently in Roanoke and then many times someone will pick up the telephone and say "We're busy" and then lay it down and leave you hanging on the line.

All of this is entirely unsatisfactory and it would appear to me that you would like to know about it.

Yours very truly,  
H. E. D., Roanoke, Va.