

THE PIEDMONITOR

PAGE TWO

MAY, 1961

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



Editor: Cleta Marshall

Bill Pearman, SHD; Charlotte Ruda, CRW; Irene Blake, HTS; Milt Ward, TRI; Shirley Sword, CMH; Eddie Jones, BLF; Frank Reynolds, LYH; Madge Lanier, CLT-C; Carl Simpson, TYS; Bill Downs, EWN; Bob Wilson, BKW; Bruce Ball, LEX; Bob Wylie, ORF.

Editorial

Everyone Can Be A Salesman

It is possible to be a salesman for Piedmont regardless of your duties or job classification.

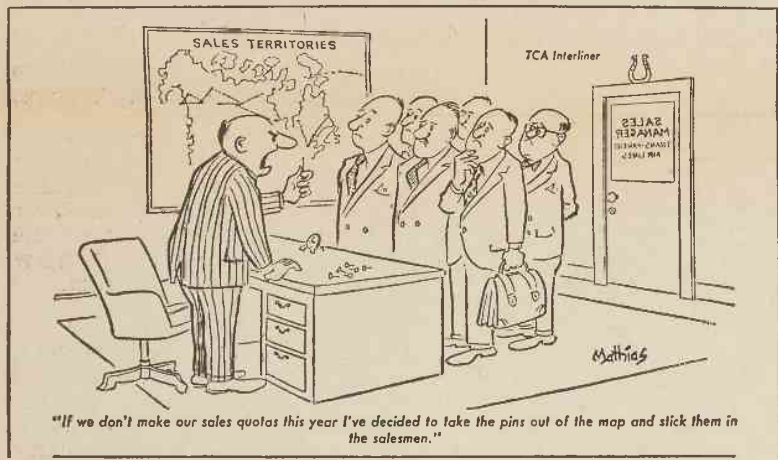
An excellent example of this attitude is reflected in a memo sent to The Piedmonitor by ROA Station Manager Harold Gibson, who recounted a nice bit of business promoted there by A. M. Lundy. Lundy is the Station Chief Mechanic, a job about as far removed from selling as flying is from lumberjacking.

An Army C-47 carrying 11 persons made an emergency landing at Roanoke with a frozen left engine. As the airplane was being brought in for repairs, Lundy climbed aboard and made the following pitch: "You are now being towed compliments of Piedmont Airlines. There are flights leaving within the hour for anyone to Cincinnati, Norfolk, Louisville, or Washington."

There were six flights on the ramp and, thanks to Lundy's sales work, within minutes three Colonels, two Majors, two Captains, one Commander, one Airman, and two Seamen were boarding and on their way to ORF-DCA-NYC and PGL.

Maybe the results of your sales work won't be quite as spectacular as Lundy's or as immediately noticeable. It is most important to remain alert so that when sales opportunities present themselves you will be able to take advantage of them. Even a few good words about Piedmont to a friend will go a long way. The friend will tell someone else, and in a very short time a job of positive public relations is underway.

Any benefits reaped by the company are passed on to you. Your sales work can help make the year a progressive and successful one for both Piedmont and yourself.



MAINTENANCE DEPT.

(Continued from Page One)

Superintendent of Base Maintenance to Superintendent of Airframe Overhaul and Business Aircraft Maintenance.

Aims of Program

Said Cartwright of these changes, "They are being effected to increase the effectiveness and efficiency of the overall Maintenance Department by establishing direct functional responsibilities, effecting closer control and supervision of functions, and increasing our capabilities for handling business aircraft maintenance.

Maintenance Obligation

"Our primary function as a Maintenance Department is to provide the Operational Department with a safe, on-time aircraft, in excellent mechanical condition, clean inside and outside, on which our passengers will be proud to ride."

The program includes special emphasis on making the most of each work hour and increasing the quality of workmanship. Supervisors will aim at stimulating interest in work and assisting in training and development of more efficient work methods.

Department Goals

In summing up the goals of his department, Cartwright said, "Each of us should study these items and improve on them where possible. With a deter-

Congrats

10 YEARS SERVICE

- Harry G. O'Connor, Res. F/O, ORF, May 11
- Hugh E. Sluder, Chf. Agt., TRI, May 16
- Robert E. Swaim, Lineman, INT-FB, May 16

5 YEARS SERVICE

- Rilla Gregg, Sec., INT, May 1
- Kenneth K. Clegg, Jr., Sr. Specialist, INT-FB, May 7
- Jack C. Doyle, F.A., TYS, May 7
- Norman C. Noah, Jr. Mech., INT-FB, May 7
- J. A. Shulley, Chf. Agt. DCA, May 7
- Donald E. Martin, Agt., ROA, May 12
- Charles R. Eller, Radio Tech., INT-FB, May 15
- Herman J. Barco, F.A., ORF, May 17
- Harding E. Freeman, Mech. Specialist, INT-M, May 21
- Robert R. Kiser, Mech. Specialist, INT-M, May 21
- Edmund A. Kerr, III, Agt., ILM, May 23
- William Nelson, Jr., Janitor, INT-FB, May 28

mined effort from everyone our Maintenance Department can supply Operations with airplanes cleaner, safer, mechanically more reliable, and cheaper. We must work together to make 1961 a better year for all."

Happy Birthdays MAY

C. L. Brooks, ROA	1	Janice Kirk, ROA	13
W. H. Hogan, ORF	1	B. J. Barnhardt, INT	14
W. B. Sparks, INT-M	1	Susan Demarco, TRI	14
Mary Ball, LEX	2	R. J. Edney, ROA-FB	14
W. W. Cook, DCA	2	Ted Farrington, BLF	14
S. C. Dervin, INT	2	D. G. Sutphin, ROA	14
Lee M. Gaither, F/O, INT	2	B. B. Courtney, Res. F/O, DCA	15
H. R. Brown, Capt., ORF	3	C. E. Ennis, INT-M	16
E. H. Casey, HTS	3	W. D. Guin, Sta. Mgr., PHF	16
L. J. Lindsley, TRI	3	J. R. Hanson, F/O, ORF	16
J. H. Pitts, INT-M	3	Carl Bowden, FAY	17
Irene Blake, HTS	4	S. H. Crosby, INT-M	17
K. K. Clegg, INT-FB	4	R. S. Cutrell, INT-M	17
W. L. Crow, ROA	4	G. W. Hurst, INT	17
J. H. Ford, INT-FB	4	C. J. Peery, F.A., ORF	17
J. P. Onoff, Capt., ILM	4	W. J. Stover, DCA	17
J. A. Simmons, ROA	4	Mabel White, INT-A	17
C. H. Widener, DCA	4	J. M. Wilson, ROA	17
M. H. Collins, INT	5	Helen P. Holland, DCA	18
C. L. Irvin, F.A., ILM	5	T. W. Holton, ROA	18
T. C. Ferguson, Mgr., ORF-FB	5	B. M. Hoots, INT-M	19
James Fulwood, INT-M	5	JoAnn Hege, INT-A	20
O. E. "Bud" Halsey, Dst. Sales Mgr., TRI	5	B. E. Henley, SDF	20
J. E. Hurt, ROA	5	E. L. McMillan, F/O, ROA	20
P. M. Lindsay, Resv. Capt., INT	5	C. J. Helsabeck, F/O, TYS	21
Julia Morrison, INT	5	G. E. James, INT-M	21
B. A. Muse, INT-M	5	D. B. Johnson, INT-M	21
Roy B. Pruitt, Print Shop Superv., INT	5	W. K. Varner, INT-M	21
C. H. Williamson, RDU	5	Virginia Black, LEX	22
Enos Young, INT	5	J. N. Hodges, INT-FB	22
J. A. DeLaney, INT-M	6	J. L. Fields, Sta. Mgr., FFT	23
John Jefferson, INT	6	Katherine Cox, INT	24
J. R. Martin, INT-M	6	J. P. Eames, SDF	24
C. W. Beale, ORF-FB	8	H. E. Manuel, INT-M	24
R. H. Mahn, Sta. Mgr., CHO	8	S. L. Smith, INT-M	24
J. H. Mance, INT-F	8	R. F. Wilson, BKW	24
G. M. Sinclair, RDU	8	Janet Young, CMH	24
A. L. Williams, F/O, ILM	8	D. P. Smith, AVL	25
E. D. Morris, Sales Rep., ORF-FB	9	R. E. Raines, ILM	25
J. M. Taylor, INT-M	9	T. F. Arnold, Sta. Mgr., TYS	26
F. O. Adkins, ORF-FB	10	A. H. Burton, INT	26
R. H. Hobbs, F/O, ILM	10	T. M. Goodson, Capt., ILM	26
H. S. Norman, INT-M	10	J. H. Sandifer, ILM	26
W. J. Robinson, INT-FB	10	W. B. Robbins, INT-M	27
W. H. Sanders, INT-A	10	V. T. Dotson, Sta. Mgr., BLF	28
C. E. O'Neal, INT-M	11	R. J. Glasgow, INT	29
W. W. Pearman, SHD	11	C. E. Saylor, INT-M	29
F. L. Burner, DCA	12	J. C. Freeman, INT	30
Leonard Jackson, INT-M	12	M. E. Hill, ORF-FB	30
Forrest M. Shelton, Capt., INT	12	W. C. Johnson, TRI	30
N. H. Young, INT-FB	12	J. R. Reagan, Asst. Supt. Com., INT	30
		C. R. Byrd, INT-FB	31
		Nettie Coe, INT-A	31
		H. J. Hall, INT	31
		Herbert Ibergs, INT-M	31
		E. V. Settle, Capt., ROA	31

Around The System

PROMOTIONS

- W. A. Grubbs, Agt., CMH to Sales Rep., CRW
- W. H. Kerr, Agt. to Lead Agt., RDU
- W. R. Taylor, Act. Chf. Mech. to Sta. Chf. Mech., DCA
- H. B. Crites, Agt. to Lead Agt., DCA
- H. J. Eisenbath, Agt. to Lead Agt., CVG-F
- Geo. T. Stack, Staff Asst. to Div. Chf. Purser, INT
- P. W. Swaim, to Mech. Spec., INT-M
- S. E. Smith, to Sr. Spec., INT-M
- A. L. Mills to Sr. Mech., INT-M
- H. W. Kreeger to Sr. Mech., INT-M
- R. R. Kiser to Sr. Spec., INT-M
- J. K. Jordan to Sr. Spec., INT-M
- F. W. Hastings to Sr. Spec., INT-M
- D. G. Bumgarner to Mech. Spec., INT-M

TRANSFERS

- V. C. Brunelle, Res. Capt., ROA to ORF
- N. B. Horton, F/O, ORF to ILM
- C. G. Dickens, F/O, INT to Res. Capt., ROA
- W. E. Bost, Res. Capt., TYS to Capt., ROA
- E. J. Wilson, Res. F/O, ILM to F/O, ORF
- C. E. Almond, Res. F/O, ROA to F/O, DCA
- G. E. Malcomb, Res. Capt., DCA to TYS
- W. L. Crow, Radio Tech., DCA to ROA
- F. L. Burner, Radio Tech., ROA to DCA
- J. M. Fouts, Lead Agt., DCA to Lead Agt., DCA-CTO
- P. M. McNeill, CRW to INT-SC
- R. E. Caudle, Clerk, INT to ROA

First Officers from Trainee, INT, to New Bases:

- B. B. Courtney, DCA
- J. D. Jones, DCA
- W. P. Austin, ILM
- L. P. Dennis, ILM
- E. L. McMillan, ORF
- B. R. Barnes, ROA
- R. R. Griffith, INT

(Continued on Page Four)

THE PIEDMONT POSTMAN

Dear Sir:

We would like to express to you and the entire Piedmont staff our sincere appreciation for the many courtesies shown our son on his flight from RDU to GSO on Sunday, Feb. 19.

The day was his eighth birthday, and his father and I felt that to make it truly memorable for him that it should be the day of his first flight.

The events started when we stepped up to the counter to purchase our tickets and your agent said, "Happy Birthday, Keith." He was completely perplexed by this, but was even more shocked when the Flight Attendant gave him the same wishes and then invited him to meet the pilot and watch him fly the plane. By the time we reached Greensboro he was in a complete state of shock from so many unexpected and wonderful things happening to him. I feel quite certain that this is one birthday that will remain with him always.

Again our sincerest appreciation. I'm sure that Piedmont has made a life-long friend.

Very truly yours,
E. R. J.
Durham, N. C.

Dear Sir:

As co-chairman of the New Hanover Committee to secure the USS North Carolina for our area, I want to take this opportunity to express my appreciation to you and Piedmont Airlines for your cooperation in supplying a plane to take the state committee members on an air view of our proposed sites.

This was most impressive, and the state committee expressed gratification and appreciation also, and commendation for the crew: Capt. J. L. Wilkes, First Officer Roy Hobbs, and Purser A. L. Huddleson, and for all the courtesy extended by the New Hanover County Station Manager, Sy Pierce. I am also expressing the appreciation of Post No. 10, American Legion, Wilmington, N. C.

Anything we may ever be able to do for you, please feel free to call on us.

Sincerely,
James S. Craig, Jr.
Co-chairman
Battleship N. C.
Committee

Dear Sir:

I am taking the time to write you in the spirit of being helpful. Enclosed is a notice of freight arrival which I received in this morning's mail. This shipment arrived at the airport on Sunday. Air freight was used to save time. Had I been notified by telephone upon arrival, it would have saved time.

I realize that the shipment was addressed to my post office box; I also realize that the little extra service of looking in the telephone directory and calling me either Sunday or yesterday would have made it advantageous to ship by air. Since I did not get the shipment until today, time would have been saved had it been shipped by bus, as they would have called me upon arrival. You may be interested to know that this was my first

experience using air freight, and if this is the kind of service to be expected, naturally I would not use this service again.

My purpose is not to complain, but to be helpful to you. Being in business myself, I realize the difficulty of getting that little extra service rendered which makes the difference.

Sincerely,
K. B.

Dear Sir:

I would like to express my thanks for the extra kindnesses of one of the stewards on Flight 24 Monday and Tuesday of this week. I took the 8:33 flight from Raleigh-Durham to Cincinnati on Monday and made a change-over in Tri-Cities. From that point on, I became extremely sick because of a complication both of air motion and a virus that I had before the trip. The steward in question, I believe, was C. L. Stewart. He did everything he possibly could to make me comfortable.

He was on the same flight I took to return on Tuesday, leaving from Cincinnati at 6:10 p.m. Though I was not sick this time, nevertheless, I must say that he was still most kind. After the flight I wanted to give him something for all the trouble I caused him, but he refused to accept anything. Consequently, I thought that the least I could do was to write to you and express my gratitude for a man as indispensable as this in your airlines.

Sincerely,
A. J. K.
Durham