

Remember When ...

Seven Years Ago In The Piedmonitor

The Eighth Annual Piedmont Aviation Picnic was announced with Camp Hanes in INT selected as its location . . . A record-breaking first six months of 1956 was noted, with passenger boardings totaling 192,443, up 25,599 over the same period the previous year . . . Capt. Zeke Saunders showed up in the CLT terminal building, wearing a striped convict's suit and sweeping up cigarette butts in the lobby, all part of his initiation into the Quiet Birdmen organization.

Four Years Ago

An unidentified passenger became the 100,000 F-27 passenger . . . the CAB decision in the Southeastern Case was made

public and Piedmont was denied routes for which it had applied . . . Mike Holton and Jimmy Craig checked out as F-27 pilots bringing the total up to 36 qualified . . . Robert L. Hill was welcomed to LYH as Assistant Manager.

One Year Ago

Special inaugural luncheons in BAL and ATL to start the new service were reported, with community leaders from all over the system attending . . . five transfers of sales personnel were announced, including Lionel Anders to ROA, Al Brown to TRI, Bill Crowe to CLT, Bill Dolan to ILM, and Don Edmondson to ATL . . . reports came in from all stations about harried employees trying to get the new routes started and train new people.

Airlines' View On Rail Strike Outlined

AGS Hotel Offers Special Weekend

Employees planning to visit Augusta and see the surrounding countryside may be interested in the latest "weekend party" package deal offered by the Continental Airport Hotel at Bush Field.

Running from Friday through Sunday, the package includes a Friday night cookout with steaks charbroiled over an open pit, breakfast served in your room, and a hamburger and hot dog cookout Saturday night.

Dancing and live entertainment are featured in the lounge Friday and Saturday nights. The hotel also has a pool, plus putting greens, shuffleboard, badminton, croquet, bridge and card room, and ping pong tables. All rooms are air-conditioned and equipped with television.

Rates for the weekend of three days and two nights are \$38 for two people in one room.

The position of the airlines in the event there should be a railroad strike was recently made public by the Air Transport Association. Speaking for the industry, ATA said:

"In the event of a national railroad strike, the scheduled airlines will bend every effort to accommodate railroad passengers and shippers. The airlines operate more than 10,000 flights each day and serve more than 750 cities throughout the country. This network of transportation will be available and airline personnel will do all they can to minimize any inconvenience to railroad passengers.

"The airlines also provide more than eight million daily ton miles of airlift for mail, express, and freight. The airlines will fill up every available inch in their cargo holes to help the Post Office meet its needs and to speed the delivery of express and freight which would be sidetracked by the strike."

Did You Know?

Paper is a well-nigh indispensable part of our daily lives. It has been said, not without justification, that most businesses could not run without the tremendous piles of paperwork thrust upon their employees.

That being the case, it is well to do the paperwork with dispatch, wasting as little of the basic material in the process as possible.

As an aid, perhaps, in establishing a company-wide habit of frugal use of paper, we offer the following statistics:

Last year Piedmont used 3,500,000 sheets of paper in making up the various printed forms used by personnel, at a cost of \$12,000. Excluding ticket envelopes, 387,000 envelopes were used at a cost of \$4,500.

Holding all this paper together were paper clips — 1,753 boxes for \$105—and making copies of all that was written was carbon paper — 480 boxes costing \$970. For making notes on the side there were legal pads, 2,700 of them, costing \$650.

And let us not forget the postage for mailing all this paper. In 1962 Piedmont's postal bill was \$20,000. Totalling all this up was adding machine paper at a cost per year of \$155.

Even the slightest waste, when multiplied over a 12-month period, can significantly increase the money spent for the above items.

Last year these paper requirements for Piedmont cost the company \$73,830. Impressive figure for paperwork, isn't it?

The Piedmont Postman

Dear Sir:

I would like to take this opportunity to express my appreciation for the passenger service your airline offers for the transfer of children traveling alone from one plane to another in Washington.

I would also like to compliment your staff at Piedmont Airlines in Charlottesville. They were most cooperative in making reservations and giving information as to the best connections available for my son to fly from Charlottesville to New York. Everything went off smoothly and it was a great convenience for him to be met by a member of your staff in Washington.

Thank you once again for offering such a service and again my compliments to your staff here in Charlottesville for their pleasant manner and helpfulness in making the arrangements for me.

Sincerely, Mrs. T.R.S. Keswick, Va.

Dear Sir:

. . . I had the most unpleasant experience with two of your employees . . . We were ticketed on Piedmont . . . and we checked in at the ticket counter at 4:15. As you know, the flight was scheduled to leave at 5 p.m. We checked in at the gate at approximately 4:52 p.m. and were informed that our seats had been given to two standbys.

. . . We were quite upset and peevish over this incident since we had a scheduled meeting . . . that evening. To compound the problem, the attitude of the two people at the gate was such that it aggravated an already bad situation. Frankly, since yours is a service business such as mine is, I wouldn't permit anyone with such an attitude to contact the public. It was most unpleasant.

. . . If our positions were reversed, I would certainly like to know about these unfortunate incidents and I would be particularly interested in the attitude of my people . . .

Sincerely, O.C.L.

Dear Sir:

I traveled alone with two children under three on your Flight 43 from Lynchburg to Atlanta

Congrats

15 YEARS SERVICE

- Clarence E. Hester, Sr. Mech., INT-FB, June 7
- Glenn A. Brittain, Sr. Spec., INT-FB, June 9
- Henley F. Day, Foreman, Eng. Shop, INT-FB, June 11
- Edward E. Parson, Inspec., INT, June 15
- Robert L. Hill, Sta. Mgr., CRW, June 18
- James A. Craig, Capt., INT, June 23
- James W. Holton, Temp. Eng. Pilot, INT, June 23
- Frank L. Westmoreland, Aircft. Disp., INT, June 25

10 YEARS SERVICE

- Carl Bowden, Agt., FAY, June 1
- Harley G. Britt, Stk. Clrk., INT, June 8
- Donald G. Sutphin, Ld. Agt., ROA, June 14

5 YEARS SERVICE

- Paul Waddell, Jr. Mech., INT, June 9
- Jimmie D. Michael, Act. St. Chf. Mech., DCA, June 10
- Thomas G. Newell, Radio Tech., ORF, June 11
- J. T. McCann, Ld. Agt., PHF, June 16
- Florence K. Beeson, Inv. Cont. Clrk., INT, June 23

yesterday and want you to know how much I appreciate all your Stewardess (Ed. Dorothea Elmore) and Atlanta Agent did to assist me.

The Stewardess was kindness and helpfulness herself in aiding me when one of my children got sick (all over the seat and the Stewardess). And the Agent gallantly shuttled the children and me (via strollers) through the maze of the Atlanta airport to my connection only to return for my sun glasses which I'd left on the plane.

I could not have gotten through the trip without their help, believe me! Please thank them for me.

Sincerely, Mrs. S.R.H. Avery Island, La.

* * *

Dear Sir:

. . . I would like to make a complaint and offer several suggestions.

The day (of our flight) was quite warm, and apparently, the air-conditioning system on the plane was not functioning properly. This made travel very uncomfortable. Furthermore, on several occasions, it seemed as though the cabin's pressurization was not working properly. I have flown Piedmont before, but found this to be the worst flight I ever had.

May I make these suggestions: in the interest of public relations, if equipment is not properly working, tell the passengers. Also, not once did the Steward make any effort to ask each passenger if there was anything he could do to make him more comfortable or to offer a cool drink of water or a coke. Cokes were served previously but the plane was not so hot at that time.

In the interest of airline-passenger relations, it would appear that you would require your Stewards to look well groomed and neat. I noticed one of the Stewards was wearing a shirt in which the elbows had worn bare.

To me, public relations is one of an airline's best selling techniques.

Sincerely, J.S.

Agents Brain Buster Answers

Domestic air freight shipments which may arrive without delivery charges shown on the airbill should not be withheld or delayed unless it is definitely known that the consignee will prefer other arrangements and if there are no instructions on the airbill, such shipments should be rated (Delivery Charges Collect) and transferred to the ACI Contractor for delivery. Withholding shipments until after receiving instructions from the consignee for disposition only serves to defeat the earliest delivery which can be made. Should the consignee offer objections to the contractor delivering his shipment contrary to the consignee's instructions, the contractor shall waive any charges for attempted deliveries.

HAPPY BIRTHDAYS

(Continued from Page Two)

- F. G. Bates, Rev. Acct., INT-A . . .31
- J. D. Brown, F/O, TYS . . .31
- P. E. Davenport, INT-M . . .31
- E. L. Gabriel, AVL . . .31
- T. C. Hopkins, INT-M . . .31
- J. D. Hudson, ROA-M . . .31
- R. D. Merryman, TFI . . .31
- C. W. Morrison, TR . . .31
- W. J. Selvia, F/O, INT . . .31
- R. H. Turner, INT-M . . .31
- N. F. Wilson, INT-FB . . .31

PIEDMONITOR MARKET

FOR SALE—one cocker spaniel dog, female, five years old, buff with white markings. AKC registered. Two bird dogs, female, one pointer, one setter. Make offer on dogs. Also one pony, male, tan and white. \$85. Contact W. F. Hanson, CRW.



And still another group of lovelies joins Piedmont's Stewardess corps. These July graduates are (left to right) Patsy Benton, Dee Dee Murray, Gail Avera, and Frankie Vaught. President T. H. Davis displays one of the sets of wings presented to the girls after the photograph was made.