

THE PIEDMONITOR

PAGE TWO

DECEMBER, 1963

Piedmont Aviation, Inc.

SMITH REYNOLDS AIRPORT
WINSTON-SALEM, N. C.



Editor: **Cleta Covington**

CORRESPONDENTS THIS ISSUE

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VFR with Turby

November is gone, and we are now entering into a period of confusion, indecision and spending money! The period I refer to, I am sure, happens to all of us — Thanksgiving, Christmas, New Year's and the "big headache," Income Tax Time. It seems only yesterday we finished a similar period.

I understand there are many parties planned for the holidays around the system — sure would like to attend them all. This would be impossible, however, I do plan to get to some of them.

Was over TYS, AVL and CLT way last week — nice to see all of you people again. First time in TYS since they moved into their new quarters. It's real nice and I had the opportunity of meeting lots of our new people over there and seeing the old faces again. In CLT, one agent (I won't divulge his name) was busy scribbling figures on a piece of paper. I was curious and asked him what he was doing. "Well, it's like this," he said, "my wife is on a diet and losing four pounds a week. She did weigh 168, and if my figures are right, I'll be rid of her in 14 months."

This I must tell, although I wasn't there — it came to me from a very reliable source —

Chester Nutt took his family out to dinner the other day, had steaks, etc. When they had eaten all they wanted, Chester asked the waitress for a bag to put the leavings in for their dog. His young son spoke up in a shrill and excited voice, "Oh, boy, we gonna get a dog?"

PARASITE—One who goes through a revolving door on your push.

PERFUME—Any smell that is used to drown a worse one.

LAZY MAN—One who prays for things he won't work for.

Remember When ...

Seven Years Ago in The Piedmonitor

A special meeting was held at INT to study the specifications for the F-27 ... Capt. Vic Conary was credited with helping "talk down" to a safe landing a young LYH pilot who while flying was almost totally blinded by a migraine headache ... radio "Ham" Bob Reagan provided the necessary radio communications and long distance telephone patch from his home station so that an Air Force Colonel in Tripoli could contact his wife, actress Ella Raines, in order to get information about the Colonel's mother, who was critically ill ... it was noted that on September 26 DCA had 120 seats available, of which they sold and boarded 116.

Four Years Ago

Vice President H. K. Saunders was a lecturer at the 13th annual Air Transportation Institute of the American University at DCA

... George Stack was the November "Personality" and was described as a "tracer of lost luggage during working hours and a detective for private investigations during his non-working hours" ... Thelma Taylor Davis was promoted to Supervisor of Convention and Charter Sales.

One Year Ago

A nine-months interim statement issued reported the highest earnings in company history ... Andy Foster and Barbara Ironside were named winners in the Piedmont-TWA window display sales contest ... Secretary and Assistant Treasurer M. F. Fare concluded a term as Chairman of the ATA Finance and Accounting Conference ... The first service pin luncheon was held at INT honoring those who had completed 5, 10, and 20 years service.

THE PIEDMONT POSTMAN

Dear Sir:

I do a considerable amount of traveling by airplane and in all of the years that I have been doing this I have never had a prior occasion to write and commend the airline upon a matter of excellent service. However, on a recent trip to the States I received some genuine and exceptionally courteous service from the young man on duty at your Piedmont counter at Friendship Airport (Ed.—Agent **John Morris**) in Baltimore

The young man on duty at that time was extremely helpful to my wife and me in getting a flight over to National Airport and from there to Richmond. He even went so far as to claim our baggage from a Pan American jet, on which we arrived, and took it to the gate in order that we could make a continuing flight, and this despite the fact that it was a competitive airline since the last Piedmont flight had already departed. This young man performed one of the best public relations acts that it has been my pleasure to encounter, and you can be sure that I have been passing the good word along. I thought that you too might be interested in

knowing about it.

Sincerely,
R.G.S.

San Juan, Puerto Rico

* * *

Dear Sir:

I wish to file a complaint with you in regard to the handling of checked baggage by your line.

The writer was a passenger on August 10. The plane arrived promptly at 10:04 as per schedule. I had a sample case checked, awaited patiently its delivery to the baggage pickup counter but was kept waiting. I inquired at the passenger counter but received only a very discourteous reply from the passenger agent on duty. I finally started checking and found that my flight had been unloaded and that your personnel were loading air freight on another flight while my sample case was sitting on the apron with some other luggage.

I again appealed to your passenger agent since I was already late for an appointment but again received only a smart answer in reply. I finally located a porter and he retrieved the case from the apron. By then it was 10:40. Not only a 35-minute wait but also a lot of aggravation.

I use your line quite frequently on my business travels but if this sort of thing occurs too often I shall try to make other arrangements.

Sincerely,

H.B.
Birmingham, Ala.

* * *

Dear Sir:

I'm not the kind of person who usually writes letters of complaint or compliment. However, due to an error on my part I found myself in a predicament at the Richmond Airport. Your **Bob Query** so impressed me with the way he handled the situation I feel obligated to call this young man to your attention and suggest that you compliment him on his courteous, thoughtful reaction to both his company's responsibilities and good service to the paying public. All the advertising in the world can't replace good human relations.

Continued success to your company will be assured by competent people such as Mr. Query representing you to the public.

Sincerely,

J.A.T.
Williston Park, N. Y.

Happy Birthdays

NOVEMBER

Carol Bell, DCA-FB	12
A. N. Booth, F/O, DCA	12
G. D. Deisher, ROA	12
Jean Dial, ROA	12
O. R. Dietz, F. A., INT	12
W. D. Hall, INT-M	12
Carol Johnson, INT	12
B. L. Padgett, ILM	12
W. M. Shelton, INT	12
R. A. Brown, INT	13
J. E. Desenberg, F. A., ROA	13
P. N. Masterson, SDF	13
R. K. Waugh, HTS	13
Kay Kratz, F. A., DCA	14
C. R. Young, INT	14
C. G. Brown, V. P., INT	15
Sylvia Evans, INT-FB	15
L. L. Fermeck, INT	15
D. W. Hollar, INT-FB	15
W. T. Hurst, F/O, ILM	15
J. K. McGee, INT-A	15
H. T. Robbins, INT-M	15
J. W. Starr, TRI	15
W. A. Wirt, DCA	15
G. E. Clay, LYH	16
D. L. Patterson, TYS	16
G. K. Coker, FAY	17
B. H. Crumley, TRI	17
V. E. McCord, CVG	17
R. F. Oram, DCA	17
W. P. Wallace, GSO	17
R. S. Welfare, Crew Coordntr., INT	17
G. R. Cannon, HKY	18
R. R. Carter, INT-M	18
A. J. Garrett, F.A., ILM	18
D. K. Jones, MBC	18
R. J. Miller, F/O, ROA	18
Jo Ann Cromer, INT	19
Evon Whitacre, AVL	19
J. E. Davis, SDF	20
Winifred Raines, RIC	20
L. M. Shelton, INT	20
A. O. Smith, INT-M	20
R. T. Dudley, EWN	21
L. H. Hand, INT-M	21
R. F. Highsmith, INT	21
L. C. Hundley, CVG-F	21
W. R. Lam, ROA	21
J. H. High, F/O, ROA	22
H. W. Lewis, BAL	22
F. L. Reynolds, LYH	22
A. O. Bailey, ATL	23
L. E. Kile, F/O, ATL	23
G. W. Lancaster, F.A., ILM	23
Barbara Griggs, INT	23
L. M. Overbay, Asst. Dispt., INT-D	23
R. H. Reed, Dir.-Cargo Ser., INT	23
E. F. Rivenbark, ILM	23
R. L. Faulkner, ROA-M	24
H. W. McCormick, INT	24
Carolyn Pearson, TRI	24
Jeri Bly, AVL-C	25
Connie Chandler, INT	25
Ivan Coleman, DCA	25
Thelma Davis, Superv. Charter & Conven. Sales, INT	25
Margaret McAdam, ORF-C	25
J. B. Moore, INT-M	25
J. S. Gurganus, Mgr., JAMTO, CLN	26
J. S. Tuttle, INT	26
R. W. White, INT	26

DECEMBER

R. J. Ellis, INT	27
R. A. Hagans, Capt., ATL	27
B. D. Lance, INT-M	27
V. T. Chitty, INT-FB	28
K. R. Duckett, ATL	28
D. W. Viar, ORF	28
J. S. Blackwelder, INT-M	29
E. M. Crouch, ROA	29
G. W. Strattner, Capt., ORF	29
Russell Turner, ORF-FB	29
K. C. Whapham, INT	29
C. S. Melvin, FAY	30
R. D. Nance, Capt., DCA	30
R. J. Pruhs, ORF-FB	30
D. S. Tuel, ORF	30
G. D. Cameron, AVL	1
P. C. Freeze, INT	1
Doris Jarrard, INT	1
T. M. Strane, ATL	1
Jeanette Catlin, INT-FB	2
Leland Chandler, INT	2
D. L. Glenn, INT	2
P. J. Hawkins, INT	2
B. C. Moody, TRI	2
V. B. McGowan, ATL	3
B. G. Minter, ROA	3
D. R. Stevens, INT-M	3
R. B. Swartz, Capt., DCA	4
R. C. White, ORF-FB	4
F. E. Grubb, INT-FB	5
J. M. Rothrock, INT	5
S. E. Smith, INT-M	5
M. M. Browning, Capt., INT	6
E. E. Pickel, TRI	6
Mary Robbins, F.A., TYS	6
L. J. Sessler, ORF-FB	6
A. V. Snyder, INT	6
S. A. Beamer, CLT	7
C. G. Bruton, ILM	7
A. W. Rowe, F/O, INT	7
A. J. Auman, INT	8
J. H. Hughes, SDF	8
H. B. Altizer, Capt., TYS	9
W. C. Bowden, Capt., ILM	9
J. G. Darr, INT-A	9
R. S. Hall, CLT	9
L. C. Lumley, INT-M	9
W. S. Ryzek, Sta. Mgr., HTS	9
Freda Zappia, INT-A	9
D. E. Martin, ROA	10
W. D. Doub, Capt., INT	11
Lottie McMahon, ROA	11
D. West, MBC	11
W. J. Halsey, ORF	12
William Manos, Capt., ILM	12
O. B. Miller, INT-M	12
Margaret Swindell, INT-P	12
Mary Kost, SDF	13
C. E. Miller, AFS	13
J. F. Sprouse, ROA	13
H. K. Vance, ROA-M	13
E. G. Booth, Capt., ROA	14
J. D. Jones, F/O, DCA	14
J. L. Thompson, RIC	14
Peggy Beshears, INT-C	15
J. A. Best, F/O, ORF	15
Margaret Calhoun, ORF	15
L. E. Hartman, INT-M	15
R. L. Jackson, FAY	15
J. G. Walker, INT	15
W. H. Cain, INT-M	16
L. J. Fowler, INT-M	16
C. H. Stoltz, INT-D	16
J. P. Anderson, DCA	17
A. D. Caudle, INT-F	17
Margaret Herman, INT-A	17
L. D. D'Armond, Capt., DCA	18
W. R. Koontz, F/O, DCA	18
Darlene Sue Martin, INT-C	18
P. N. Lyons, INT-M	18
J. K. Pfaff, INT-M	18
J. A. Wilson, INT-M	18
S. K. Carter, Budget Superv., INT-A	19
V. W. Conary, Capt., DCA	19
D. W. Kimrey, F.A., INT	19
W. G. Lynch, INT-M	19
R. L. Mann, F/O, ORF	19
W. M. Whatley, Capt., ILM	19
J. L. Hutchens, INT-A	20
P. W. Jones, INT-M	20
J. E. Pierce, Capt., DCA	20
Margaret Thompson, DCA	20
L. E. Beach, SDF	21
W. L. Dearing, Mgr., JAMTO, Ft. Bragg	21
W. A. Nurnberger, Capt., ILM	21
B. E. Stover, INT-FB	21
L. W. Salmon, INT-FB	21
C. E. Eanes, ROA	22
M. I. Garnes, CRW	22
R. J. Matheny, INT	22
Ray Ratledge, INT-M	22
E. P. Capps, ORF-FB	23
J. L. Cash, ATL	23
J. E. Hanner, GSO	23
M. L. Sims, DCA	23
R. F. Steward, CPA	23
C. E. Wilson, INT-M	23
W. F. Work, Asst. to V.P., INT-FB	23
M. H. Greene, SOP	24
J. R. Bullock, RDU	25
Mavis George, INT-A	25
Jane Griffith, CVG-C	25
D. C. McLeod, ROA	25
D. L. Atkins, INT-M	26
Nancy Carter, INT-C	26
F. S. Curtis, INT-FB	26
R. E. Kelly, CVG	26
G. F. Hendrix, Supt., INT-M	27
Treva Jones, INT	27
Carol Parry, F.A., ORF	27
W. W. Smith, F.A., INT	27
Mary Bruney, F.A., DCA	28
M. A. Coltrane, GSO	28
V. B. Crisp, RDU	28
E. T. Jordan, INT	28
B. L. Shelton, INT-M	28
J. D. Arnold, ROA-M	29
Frances Dresser, LYH	29
J. W. Dean, AVL	29
J. F. Johnson, ILM	29
J. F. Johnson, Mgr., Parts & Access., INT-FB	29
J. F. Johnson, ILM	29
J. K. Jordan, INT-M	29
P. W. Kelley, CRW	29
T. B. Major, DCA	29
Annegret Metzler, RIC	29
O. E. Parker, ILM	29
W. F. Spainhour, INT	29
C. H. Bodenheimer, INT-M	30
H. R. Lipscomb, Sta. Mgr., SHD	30
R. E. Rice, CLT	30
A. L. Shaver, ROA-M	30
J. T. Faulkner, ATL	31
W. H. Mack, INT	31
J. D. Michael, DCA	31
Laverne Rehder, INT-SC	31