

# THE PIEDMONITOR

Piedmont Aviation, Inc.

Smith Reynolds Airport  
Winston-Salem, N. C.

Betsy Winstead, Editor



## In and Out A Window

It's tree-turning time. Summer greens have become reds, oranges and yellows. From the air we look down on a spattered paint box of a world that's always whizzing by so quickly.

Literally and figuratively a lot of us live with our heads in the clouds, almost as if time were not meant to be a part of our world. It takes the smell of a pile of burning leaves or an awareness of a morning's chill on the way to work to bring us back to the everyday. And if it bores you, it certainly shouldn't.

There is fun in falling leaves and delight in the feel of a wool sweater early in the day. Even the smell of moth balls can be exciting.

A secretary twisting the little red threads on a stack of comat envelopes found her task boring. But her figure eight patterns of thread bring to mind ice skating that will come as the weather grows colder; patterned plays of football players on Saturday afternoon; the regularity that 5:30 brings, when cars slip out of their slots and head towards home in a twilight that seems to come earlier every day.

In a way our airline world is one governed by seemingly cold and far away alphabet organizations and maybe all too often we find ourselves looking down while we ought to look out at those horizons we're always flying into.

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We hear that our stewardesses have come with a new spelling of PIEDMONT.

It is something like —

- P — ersonality
- I — nterest
- E — nthusiasm
- D — evotion
- M — aturity
- O — ptimism
- N — aturalness
- T — ops

## To Sell A Service

I'm a nice customer. You all know me. I'm the one who never complains, no matter what kind of service I get.

I'll go in a restaurant and I'll sit while the waitress gossips with her boy friend and never bothers to look and see if my hamburger is ready to go. Sometimes a party who came in after I did gets my hamburger, but I don't say a word in complaint when the girl tells me, "Oh, I'm sorry. I'll order another for you." I just wait.

It's the same when I go to a store to buy something. I don't throw my weight around. I try to be thoughtful of the other person. If I get a snooty sales girl who gets nettled because I want to look at several things before I make up my mind, I'm polite as can be. I don't believe rudeness in return is the answer.

I never kick—I never nag, I never criticize and I wouldn't dream of making a scene, as I've seen people do in public places. I think that's uncalled for. No, I'm a nice customer. And I'll tell you what else I am... I'M THE CUSTOMER WHO NEVER COMES BACK!!

That's my way of reacting when I get pushed around too much. That's why I take whatever you hand out, because I know I'm not coming back. It's true that this doesn't relieve my feelings right off, as telling you what I think could, but in the long run it's far more deadly than blowing my top.

He laughs best, they say, who laughs last. I laugh when I see you frantically spending your money on expensive advertising to get me back, when you could have had me in the first place for a few kind words and a smile.

I don't care what business you're in. Maybe you live in a different town; maybe I've never heard of you. But if you're going broke or your business is bad, maybe there are enough people like me, who do know you. I'M YOUR CUSTOMER WHO NEVER COMES BACK!!

(borrowed)



"...ITEM ONE SHOULD TAKE ABOUT THREE DAYS... ITEM TWO WE CAN DISPENSE WITH OVER A CUP OF COFFEE..."

## Around The System

### NEW EMPLOYEES

- R. L. Clemmons—Ramp Agent ILM
- C. G. Gish—Cleaner ROA
- K. C. Killiom—Agent-Operations LOZ
- R. E. Beeson—Agent-Operation GSO
- J. B. Boozier—Agent-Pass. Ser. DCA
- F. L. Deuel—Mech. Helper ORF-FB
- S. J. Hale—Jr. Communicationist ROA
- B. A. Hall—Executive Secretary INT
- J. R. Heck, Sr.—Pilot, Flight Instructor ORF-FB
- S. F. Kelley—Pilot ORF
- M. L. Patterson—Agent-Operations DCA
- K. B. Richardson—Jr. Mechanic DCA
- J. C. Shore—Sales Representative INT-FB
- M. K. Duncan—Rec. Switchboard ORF

- Z. Bennett—re-employed INT-A
- M. E. Ames—Cleaner ROA
- C. W. Bolz—Agent-Passenger Ser. DCA
- E. R. Cooper—Agent-Operations ATL
- S. R. Day—Sec.-Sten. INT
- J. W. Fletcher, IV—Agent-Operations DCA
- D. T. Hucks—Agent-Operations MBC

- C. Jester, Jr.—Apprentice INT-FB
- O. H. Long—Cleaner ILM
- D. W. Mills—Agent Operations DCA
- C. H. Rogers—Agent Operations CAE
- L. R. Welch, Jr.—Agent Operations ROA
- J. T. Wildrick—Agent Operations ATL

- C. H. Harrison, Jr.—Agent Operations BAL
- C. R. Jones—Jr. Mechanic INT
- E. J. Mickens—Cleaner INT
- B. L. Orange—Cleaner ROA
- J. L. Ratcliffe—Ramp Agent, part time ROA
- C. D. Thigpen, II—Jr. Mech. INT
- C. W. Ivestre—Agent-Operations ATL

- R. S. Boice—Stewardess ORF
- G. J. Carter—Stewardess INT
- M. L. Dowell—Stewardess INT
- J. J. Ensign—Stewardess ILM
- M. A. Hall—Stewardess ROA
- C. M. Hawks—Tab. Mach. Operator INT-A
- T. Julliusson—Mechanic CVG
- K. K. Lemesh—Stewardess ILM
- J. S. McDaniel—Agent-Operations HSP

- P. Sherrod—Stewardess ROA

### TRANSFERS

- H. T. Carter—RDU to SOP
- M. B. Bullard—MBC to SOP
- E. G. Cooke—INT-SC to SOP
- C. K. Carter—ATL to ILM
- G. C. Sturgill, Jr.—trans. temp. Reg. F/D DCA
- L. C. Wilson—INT to DCA
- R. R. Brown—TYS to ROA
- C. L. Ivey—ATL to DCA
- D. G. Moles—INT to ATL
- D. W. Barnes—INT to ILM
- J. D. Bentley—INT to ILM
- J. R. Cansler—INT to ILM

- C. G. Dickens—TYS to ILM
- R. E. Foreman—DCA to ATL
- D. W. Richardson—INT to ROA
- R. V. Shipton—ATL to ILM
- P. D. Robertson—trans. agent DCA to Stewardess ILM
- J. C. Sifford—INT to ILM
- B. B. Slaughter—ATL to TYS
- L. C. Wilson—DCA to ORF
- A. E. Rumfelt—TYS to ILM

### PROMOTIONS

- J. R. Gwynn—INT-FB promoted to Jr. Spec.
- J. W. Harris—INT-FB Promoted to Jr. Spec.
- J. N. Waring—promoted to Chief pilot—Gen. Aviation Div.
- L. Hand—INT-M promoted to Gen. Foreman
- J. V. Head—ATL promoted to Sr. radio tech.
- S. J. Hale—ROA promoted to Communicationist
- R. L. Mosser—SDF promoted to Jr. Mech.
- J. C. McCormick—CRW promoted to Lead Agent
- G. W. Throckmorton—INT promoted to F/O trainee
- R. B. Parker—ILM promoted to Reg. F/O
- C. H. Widener, Jr.—ILM promoted to Reg. F/O
- G. A. Willetts—ILM promoted to Rg. F/O
- A. L. Williams—ILM promoted (Continued on Page Three)

## International Credit Union To Celebrate

International Credit Union Day, observed October 21 by millions of credit union members throughout the world, was a day of thanksgiving for the credit union privilege.

This official observance was originated in 1948 to mark the 100th anniversary of the founding of the credit union movement. At that time, the directors of the Credit Union National Association (now CUNA International) named the third week of October as "Credit Union Week," and the third Thursday of each October as "International Credit Union Day."

Each year this holiday is more widely observed throughout the world as a time when credit union members make a special effort to share with other people the benefits they enjoy through their credit unions.

Most all the members of our credit union know that we have something very worthwhile. Within our own organization we can get the best in saving and borrowing service. Factual consumer information, and the truth about the cost of credit are available to us. These services, and others, are ours because we have a credit union. No outside interests are involved.

Even with all the advantages of credit union membership, some of the folks who are eligible for membership haven't joined as yet. Do your eligible non-member friends a favor and invite them to join. Your personal invitation may be all that's needed. Let's make it 100%!



Sorry I was on vacation and could not be on hand to help gross out the Boeing 727 last week. I understand from those who were aboard that it did a surprisingly good job in short fields — both landings and take-offs.

Oh yes, speaking of my vacation, my wife and I went to ORF — drove across the Bay Tunnel Bridge, 17 miles across and under water, and I must say it was the shortest 17 miles I have ever driven, so you know it was an interesting trip. I highly recommend this trip when you are in the ORF area.

I was over in RIC a few days back with Bob Rose and his fine bunch of people, and again the usual enthusiasm reigned. I have found it everywhere I go. They have a very interesting pool going each month to see who can come the closest to the number of passengers boarded this station.

I am always bragging about the boys and gals in my department, but I would like to take my hat off to a bunch of guys that work mighty hard to keep the F-27's and 404's flying so that we can put the passengers on, and that is those fellows in all phases of Maintenance. Howard Cartwright, I know you are proud of them all!

You know I told you about the station manager and agent who bought two tickets the last day of August so they could say they had boarded 500 passengers? WE-L-L — wouldn't you know it! When the final official figures came out from Accounting (you guessed it), they only boarded 494 passengers. I understand the manager just sat down and cried.

DCA hit 20,000 plus in September for the first time. Fine work, folks!!

AGS was over 1,000 for the first time in September. "Little" David was in there fighting with his gang.

Also, I would like to mention that DCA had a record day October 8, when they boarded 924 passengers. I can remember when that was considered a pretty good day for the whole system.