



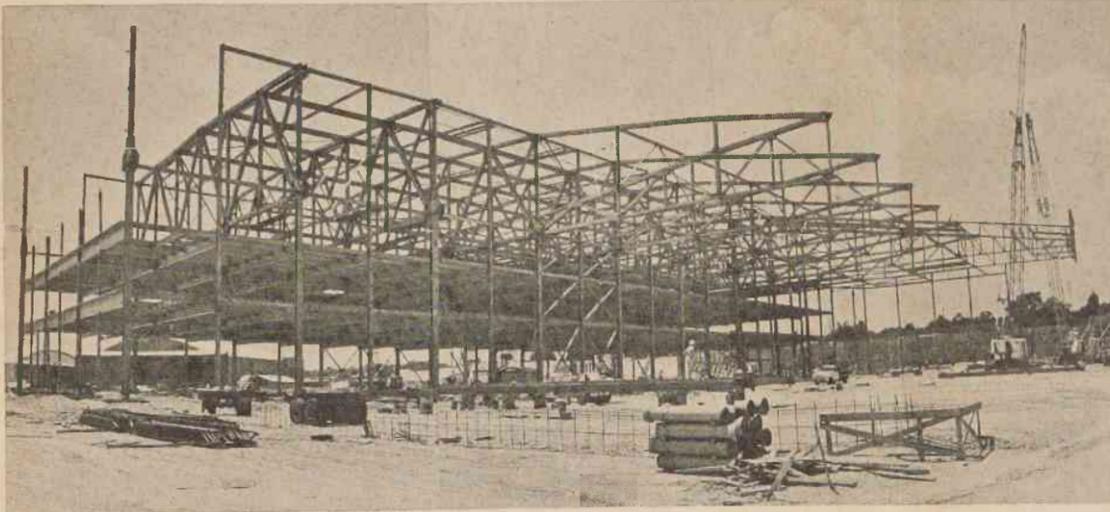
THE PIEDMONITOR

DO IT RIGHT
THE FIRST TIME
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THE BEST WAY TO TRAVEL — ALL OVER PIEDMONTLAND

AUGUST, 1967



NEW BUILDING TAKES SHAPE

You-An Irate Passenger?

Editor's Note: DCA agent Dick Hurley wrote the following article for the operations bulletin board. We felt his thoughts would be of system-wide interest.

You, as employees and passengers can be of great help to both the Company and yourself. When travelling on Piedmont you often see, firsthand, the irritations incurred by paying passengers. You can't help but hear their comments and notice their reactions. Their feelings about Piedmont and our operation are immediately obvious to you.

Remember

By taking your observances to heart, and remembering them, you can do a lot towards seeing that when you're working the mistakes you've seen elsewhere will be avoided if at all possible.

Perhaps, as you ride other carriers you notice distasteful situations. Does the same thing ever happen on Piedmont? If it did would you be ashamed of your Company's image? If so, now is the best time for you to see to it that you don't make mistakes.

Great Expectations

Piedmont competes not only with other regional airlines but also with a number of trunk carriers over the system. Passengers expect, and deserve, to be handled on a Martin, Fairchild or Boeing as they would be on a DC-3 or Caravelle. We must give them this kind of service by being attentive to our operation, dignified on duty and more than just willing to cope with passenger problems regardless of their nature.

Delays, other than mechanical or equipment arrival, are most irritating and should be avoided at all costs. While a customer sits waiting to go he will may be deciding not to fly Piedmont again.

Handle With Care

All cargo should be handled with care, especially the passenger bags. Luggage probably contains clothing but just as easily might hold unreplaceable, as far as the passenger is concerned, items. If his possessions are damaged or broken the passenger may never fly Piedmont again. And he'll probably relate his experience to his friends.

Sell Piedmont from the ground up. Especially here at DCA, consider a new slogan — MAKE WASH A NEW STATION. Show the rest of the system how fast a station can change from top to best. You, as an individual, can do it. Take pride and initiative in your work. Be neat and don't hesitate in making the right decisions. That passenger flying Piedmont and that cargo you're about to load is going to pay your salary.

We provide a service; not just the airline, but each of us. It starts in reservations and ends when the passengers or cargo leaves the desired terminating terminal. Each link counts; like the proverbial chain, we're only as strong as the weakest of us.

How strong are you?



Verne Crisp
DAN

Danville Station Has New Manager

Verne B. Crisp has been named Station manager for Danville, Virginia.

Formerly Chief Agent at Goldsboro, Crisp joined Piedmont as an agent at Raleigh-Durham in 1956. He transferred to Wilmington the following year and later returned to Raleigh-Durham where he was promoted to Chief Agent in 1962. He moved to Goldsboro last year.

A native of Durham, North Carolina, Crisp graduated from the public schools there. He is married to the former Betty Sneed of Durham. They have one son.

Crisp moved to Danville Aug. 1st.

Did You Know?

As of January 1 this year, the Boeing Company has built 885 jet airliners, 346 of which were the three-engine 727 medium range model. If all 885 of these jets were lined up wing tip to wing tip, they would form a line more than 21 miles long. Almost 600 more Boeing airliners are on order.

George Schairer, chief designer of the winning supersonic transport (SST) model, is accustomed to winning aircraft design competitions. As a boy he won a model airplane contest.

In 1966, about 62 per cent of all people traveling by public transportation between cities in the U. S. used the scheduled airlines.



Ken Brock
ATL

New Division Chief For Flight Attendants

Former Roanoke-based flight attendant Kenneth Charles Brock has been named to fill the newly created position of Division Chief Flight Attendant for Atlanta.

A native of High Point, North Carolina, Brock joined Piedmont at Norfolk in 1957.

Prior to being employed as a Piedmont flight attendant, Brock served with the U. S. Air Force and also worked for Lockheed Aircraft Company.

Brock's appointment is effective immediately.

Mrs. Brock is the former Geneva Willetts of Roanoke. They have one daughter.

Hangar and Office

Steel Is Going Up

The construction of Piedmont's new office and hangar facility is on schedule. The structural steel aspect of the building is complete and temporary roofing of the central core has begun.

The building's central core should be enclosed by late October in order that electrical, mechanical and plumbing systems work can continue through the bad weather months.

There are six hangar bays which measure 45 feet high and 135 feet deep. These are of single cantilever construction.

The first or lower level will contain the stockroom and accessory shop in the core section. The second level of the core will house the fabric, radio and electronics, fiberglass, instruments and print shops. Lost and found stockroom and computer sections will be on the third level.

In the office portion of the building, the lobby or entrance is located on the second level, as are operations, maintenance, purchasing and personnel offices. Parking decks are also on the second level. The President's, Vice President's, traffic, sales and accounting offices are located on the third level of the office portion of the building.

In the core of the building

there will be two elevators, one for freight, the other for passengers and freight. There will also be one large dining facility on the second level and three break rooms, one on the third level and two on the first level.

New York Sales Office Is Open

Piedmont's New York Sales Office is now open.

Vincent Dieringer is Area Manager for the office which is located in Suite 1009 at 511 5th Avenue.

Piedmont's New York headquarters are within walking distance of Rockefeller Plaza and near a number of other airlines' district offices.

The phone number is Area Code 212-661-7575.

Golf Tourney Set In Ireland

The finals of the second annual World Airline Golf Tournament have been scheduled at the Royal Dublin Golf Club Oct. 3-4-5. Irish International Airlines-Aer Lingus and Air Transport World magazine are co-sponsoring the event this fall.

Players qualify on courses in their area of employment. Play is governed by two-ball, best ball gross (without handicap) scoring.

Qualifying rounds must be played by Sept. 1 and entries

must be received by Air Transport World by Sept. 5.

A snapshot of the two-man team taken on the course where the qualifying round is played must accompany the entry along with a scorecard attested by the course professional.

The finals, over 36 holes, also will be medal play, best ball competition. Entry blanks are available from Air Transport World, 916 Shoreham Building, Washington, D. C., 20005. Aer Lingus will provide transatlantic transportation for all finalists.



FIRST FIVE YEAR STEW — Miss Dottie Elmore became the first Piedmont stewardess to receive a five year service pin at the recent luncheon held at INT. Dottie joined Piedmont in the first class of girls who finished their training on June 15, 1962 and is the sole remaining member of her class of five.