

THE PIEDMONITOR

Piedmont Aviation, Inc.

Smith Reynolds Airport
Winston-Salem, N. C.

Betsy Allen, Editor



Editorial

What's It All About?

Spring is here, or will be by the time you're reading this. With its advent we'll be looking for all kinds of changes. Favorite baseball teams will alter their rosters in hopes that a new player will help the team toward a winning season and we'll watch those early games to see how the changes will affect the team's performance.

We'll probably also be looking around to see if there are any changes at the office. Somehow it is a good season for that sort of thing, a good time to make some changes ourselves. Not only is it a good time for changing, it has become necessary to do so.

Each Piedmont employee is, by now, well aware that our Company is having its troubles, as is our entire industry. Our problems are no worse, and indeed not nearly so bad, as some of the other airlines are experiencing.

So what's it all about?

In a word — SERVICE.

Service is not a departmental responsibility. It's our business and as such it is the responsibility of each employee.

When we're looking everywhere else for change why do we turn right back to our jobs and say "But we've always done it that way?"

Repeatedly we do our jobs the same routine way because too few of us ask "Why can't we find a new or better way? How can it be done at less cost?"

Too many of us are victims of indifference or have become creatures of habit. There are too many Piedmont people saying "It'll never work" instead of "It might work."

Now, perhaps more than EVER before, is no time for bickering and no time for dwelling on insignificant things.

Our customers are awaiting for changes. Our competitors are making them. If Piedmont is going to continue to be on top in our business we cannot simply respond to change, we will have to initiate it.

Service is much more than answering a customer's complaints, it is more than waiting for him to ask. It is anticipating and providing for his wants and needs before he is aware of them himself.

These are the things that matter and now is the time to think about them.

Saying "Look what X airline does or offers" is all but a waste of time. We can't help but notice what they're doing. Even if we don't see it ourselves, our passengers will surely tell us about it.

Our jobs must be done as best we can with what we have and our attitudes make that all important difference.

Polite telephone service, on-time operations, smiling and courteous in-flight and on the ground personnel and top-notch maintenance are the basic requirements of our service.

It is your responsibility and how you feel about it shows.

Congrats

20 YEARS

T. E. Robinson—Sr. Spec., INT
F. L. Stickney—Captain, DCA
J. S. Gurganus—Military Rep., CLJ
Hop Hee Dunne—Link Instructor, INT

15 YEARS

Jeanette Catlin—Ops. Clerk, INT-CPA
R. A. Norris—Agent, TRI
R. C. Abshire—Agent, CRW
V. N. Flinn—Agent, PKB
G. R. Johnson—Captain, INT
Irene M. Kiser—Agent, CRW
Joanne L. Short—Agent, CMH-C
R. L. Almon—Captain, ILM

5 YEARS

E. Jeanette Duncan—Stewardess, ORF
R. G. Boggs—Sr. Radio Tech., INT
L. I. Van Loan—Agent, ORF
L. G. Sutphin—Agent, ROA
J. G. Brokenbrough—F/O, ATL
L. C. Howell—Jr. Spec., ROA
D. F. Johnson—F/O, ATL
E. W. Parker—F/O, INT
G. G. Perry—Capt., ORF
D. R. Wood—F/O, TYS
H. T. Young—Capt., ORF
J. E. Brown, Jr.—Jr. Mech., ROA
Anita F. Carleton—Ld. Agent, ATL
D. R. Moore—Agent, BKW
H. D. Bolen, Agent, ATL
J. M. Spencer—F/O, ILM
M. J. Herring—Ld. Agent, RDU
R. L. Brenckle—F/O, ATL

Around The System

PROMOTIONS

A. E. Beamon, Jr.—to Sr. Mech., INT
D. E. Collins—to Ld. Agent, ROA
M. F. Hinson—to Ld. Radio Tech., INT
D. C. Hoover—to Sr. Steno., INT
J. L. Samples—to Ld. Radio Tech., INT
E. L. Watson—to Stat. Stock Clk., ORF
J. L. Cooper—to Mech., ROA
B. M. Hinshaw—to Mech., INT
R. S. Holder—to Sr. Spec., INT
J. B. Johnson—to Mech., INT
J. W. Long—to Sr. Mech., INT
N. J. Oakley—to Sr. Mech., INT
J. D. Tratt—to Ld. Agent, DCA
T. W. Reece—to Sr. Spec., INT
K. G. Rushing—to Sr. Mech., INT
D. E. Kiser—to Sr. Stk. Clk., INT
W. R. Asher—to Sales Mgr., MDW
R. R. Alley—to Mgr.-Ops. Control, INT
J. L. Konkle—to Ld. Mech., ILM
R. S. Welfare—to Adm. Asst. to Dir. of Flt. Ops., INT
P. H. Swaim, Jr.—to Sr. Radio Tech., INT
J. D. Brewer—to Sr. Mech., INT
S. Brown, Jr.—to Mgr. of CRO, INT
P. R. Gustafson—to Sta. Mgr., CMH
R. L. Martin—to Mgr. of Facilities, INT
M. C. Powell—to Sr. Res. Agent, INT
J. M. Wilson—to Mgr. of Training, INT

TRANSFERS

D. D. Thobaugh—CHO to SHD
B. R. Boone—INT to ORF
S. W. Bruce—CLT to ROA
D. G. Caulfield—ATL to ORF
I. E. Deal—INT to ATL
S. DiGeronimo—TYS to ILM
M. A. Gibson—INT to ATL
J. C. Hollar—ROA to ILM
M. M. Moorefield—ROA to ORF
M. B. O'Connor—DCA to TYS
J. E. Steel—TYS to ORF
R. D. Strickland—INT to ROA
M. L. Watson—ORF to TYS

HOW GOES IT?

Mechanically speaking the February statistics revealed the following:

Mechanical Dispatch Reliability	Actual	Forecast
FH-227	97.7%	99.4%
YS-11A	98.4%	99.0%
B-737	97.4%	99.0%

On-Time Performance of flights operated not more than 15 minutes late 75.4%

Load Factor	Actual	Quota Forecast
	41.79%	40.78%

For Sale

The Purchasing Department has released the following list of items for sale to employees:

- 2 pair, Blue Trousers, approx. size 31 x 32 \$20.00 each (Hamilton)
- 1 each, Agent's Blue Dress, size 16 \$20.00 each
- 1 each, Agent's Red Dress, size 16 \$20.00 each
- 2 each, Agent's Blue Dress, size 14 \$20.00 each
- 1 each, Agent's Blue Jacket, size 14 \$26.00 each
- 27 each, Obsolete Agent Blouses, size 38 \$2.30 each (Ship 'N Shore, Button Down Back)
- 53 each, Obsolete Agent Blouses, size 32 \$2.30 each (Ship 'N Shore, Button Down Back)

Shirts, Clifton, White Oxford Cloth, Long Sleeves, Button Down Collar, a few of all sizes \$2.98 each

If you are interested please contact Leroy Burton at INT-PZ.

PI Employee Stock Purchase Progress

To help you keep up with the amount you pay for Piedmont stock every month if you're buying it through payroll deduction the Piedmonitor publishes this periodic report of the number of shares purchased, average price per share and total investment in the previous month.

FOR FEBRUARY

Amount Invested	\$4,833.28
Number of Full Shares Purchased	512
Average Price Paid Per Share	\$ 9.44



VFR with Turby

In 1934, I was working the night shift in RDU, and we had a Curtiss Condor (18-passenger capacity) aircraft arrive southbound at 9:45 p.m. I rolled up the passenger steps and went to the large rear compartment to unload cargo. I shined my flashlight throughout the compartment and thought I saw some mail sacks in the corner move but I wasn't sure, so I climbed into the compartment and began moving some of this mail when I uncovered a strikingly beautiful blond about eighteen years old, wearing a sweater (rather tight) and slacks. I asked her what in the H--- she was doing in this compartment. She informed me that she was a stowaway trying to get to Miami, and she begged me to let her stay aboard. I declined and ordered her out. She got out and while I went to the cockpit to advise the captain of my find, she disappeared into the darkness.

When I returned for duty at 4:00 p.m. the next afternoon she had left the airport, but I was told that she had shown up again and tried to hitch a ride on every private plane going south; however, I did not see her again. That night, the 9:45 p.m. New York-Miami flight arrived. After its departure, a man came into the office and told me he had been sitting in a car in the parking lot and saw a blond girl get into the rear compartment while I was up front with flight papers. I advised JAX, the next stop, and they found and removed her only to learn that she slipped aboard the next southbound flight and made it to Miami. I believe she was the first airline hobo!

I must say, she was very attractive. I later found out that she wrote a story of her experiences on this trip and sold it to the Saturday Evening Post. She mentioned my name and told how "gentlemanly" I removed her from the flight.

Old Fashioned Girl — One who hasn't the slightest idea what an Old-Fashioned is.

Hypocrite — A guy who isn't himself on Sunday.