

Long Lines

Baggage Handling Program Aimed At Cutting Costs

Late last year the Traffic Department reported that the cost had been turned downward on mishandled, repair and replacement of baggage through the efforts of all station personnel and the Division Station Supervisors. They have now come up with a concentrated program to continue and indeed increase cost cutting in this area. The goal is to cut the baggage costs for the first six months of this year by 50%! "No small task" says Superintendent of Stations Ed Best who is asking everyone to get involved. If the 50% goal is reached he says "it will amount to approximately \$50,000 in money value saved."

The program, admittedly designed primarily to drastically reduce costs, will also provide our customers with superior handling of their luggage. Based on a baggage feedback program stations will be able to accurately pin point problem areas and then knowing the problem, be able to determine the very best solution. In the past baggage delivery costs have been charged to the station where the baggage was delivered no matter who or where the mishandling was caused. Up until now stations have had no clear picture of all the mishandlings at their locations. The feedback procedure can and will point out the problem areas. With the help of this information managers working with their local baggage committees will be able to develop the best ways of getting bags to their owners at their destinations in an undamaged condition and in a timely manner. This has to be Customer Service at its best.

Former members of the Air Transport Command will be observing the 30th anniversary of the groups' founding in Las Vegas the weekend of May 19-21. Highlight of the three-day event at the Frontier Hotel will be an informal reunion dinner on Saturday night. A roster of former ATC personnel is being compiled. Interested individuals should write James W. Austin, Hughes Tool Company, 250 Park Avenue, New York, New York 10017.

Employees are reminded to check their voting registration for the upcoming primaries and elections. The North Carolina party primaries will be on May sixth and in most areas of the state you must be registered to vote by 5 p.m., Friday April 7. For you out-of-state voters

check with your local Boards of Elections, but be sure you will be able to vote when the time comes.

Charlotte employees who had a perfect attendance record for last year were recently treated to a luncheon by their Station Manager John Newell. They included, seated from left, Barry Mitchell, Ken Ross, Freda Handy and Pete Jones. Standing, same order, Gerald Honeycutt, Gene Creswell, Larry Yandle, Johnnie Newell, David Sing, Parker Nettles, Roland Yount, David Wentz and Schuyler Day. Ross and Jones were guests for the occasion.



The picture below is of Charlotte's loyal station folks. Details of their gathering are given in the outline to the left of the photo.

Captain's Translation of "Piedmontese" Language

Captain Johnny D. Jones of Washington recently sent us a thoroughly enjoyable glossary of some of the words and phrases commonly heard around our system. If you have some "nawthern" friends they just might appreciate a copy of his translations.

WORD/PHRASE	SOUNDS LIKE
Piedmont	Pademunt or Peymuh
Atlanta	Lanna
Augusta	Gustuh
Cincinnati	Sissanattuh
Columbus	Klumus
Charlotte	Sharrt
Charleston	Charst'n
Chicago	Shuhkagah
Detroit	Deetrawit
Florence	Flarntz

Fayetteville	Fedvul
Greensboro	Greenzberr
Greenville	Granevul—or Grayevle
Hot Springs	Haht Sprangs
Huntington	Hunnitun
Hickory	Hikre
Lexington	Lexnin
London	Lunnun
Lynchburg	Leeench Berrg
Memphis	Minpus
Knoxville	Nossvul
Newark	Nerk
New York	Nyooo Yawerk
Norfolk	Narfik
Washington	Worshnin
Wilmington	Woomatun
Winston-Salem	Wissnsayem
Georgia	Jawergie
Ohio	Uhiah
Tennessee	Tunnasaye
North Carolina	Norkliner
South Carolina	Saukliner
Michigan	Mitchugun
Add One	Ayud Wuun (Tooo-Thray-Fawer Figh-Teeyun-Fihtane)

Eleven	Lebm
Fourteen	Fort-tane
Nineteen	Nihnt-tane
Seventy-five	Semniyfe
Five Thousand	Fyethoun
Seven Thousand	Sebmtoun
This is your Captain Speaking	Thisheers yer Capm speakin
The Co-Pilot Made That One	Thuh Kapiut Maydattun
Load Allowable	Lowlauble
Minimum	Munnamun
Cleared To Land	Kleerdalan
Off	Awph—(As to Takawph)
On	Awn—(As Awnnogrout)
I Am Going To	Ahmagawanna—(Or, I Am a Gonner)

I Am Not Going To	Ah Ayntagawanna
I Don't Know	Iountnoe
I Don't Care	Iountkeer
Check The Tires	Chekuhtarz
Check The Oil	Cekuhawl
What's That Thing	Whassat Thang
Come Out Here	Kummautcheer
Coffee	Kawwfey
Coca Cola	Koekoler
Flight Control	Flyekutroe
Passenger	Payesijur
Ticket Counter	Tihtkowner
Ramp	Rayump
Recurrent Training	R'kurnt Traynun
Airport	Ayerpowert
Traffic Control	Traffit Kuhlrole
YS-Eleven	Wyessuhlehnm
Fairchild	Fahchile
Boeing	Bowin
Tower	Tare

Employees Get Gift Discounts

Piedmont's new in-flight gift catalogues will soon be in the seat back pockets of all our airplanes, offering a variety of gifts for employees and customers alike.

Special arrangements have been made so that employees may order items for personal use at a 10% discount. The program is being managed by Universal Promotions and Specialties, Inc. of Morganton, North Carolina. Universal is the Company that has been furnishing our golf balls for the past several months. All the items in the catalogue were selected by the Company and are of the finest quality available. In every case satisfaction is guaranteed or the purchase price will be instantly refunded.

Everything from playing cards, flight bags and glasses to luggage tags and Piedmont embossed jewelry is available. See photos here and on page one.

Supervisors in all departments and at all stations will soon have copies of employee order forms. These will include the price details on the sterling silver and gold filled jewelry items as pictured on page one. These were received too late for inclusion in the catalogue but are now available.

Flight bags are still available for employees to buy just as they have been in the past but they will no longer be for sale over the counter to the public.

At the next catalogue printing the jewelry will be included as will a model of the 737. The model is not yet ready but we will let you know when it is.

Moreorless as an introductory special the golf

balls are being offered to employees at more than a 10% discount. Get the details and your order blanks from your local supervisors. Also you may still have your golf balls personalized for 50c a dozen.

Before you send in your order make sure you have included your payroll number, attached any instructions for personalization and your check. Mail it to the address at the bottom of the form, not to the home office.



Showing off the new skyshop items is S. C. Folger.