



Captain "Hutch" Hutcheson relinquished the #8 spot on the pilot seniority list when he retired in July. One of Piedmont's original twelve pilots, Hutch flew all of the Piedmont planes from the DC-3 to the Boeing 737 during his 30-year career.



Agent Marriann McVeigh and Station Manager Wally Kerr showed off an oatmeal cookie baked by Host International during a party given by the Maryland State Aviation Association to welcome Piedmont, North Central and Carribean to Baltimore/Washington International Airport.



Ms. Betty Petro was Cincinnati's official 50-millionth passenger. She boarded Piedmont's Flight #924 on August 28, 1978. Station Manager Paul Gustafson and Sales Manager Fred Sheets, center and left, presented her with a commemorative plaque and roses from the Kenton County Airport Board.

## Long lines

*Since Piedmont's long lines were one of, if not the most successful of our modes of communication, we thought a column by the same name might be a good way of mentioning some of the small, but newsy things of interest that go on around the system. Any contributions you might have will be more than welcome. Address them to the Editor, Piedmonitor, INT-A215*

The Greater Cincinnati Airport welcomed its 50-millionth passenger the latter part of August. See picture at top, right. CVG opened its doors to commercial travelers on January 10, 1947. The facility accommodated 302,707 passengers during its first year of operation. Piedmont joined the CVG family of airlines the next year when our inaugural flight terminated there on February 20, 1948. During 1977, the airlines serving Cincinnati enplaned more than 2.7 million passengers, more than 75,000 of those flew Piedmont. Piedmont was delighted to have Ms. Petro as CVG's 50 millionth. She flew with us to Huntington.

### Plan to party

Christmas is getting closer and the CRO won't let us forget it. If we were as organized as the res party planners, the rapidly approaching hecticness of holidays might not be so frightening. But forget how much you have to do and plan now to be at their annual gala event. Their theme for the 8th annual party is "We've Come a Long Way." It is set for December 9, from 8:00 p.m. 'till 1:00 a.m., at the Benton Convention Center in Winston-Salem. All Piedmont employees are invited and all full-time employee ticket holders will be eligible for the enormous assortment of exotic door prizes. Tickets will be available starting November 1 from the Credit Union office or from Betty Butner, INT-CRO, K100. The tickets are priced at \$15 per couple, \$8 single admission or \$3 to put your name in the door prize hat. The Younger Brothers band will help usher in the 1978 holiday season. Order your tickets early!

### Report looks better

Piedmont's position in the CAB's consumer complaint report showed lots of improvement in June and July. In June, the Company moved up one step in the industry rankings, to seventh place. Among the regional carriers, Piedmont moved up to third from the fifth position we had in May. And the July rankings were better still. We came out second, to Delta's first place, in the industry standings and we were back in our more familiar and certainly more comfortable top spot among the regionals. Letters to the Board are categorized according to complaints involving delays, reservations, baggage, fares, refunds, cargo, customer treatment and charters and are tabulated on reports per 100,000 passengers enplaned.

### Familiar faces seen in new places

A number of personnel changes have been announced recently. In case you see a familiar face in an unlikely place, here is a partial list: Wayne Tucker has moved from station manager at Memphis to the same position in Charlotte;

former CLT Manager J. C. Newell has been appointed special representative to work with W. A. Crowe, CLT district sales manager; Sky Day moved from Charlotte to be station manager at Columbia; Sy Pierce moved from station manager at CAE to the same job at Knoxville.

In Winston-Salem, Captain W. C. Kyle has returned to line flying and Captain Gene Sharpe is now director of flight operations. Captain J. C. Sifford has replaced Captain L. W. McNames as director of flight standards. Captain McNames retired in mid-September.

New appointments in airline maintenance management include H. R. Sage being named superintendent of shop maintenance; W. R. Lam was appointed to the newly created position of superintendent of line maintenance-outside stations; W. B. Sparks was named superintendent of quality assurance; L. E. Hartman has been appointed to the newly-established position of foreman of quality assurance; and J. L. Mustin has replaced F. L. Sfredo as supervisor of non-destructive testing. Sfredo retired recently.

John L. Powell has been named director-Piedmont Aerospace Institute, replacing H. F. Murray who has retired. Prior to his appointment, Powell was supervisor of instructional programs for the Institute. He has been with the Company since 1976.

### Agent gets by-line

Fayetteville agent Bob Nunnery recently saw his name in print in the Personal Experiences column of Travel Scene magazine. His

humorous happening, entitled "Bodily Baggage," recounted the story of two healthy ladies who walked up to the ticket counter to check several bags for their flight. After greeting them, the agent said to the first one, "I'm sorry ma'am, you're overweight and I'll have to charge you for some excess." Then the other lady righteously spoke up, punching her companion in the side with her elbow, "See, I told you that you ought to lose some weight."

### TOPS award goes to two

The TOPS (Total Outstanding Passenger Service) Award Committee reported that picking the latest winner was tougher than usual. The final decision revealed two winners. Roanoke flight attendants Nancy Burdette and Audrey Williams were selected for the July-August period.

Burdette and Williams were on a flight out of O'Hare that was delayed for several hours, nearly seven, before the ordeal ended. According to several passenger letters and all the ORD staff on duty that night, these two "kept their cool and did an outstanding job above and beyond the call of duty."

Each will receive five shares of Piedmont stock and the TOPS plaque. Burdette has been flying for Piedmont since 1971 and Williams since 1972.

The selection committee also noted honorable mentions for Gypsy Gilliam of Raleigh/Durham, Karen Duff of Charleston, West Virginia and Barbara Lund of Washington for their recent above-and-beyond efforts in assisting our passengers.

## August flight attendant graduates



Muriel L. Mitchell

Nita M. Julian

Sandra L. Marion

Cindy J. Cenek



Denise L. Hodges

Youlonda H. McCoy

Joanne M. Diana

Lea A. Rutledge