

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

Bob Wall reports the Company-wide Savings Bond Campaign for 1979 posted an increase in participation. Prior to the start of the drive in May, 27.1 per cent of Piedmont's employees were enrolled in the U. S. Savings Bond Program. At the conclusion of the annual campaign, participation was up to 35 per cent. Included in the increase were 372 new enrollments and 75 increased deductions for payroll purchase of Bonds. Wall said the co-ordinators and canvassers did a fine job. Those who put forth a "super effort" included Diana Goolsby and Nancy Harold of central res, Bob Welfare in flight operations, Allen Perry in traffic, Larry Brooks from inflight services and Gerri Parnell for the General Aviation Group.



Dallas/Ft. Worth District Sales Manager Jim Sheats, left, and Nashville City Sales Manager Mary Kost, at right, recently presented a special plaque to "Mr. Sax" Boots Randolph. Sheats was chairman of the 1979 Music City Adventure in Nashville which drew 250 travel agents from across the nation. The plaque, from the Nashville tourism industry, was for Randolph's support of and participation in the event. Randolph brought his nightclub act from Printer's Alley for a special performance at the Maxwell House Hotel.

Don't forget

The Second Annual Service Awards Banquet for employees observing their 15th, 20th, 25th, 30th and 35th anniversaries in 1979 will be held on Tuesday, October 2, 1979 in Winston-Salem. The invitations will be in the mail soon. Supervisors have been asked to assist the invited guests with any necessary adjustments in work schedules so that all eligible employees may attend. Anniversary celebrants are asked to return their R.S.V.P. cards as soon as possible to enable the banquet committee to finalize the party plans.



July flight attendant graduates included, from left, Susan Canary, Diane Hoyer, Jane Batson, Alice Bell, Ava Shockley, Jeffry Hegel, Pamela Haith, Brenda Jackson, Betty Chambers, Susan Choplin, Linda Schutt, Mary Robertson, Shelia

When Superintendent of Sheet Metal Ben Johnson, at left, retired in June after 26 years with the Company, the Piedmont Masons presented him with a watch. He is shown here accepting the gift from David Price of the Barfield Instrument Company.



More moves announced

Employee moves have come along with all the passengers Piedmont has been moving recently.

Airline maintenance management appointments include C. N. King being named superintendent of line maintenance, second shift. He was formerly line foreman-INT. M. P. Holt has been promoted to line foreman-INT. Holt was a lead mechanic in line maintenance. The new foreman-sheet metal shop, second shift is P. R. Graham, who had been lead mechanic in sheet metal.

Faye Scott has been named to the newly-established position of pass bureau manager. She was secretary for the charter and schedule departments.

Effective September 1, Asheville Station Manager Verne Crisp will move to the general office as manager of ground operations. He will succeed Reggie Powell, who has become staff vice president-airline operations control center.

Peter Swenson has joined Piedmont as director of financial planning, a newly-established position. He has been a vice president of David & Dash, Inc. in Miami, Florida. A graduate of Upsala College, Swenson also received a Master of Business Administration degree from the New York University Graduate School of Business. Swenson reports to Senior Vice President and Secretary T. W. Morton.

March, April reports released

The Civil Aeronautics Board's consumer complaint reports for March and April of this year showed we improved over the February ranking, but we're still below the number-one position we held in January. In both of the most recent reports, Piedmont placed second among the local service carriers, behind Frontier. In the overall industry standings for March and April, we were third. Delta was number one and Frontier was second. The rankings are made in terms of the fewest number of passenger complaint letters to the CAB.

Letters to the Board are categorized according to comments involving delays, reservations, baggage, fares, refunds, cargo, customer treatment and charters. The monthly reports are

compiled based on letters per 100,000 passengers enplaned.

ILM agent lauded

Wilmington Agent Dick Mahn recently received the May Outstanding Service Award of a national airline passenger organization.

The group grants awards to people in the travel industry who have provided its members with exemplary service, above and beyond



Everett H. Hogge of Newport News, Virginia was among the passengers on the first Piedmont flight from the Peninsula back in 1949. He was also one of the last passengers on Piedmont's final flight from Patrick Henry in May of this year. On his first trip Hogge flew to Richmond. He recalled, for a Newport News Press reporter, that only five people boarded the Piedmont DC-3 that day. They boarded from a converted barracks wooden terminal that was about as wide as the length of the present ticket counters at PHF. For his last trip Hogge boarded a Piedmont jet for Norfolk. When he got off, he drove home. "They served us well over the years," he said of Piedmont. "They stuck with us."

routine duties. Mahn, who has been with Piedmont since 1948, received the certificate "for devotion to duty and exceptional contribution to the comfort and welfare of the airline passenger."



After years of working and waiting in cramped quarters our Florence people moved into their new facilities this spring. Station Manager Bob Smith, left, and Agent Wayne Hardy seemed pleased with the up-to-date ticket counter.

Kane, Belinda Ingram, Helen Alford, Peggy Cook, Janet Andrews, Sara Paulk, June Dannelly, Anne Hays, Suzanne Tierney, Rita Mitchell and Anne Wyatt. More than 100 flight attendants have joined Piedmont so far this year.