

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

Through Involvement, a program of the Voluntary Action Center in Winston-Salem, many of the Company's general office employees shared Thanksgiving with the community.

There were 35 corporate volunteers who sought donations of food and funds among the GO employees. The food was delivered to 66 needy families, 350 people, in time for Thanksgiving by social workers with the Forsyth County Department of Social Services.

The volunteer employees designed flyers and posters to cover all areas of the building. Committees worked in each department to facilitate collection and spent several after-office hours sorting canned goods, ordering turkeys, filling and delivering boxes to the social workers.

Nearly every employee contributed to the drive. Over 1000 items were received, including homemade preserves and homegrown vegetables. The money, over \$600, was used to purchase turkeys and other foodstuffs which were provided at cost by a local grocer.

Pictures of the employees working on the project are shown below and on page one. The group received many letters of thanks from the families with whom they shared Thanksgiving.

Rank is improving

The Civil Aeronautics Board's consumer complaint reports show an improving trend in Piedmont's ranking.

In the tabulation for May, Piedmont ranked fifth among the local service carriers and eighth in the industry.

There was some improvement in June. We came out fourth in the local category and fifth in the industry.

In July, the report did not combine North Central and Southern into Republic until August, we placed third among the locals and fourth in the industry.

August saw us ranked nearer where we like to be, second in the local group and third in the industry.

The rankings are expressed in terms of the fewest number of 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 enplanements.



Piedmont's regional sales manager in Boston Jim Vipperman, center, managed to assist with the trophy presenting for the women's singles at the Third Annual Interline Tennis Tournament. The Willows Racquet Club in North Andover, Massachusetts was the site for this year's event, won by Lyn Donnelly of United in Newark, at right. Finalist Janet Manbeck from Delta in Atlanta is at left.

Promotions announced

O'Hare Supervisor J. A. Bailey will become station manager at Houston January 1, 1980.

Vice President H. M. Cartwright has announced the establishment of the fleet appearance section in the airline maintenance department. A. M. Lundy has been appointed superintendent-fleet appearance. C. L. Brooks is senior supervisor and J. K. Gray is supervisor for the new section.

Golfers take trophy

The list of winners for the World Airline Golf Tournament once again included Piedmont's team. Joel Gibson and Skip Jones, both of Wilmington, tied for first place in the annual event which was held at Florida's Grenlefe resort in mid-October. Delta took the top spot in a sudden death playoff, but Gibson and Jones brought home the handsome silver Fokker trophy traditionally given the best local service carrier team.

Piedmont's team won the annual event in 1977. This year was the fourth time they've captured the Fokker award. The others were won in 1975, 1976 and 1977.

Reed is honored

Director — Cargo Services R. H. Reed was recently awarded the airline industry's "Order

of the Vest." The honor is bestowed annually by the Airlines Postal Affairs Committee of the Air Transport Association.

The purpose of the Order of the Vest is to give recognition to those individuals who, by their meritorious and exemplary service, have contributed significantly to the advancement of the air postal services.

In addition to a plaque commemorating the honor Reed also received the ceremonial red and white striped vest. He has worked with the Airlines Postal Affairs Committee since its inception.



Jacksonville agents Fred Ray, center, and John Ferguson, left, were joined by Station Manager Lacy Edwards, right, at a pig pickin' n cooking contest put on by Piedmont and the Jacksonville Rescue Squad. Nearly 12,000 people attended the annual event. There were 82 pigs cooked and judged for flavor and appearance this year. Agent Helen Yarborough's husband Dan cooked Piedmont's entry and Supervisor George Hibbs was the photographer.

Winning ideas from the Windy City

O'Hare Station Manager Jeannie Dial sent copies of two day-brightening memos. The first was from her November customer service image program committee which included Rodney Testa, Bill Owens, Nancy Tumminaro and Liz Semmerling. The second was her reply.

Dial's note started out "Ladies & Gentlemen: Excellent! Superior! Marvelous! Stupendous! These adjectives do not begin to describe your customer service image program."

A glance at the proposal which provoked that response explains all. Entitled *Away We Grow* the committee wrote a sketch of the Company's background in light of "where we are today and where we are yet going." They set their goal at reinstating and re-enforcing "our pride in our Company and ourselves." They im-



Sunnie Cram from marketing and Betty Beeson from ground operations worked on the sharing Thanksgiving project. Story above.



Stu Matthews of Fokker, second from left, presented the traditional Fokker silver awards for best local service carrier to Piedmont's team of Joel Gibson, far left, and Skip Jones at recent World Airlines Golf Tournament. Airline Executive Magazine President and Publisher Joe Murphy is at right. Piedmont tied for the world title after 36 holes. Story above.