

# we're doing it at piedmont

Congratulations to ORD Agent Tracy Bent and CHS Supervisor Wayne Edmonds, recent winners of the TOPS (Total Outstanding Passenger Services) Award.

Bent, who received the award for January/February, helped a woman and her 20-month-old child during a two-hour layover in Chicago. The woman was returning home after attending her father's funeral, and Bent entertained the child.

Edmonds is the March/April award recipient. He assisted a family of four when the father became ill and the flight was diverted into CHS. He made room for the family in his home and rescheduled the remainder of their trip back to Boston the following day. Fortunately, the passenger's illness was not serious.

The passenger wrote, "It is obvious to me that Wayne Edmonds was not only competent in discharging his duties as a Piedmont employee, but was equally concerned for the well-being of myself, my wife and two sons... and was willing to inconvenience himself in order to provide such timely assistance."

Both men received five shares of Piedmont stock and engraved plaques.

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Ramp personnel, ATL, starred in a National Safety Council movie in April. The film, "Defensive Driving for Airport Ramp Service Vehicle

Complaints fell 14.4 percent in the first four months of 1981 compared with the same period of 1980 despite a 23.5 percent increase in passenger boardings.

Compliments rose 59.8 percent during the first four months of this year.

Piedmont received 1,338 complaints during January, February, March and April and a record 1,040 compliments. Boardings rose to 2,087,559.

The complaints/compliment ratio fell 46.3 percent to 1.29 complaints for each compliment received.

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During the first four months of 1981, the number of passengers enplaned was 23.5 percent higher than in 1980, but there were only seven more baggage mishandlings in the first four months of 1981 than in 1980.

In January, baggage mishandling deliveries cost Piedmont 6.6 cents per passenger; in February, 4.2 cents; March, 4 cents; and April, 3.9 cents.

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PEP shipments rose to 6,353, eight percent above the first four months of 1980. There were 4,997 express shipments, 25.3 percent higher than the previous year, and express pounds increased 58.2 percent. The length of haul extended 89 miles to an average of 460 miles.

Freight shipments were down 13.6 percent to 73,556. Freight pounds dropped 4.8 percent.

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Cargo handled over 10 million pounds of mail during the first four months of 1981, a 37.7 percent increase over 1980, and the length of haul was up 56 miles.

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## 'Our employees are professionals'

"There aren't many places you can take a plane to get everything from new tires to an antenna on top," Bob Griffin, Maintenance, said with pride. "But you sure can here at Piedmont."

"We have the facilities to do all necessary maintenance on privately owned aircraft from radio work to a complete overhaul, and that's why our customers come great distances for our service. We consider ourselves to be tops in the field."

One of Piedmont's newest customers is John W. Mecom, a Texan who is owner of the New Orleans Saints, a professional football team. Mecom recently purchased a 737 in Europe for his own personal use and contracted with Piedmont for modification and a paint job.

"It's the largest plane for an individual we've ever done," Griffin

said. "New quiet engines were installed, landing gear was removed, overhauled, and reinstalled, and a paint job added during the two months the plane was with us."

The work involved many people in a variety of departments. Line Maintenance performed a C-check. The Accessory Shop checked the landing gear. For the Paint Shop, the custom job was one of the most unique they had ever undertaken. And Business Aircraft oversaw all of the work.

Because of the quality workmanship done on the Mecom plane by Business Aircraft, Pratt & Whitney is now bringing its 737 to Piedmont for maintenance. The Mecom plane will be in the Paris Air Show.

"We've got people here with talent," Griffin said. "Our employees are professionals all the way."

Piedmont's Marketing Department has received a corporate award for its outstanding achievement in marketing for 1980-81. The award, given annually by the North Carolina Chapter of the American Marketing Association, was presented at the association's annual meeting May 19 to Bill McGee, vice-president - Marketing.

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Hammermill Paper Company is featuring Piedmont this month in a two-page advertisement which reads, "The planes aren't all that have to keep on schedule at Piedmont Airlines."

Lanny Bowers, supervisor of Piedmont's Print Shop, INT, is highlighted in the ad as a person who "keeps his presses flying by letting Hammermill do the paper work." The ad promotes Hammermill papers, used in volume by Piedmont for everything from letterheads and press releases to internal forms and operations manuals.

During June, the ad is scheduled to appear in six publications — *American Printer and Lithographer*, *Graphic Arts Monthly*, *In-Plant Printer*, *In-Plant Reproductions*, *Purchasing*, and *Purchasing World*.

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Bill McGee, Marketing, INT, has been elected second vice president of the Air Traffic Conference for 1981.

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"You'll wish we flew everywhere" read the banner at Winston-Salem's new city ticket office at its open house May 29.

Over 200 people visited Piedmont's new facilities during the day including board members, commercial account customers, and Piedmont officials. The office, which opened in January, has three full-time employees — Bob Joiner, city sales manager, and ticket agents Barbara Montgomery and Carolyn Ramsey. Barbara Sherden is a part-time agent. Two CRTs and a ticket printer have recently been installed.

The office is located on the first floor of the Hyatt House.

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Piedmont President Bill Howard has been appointed to the Governor's Advisory Committee on Travel and Tourism by North Carolina Governor James B. Hunt, Jr.

