

INT Res gets million \$ smile With extensive renovation

This fall Piedmont is spending over \$1 million to renovate the Winston-Salem Reservations Office, the oldest and largest of Piedmont's four such facilities.

"Our employees are delighted that the Company is in a position to be able to upgrade our facilities," Phyllis Hutchins, manager of the office, said.

"Everyone's ready and anxious to pitch in and help. The improvements will make our facilities more modern and up-to-date. It's a nice Christmas present from Piedmont."

The renovations will include:

- the installation of 25 windows. There are currently no windows in the areas where the agents work.
- the installation of "quad-style" work stations which provide a quieter and more efficient working atmosphere over the current "row-style" stations.
- 221 chairs with adjustable heights and back supports.
- 80 video display terminals (CRTs)

with tilt bases and detachable keyboards so that agents can adjust the units for their comfort.

- new anti-static carpet. The building's floors are now covered with linoleum.
- new anti-glare lighting to help reduce glare on the screens of the display terminals.
- an addition to the Automatic Call Distributor which can handle more agents and calls.
- painting, wall-papering, etc.

"When the building opened in 1970 it was quite plush and met all of our needs," Hutchins said. "Prior to that move we worked out of an office in an old hangar across from Smith Reynolds Airport.

"Today we have 650 employees who will handle approximately 11 million calls this year. The renovation will bring us up to standard with our other reservations offices."

Most work on the office is being done between 11 p.m. and 6 a.m. The renovation is scheduled for completion in December.



Roy Westbrook (right) and Wain Barber (left) discuss the components of the CFM56-3 engine with Boeing Supervisor Larry Cromoga.

Westbrook, foreman-engine buildup, and Barber, associate engineer-power plant performance, recently visited the plant to learn more about the basic buildup of the engine which will power our new 737-300s. With the information they are determining what our maintenance needs will be to service the aircraft.

The new fuel-efficient engines are produced by CFM International, a company jointly owned by General Electric Company of the U.S. and SNECMA of France. These new powerplants enable the 737-300s to take off more quietly than any comparable size jetliner flying today.

Piedmont has placed a firm order with Boeing for 15 of the new twinjet aircraft with options on 15 more. Our first 737-300 is scheduled for delivery next April.



Windows! That's just one of the improvements being made at Reservations in Winston-Salem this fall. Agent Imogene Young points to a wall where some of the 25 win-

dows will be installed. With her are (l to r) Pat Livengood, Augustine Watts, and Helen Solomon, all agents.

continued from page 1

Res Center to open in Dayton

telephone line costs over the next five years.

Telephone calls from 14 mid-western communities will be routed through the Dayton facility. The 210 initial employees will represent a \$3.5 million additional annual payroll in the Dayton area. By 1989 Shanks expects the number of employees at this facility to increase to 400 and telephone call volume to grow to 4.5 million calls annually.

"People seeking jobs at the new center should contact the Ohio Employment Office in Dayton," Shanks said. "They will begin taking applications November 15." The office is located at 222 Salem Avenue.

Shanks added that the manager of the new office will be named by

the end of the year.

"The people in the Dayton area have been very cooperative," Shanks said. "We've worked closely with the Chamber of Commerce and the Airport Authority in planning this new facility, and the response from the community has been tremendous."

Piedmont currently has almost 1,500 reservations agents. The Winston-Salem Reservations Office is the largest, employing 650 agents. At Reston, there are 500; at Nashville, 250, and in Orlando, 90 agents work for Piedmont. With the addition of the Dayton office, as well as new positions at the other four offices, we will have over 1,700 reservations agents by mid-1985.



Construction at CLT is right on schedule. The first phase, the construction of the new building, will be completed by November 1. At that time, Piedmont will begin operations from the new building's four gates. In the second phase, gates C-12 and C-17 on the present concourse will be closed so that construction can take place on both sides of the connector. All 16 gates will be ready by mid-December, in time for the holiday rush.