



Harold Buffin (left) and his wife Carolyn and Roy Caldwell, with his wife Billie, read their programs while waiting for the banquet to begin. Both men are from our LEX station. Buffin has 20 years and Caldwell just retired after 36 years with Piedmont.



Annie Meadows, flight attendant instructor, INT, models the first female flight attendant uniform worn in 1962. Meadows, along with five others from inflight services, wore Piedmont uniforms from years past at the reception.



President Bill Howard (left) greets Mary Wagner and her husband Jim. Mary

Wagner, a data entry operator, INT, has 15 years with the Company.



Marvin Collins (left) and his wife Louise and Tracy Mabe and her father Raymond Edney were among those attending the banquet. Collins and Edney, INT-MM, each have 25 years at Piedmont. Mabe followed in her father's footsteps and works for Piedmont in the Revenue Accounting Department.

# Showing 'We Care' Makes the difference

When the concourses, especially at our hubs, are crowded with people, it's easy to lose that personal touch, to forget to let our passengers know 'We Care'. These complimentary letters from passengers highlight just a few instances in which our employees at our hubs received praise for their customer service.

### BWI

"The flight was delayed in Baltimore for a couple of hours because of weather conditions in Boston. I want to compliment all the Piedmont Personnel that I came in contact with during the entire flight. Everyone was cooperative. The flight attendants who started on the flight were required to stay late and board the new set of passengers. No one complained. Everyone was polite and helpful. The ground personnel in Baltimore were extremely attentive. They were concerned about the passengers being delayed and were responsive to our questions and requests under difficult and tiring conditions. The new crew was polite and helpful. . . Because of the exceptional service that Piedmont personnel provided, I will go out of my way in the future to choose Piedmont for business travel, and to recommend that my staff do the same. It's this kind of service that distinguishes one airline, or for that matter, one company from another and builds customer loyalty."

"Your people and overall operation at BWI has time and time again exceeded my expectations. You should be proud of this organization. I am a member of your Presidential Suite and I wish to express special thanks to your staff at BWI, particularly to Ms. Jackie Dow who has helped me a number of times with different travel plans. I hope you open more suites in other cities."

### CLT

"I was at Charlotte waiting for a connecting flight. It was a mad house of people anxious to get to their destination and loved ones. The tension was high. . . As you can imagine, a large percentage of the people were being unreasonable with your employees. It was noticed that two of your employees, Brent Davis and Dedria Coley, went beyond the call of being courteous. They were very professional and a real pleasure to see!"

"While flying on your airline recently I was unable to make a satisfactory connection because the plane developed engine trouble. But this is not what I am writing to you about, but writing concerning your employee, Lani Tamanaha (CLT). Lani has to be one of the most courteous and helpful airline employees that I have ever had the opportunity to deal with. I feel she was more than helpful in trying to reroute me and trying to get me to my end destination as close to my designated time as possible. With employees such as Lani it is not difficult to understand why your airline continues to be successful."

### DAY

"The professionalism of your passenger service specialists at the Dayton Airport is superior, and is typical of my initial impressions of your airline. Having grown up in the Northeast, I had not been exposed to Piedmont. However, after three flights I am sold on your service. After being stuck on the interstate, I arrived at the airport with only five minutes to flight time, no ticket, and

an eight-month old son. Three of your passenger service specialists all pitched in. I had my ticket promptly, they helped carry the luggage and the boy to the gate. I made the flight, thanks to their professionalism, willingness, and extending themselves beyond what is normally required."

"I have never been as favorably impressed by an airline as I was at Dayton recently. Having been delayed on my way to the airport. . . I knew I had little hope of making the plane. However, a woman at the Piedmont counter. . . made two quick calls, grabbed my suitcase, which was large and heavy, told me to follow her, and took off running. . . I made the flight, and the plane departed right on schedule. If this woman's attitude toward excellent service was a reflection of the attitude of your airline as a whole, you have a lot to be proud of. I can assure you I'll fly Piedmont whenever possible."

What do passengers most often complain about when they write Piedmont? Little or no communication. Here are some examples:

### cancelled flight

"We called the airport from work and received the information from your agent that the flight would arrive on time. . . When we arrived at the airport we checked the Piedmont computer terminals for flight information. Two of them. . . reported the flight on time. . . After an hour wait, I checked again and it was then that I was told that the flight had been cancelled. . . It is absolutely inexcusable that your terminals would still show the flight arriving on time (15 minutes before its scheduled arrival) when in fact the flight has been cancelled."

### delays

"Your staff made a most unfortunate decision yesterday in not fully informing the passengers as to the status of our flight. This resulted in unnecessary delay and confusion. . . I have no problem with dealing with mechanical or weather related delays. I do have a problem with the airline not keeping me reasonably informed as to the status of the delay. Important meetings, connections or people meeting me might require some action on my part. . . In my business, which as yours provides a service, I have found that the better the communications and the flow of information, the smaller the problems and confusion."

### flight information

"We understand that there are unavoidable delays in airline operations, and I am sure airline personnel must deal with many angry customers because of these delays. My husband and I were understanding and polite about our inconveniences, however, the Piedmont personnel were not. They did not offer flight change information, apologies for our delays and inconveniences or assistance of any kind contacting people waiting for us at our destination. We feel very strongly that we were treated rudely. . . The financial savings with Piedmont is not substantial enough for us to tolerate rudeness or an attitude of indifference from service personnel. We are very disappointed."

