

## STILL GROWING ST PIEDMONT RDU'S #1



A second city ticket office (CTO) opened in Raleigh recently in the Fayetteville Street Mall. Jane Tracy (seated) is an agent at the office. With her are Janice Foushee, supervisor of CTO operations for the two offices in Raleigh and one in Durham, and Ed Albertson,

RDU's city sales manager. Piedmont now has 40 CTOs, 33 city sales offices, 13 district sales offices, and 13 cargo sales offices. Two CTOs opened in Orlando in January, and a CTO is scheduled to open in Jacksonville, FL, in late spring.

## Check station to open at ROA; Pilots, F/As to phase out bases

Expanded maintenance activities will begin at ROA March 1, adding 55 employees to the current maintenance staff at the airport and routing two types of aircraft into the base for comprehensive maintenance.

Mechanics at the line station will perform extensive line maintenance on 737-300s and the earlier generation 737-200s, including electrical, structural and interior work plus some avionics and sheet metal maintenance. Piedmont currently has 53 maintenance employees in ROA who perform aircraft cleaning, unscheduled and special scheduled maintenance.

"Roanoke will be a key location in our new phase check program," Tom Schick, vice president - maintenance and engineering, said. "Roanoke, along with GSO, will be the initial stations handling the overnight check."

"We chose Roanoke for the phase operation because we can easily route aircraft through the area and because we already have a hangar there we can use for maintenance. This location is part of a larger Piedmont program to streamline our operations by performing as much 'on-line' maintenance as feasible," Schick added.

As part of our efforts to provide more efficient operations, we are also transferring our pilot and flight attendant crew bases from Roanoke to other crew domiciles. The 149 flight attendants and 49 F28 pilots stationed in Roanoke will be transferred to other crew bases in the system, with their respective bases determined by which domiciles they choose. Piedmont has six crew bases for our 2,200 pilots: GSO, CLT, BWI, SYR, MIA, and ORF. Our 2,400 flight attendants are based at GSO, CLT, DCA, SYR, MIA, and ORF. On May 15, flight attendants at the DCA base will be transferred to BWI.

"The transfer of bases is needed for more efficient utilization of crews and aircraft routing," Leonard Martin, senior vice president - passenger services, said. "We're striving for fewer, but larger, crew bases than what we have operated in the past."

## Passengers write: PI people make the difference

Each month, Piedmont receives over 500 letters praising Piedmont people. Following are a few examples of why the people who work for Piedmont have made our airline the best in the industry.

A passenger, traveling through CLT on Christmas day, left his bag, jacket and cap on a vacant seat in the boarding area while he went to the restroom. When he returned, all items were missing. Tom Germain, a supervisor, came to his assistance. The passenger wrote:

Mr. Germain is a perfect example of the courtesy, care and concern I have experienced from all Piedmont employees. . . I know he must have been anxious to get home with his family but he never gave up (looking). The plane was loaded and the door ready to be closed when I was paged to come to the front. There he was with all my belongings he had found in another boarding area. Your employees make Piedmont great, and Mr. Germain is one of the greatest.

A passenger, connecting on Piedmont at DTW to DFW via DAY, sent his thanks for the way we handled his lost baggage:

As I prepared to board in Detroit, I was informed that my two suitcases had not arrived (another airline). . . When I arrived in Dallas, the Piedmont agent informed me that my luggage (would soon arrive) on another carrier. . . (When I picked up my luggage) I noted on the RUSH baggage tags that the expense of sending on the airline was charged to Piedmont. Since this was not Piedmont's fault, I believe it only fair if I pay the bill. Would you please inform me how much I owe.

A woman who had purchased a 30-day advance ticket for her daughter who was traveling home for the holidays was upset because she could not change the ticket at the last minute. Joyce Rotenizer, INTRO, turned a difficult situation to Piedmont's advantage:

She was most kind and helpful, and explained to me WHY I could

not use only the return half of my daughter's ticket. I now fully understand. . . I just want to express real appreciation to your airline for being understanding. . .

How do you handle a passenger angry about penalties with respect to a supersaver fare? Jeff Cranford, INTRO, did it this way:

He took probably 20 minutes to calmly explain the company's policies. I was impressed with his desire to not let me leave the conversation upset. He came up with a couple of creative ideas and did a pretty fair job of negotiation.

During the holidays, a flight bound for STL was diverted to CMI due to fog. When the flight arrived, only Marc-Greg Locher and a part-time employee were there to handle 109 passengers who had to be bused to STL. Paul Ortman, BOS,

who was traveling through CMI, came to the rescue. Locher wrote:

Paul immediately showed his company ID and asked if he could be of any help to us. . . Without his help we would have been a lot longer with these passengers than we were. . . Working with people like Paul makes working for Piedmont pleasurable.

The following special note praising employees at CMI, DAY, and FNT, was recently sent to Piedmont:

On Christmas Eve my husband, his wheelchair, and I flew from Champaign to Flint via Piedmont, returning December 28. The courtesy, friendliness and cheerfulness of all the Piedmont personnel, and we had contact with 15 or 20 of them, was greatly appreciated. We have used many carriers in the past 20 years, but never have we encountered the excellent service shown by your employees, all of

whom were being pressured by the crowds.

A passenger, flying from ORD to CRW on December 24, wrote in praise of the Piedmont crew on his flight:

I don't know if I can express strongly enough the favorable impression the cabin crew made on that flight. They were absolutely fantastic in every respect. They were friendly, courteous, helpful, cheerful, and went out of their way to ensure that I enjoyed the flight. . . My checked bags did not arrive with me at CRW. (Lost by another airline.) The Piedmont personnel were every bit as delightful as the cabin crew. . . and were a great help.

Another passenger wrote in praise of IGA Agent Jeanne Dennehy and Kevin Tice, ROA-MM:

As I stood watching the crowds verbally abuse Piedmont, I became immediately aware of (Jeanne Dennehy). Not only did she professionally handle these crowds, but she did so in the most polite and genteel manner. She never became fresh or abusive to anyone present; many of whom deserved it. And she tried so hard to accommodate questions and flight plans in the most expeditious manner. . . I got off the plane (in Richmond) and was at the toll booth when I realized that not only was my voucher missing but my cash. Assuming that all was lost. . . I dejectedly went to my office. . . The next morning, the phone rang. Kevin Tice called to tell me that he was cleaning my seat and found my voucher and my cash. . . He wouldn't even take a reward! What a group of employees Piedmont has assembled. My hat is off to you.

## Monger TOPS in service

CHO Station Agent Kim Monger received the TOPS (Total Outstanding Passenger Services) Award for December for helping two people delayed by a flight.

Because of weather-related problems and a flight delay on another airline, the parents of two children, who were home with a sitter, were delayed. Monger drove to the passengers' home and stayed with the children until the parents arrived by car at 3:30 a.m. Following are excerpts from a letter sent to Piedmont:

"Because of the fog in Charlottesville, the plane was unable to land and had to return to Baltimore. When we arrived back in Baltimore (approximately mid-

night), we were quite concerned with our children's well being since the sitter had to return home. . . Ms. Monger is to be commended for her willingness . . . to sit with our children until we arrived home. . . Our daughter, being 14 and mature, likely would have handled her younger brother satisfactorily, but our peace of mind and hers as well was greatly enhanced through the presence, kindness and empathy displayed by Ms. Monger. This activity certainly goes way beyond what anyone can or should expect from an airline. . . Thank you and expect our loyalty in the future."