



Piedmont will have nine gates with loading bridges when the concourse addition is completed

in 1988. Two of the gates will be for widebody aircraft. Piedmont gates are designated by the

darker aircraft. The other two gates (lightly-shaded aircraft, top left) belong to another airline.

## Syracuse gets bigger, newer face

Construction begins this spring on a new \$6 million expansion project at Syracuse which, when completed in 1988, will give us a total of nine gates at our northernmost hub.

"The project is designed to enhance our passenger facilities and relieve congestion on the aircraft ramp area where we now ground handle many flights," Leonard Martin, senior vice president-passenger services, said.

"We definitely need this expansion to better service our customers." Improvements will include:

- six more gates with loading bridges
- an 18,000-square-foot addition to the present concourse
- a 2,800-square-foot Presidential Suite located between the present concourse and the addition
- two gates for widebody aircraft, one which will also serve as a federal inspection station for international flights
- a renovated walkway to the main concourse
- a 108-foot ramp expansion
- a large baggage transfer system on the ground level
- a maintenance facility on the ground level
- larger crewroom and operations areas on the ground level as well as other support facilities

Piedmont currently has 260 employees at Syracuse as well as 185 pilots and 130 flight attendants based at this airport. We offer 56 daily departures from SYR and board over 48,500 passengers each month. In addition, Brockway, a member of the Piedmont Commuter System, has 19 daily departures.

## First-class means training for all-new service

The decision to offer first-class service systemwide has affected virtually every department at Piedmont. From converting the fleet to pricing the product, Piedmont employees have been immersed in preparing for the June 15 changeover.

One area where major changes are taking place is catering where introducing first-class service will make changes in coach-class procedures as well.

"It's important for our catering procedures to be uniform," Tiara Roberts, manager-galley systems and serving procedures, explained. "To help us plan, we asked 14

flight attendants, with experience ranging from four to 21 years, to serve on a special task force. The results of their study will play an important role in how we offer first-class and coach service."

Roberts, who has 16 years' experience as a flight attendant, was named manager-galley systems and serving procedures, a new position within the airline, in December. She is responsible for teaching these new catering procedures and working with engineering to design new galleys.

The task force began working in early February to set up serving

procedures and guidelines for all eight types of first-class service we plan to offer. Members are divided into five groups: one each for the 767-200, 727-200, 737-300, 737-200, and F28. After each group writes all the procedures for a particular aircraft, they correlate their findings.

"In April, these flight attendants will begin traveling to the bases to train others in the new procedures," Roberts said. "The results, we think, will be the best first-class and coach service in the industry."

## PI's Jetstream moves offices to Dayton Hub

Jetstream International Airlines, a Piedmont subsidiary and part of the Piedmont Commuter System, will relocate its corporate headquarters to Dayton in April.

"Our purpose for moving to Dayton is two-fold," Cal Humphrey, the airline's president, said. "We want to enhance the services now provided by Piedmont and offer more travel opportunities as we develop our Dayton commuter hub."

Jetstream's new corporate offices, with 10,000 square feet of space, will be located in Corporate Center I, 6520 Poe Avenue, in Butler Township. The airline will also occupy a 15,000-square-foot office, maintenance, and repair shop at DAY. The number of Jetstream employees in the Dayton area is expected to grow from the present 70 to 225 with an annual payroll of \$3.5 million by 1988.

When Piedmont acquired Jetstream on August 1, 1986, the airline had a fleet of six aircraft. By the end of this year, that number will increase to 27. Jetstream currently has 139 daily departures and serves 22 destinations throughout the Midwest and Northeast, complementing Piedmont's service at DAY and BWI.



Above: Howard Kraehmer demonstrates to Donna Eddens (left) and Cindy Weston how to serve wine in first-class. Kraehmer, Eddens, and Weston, along with (l to r) Betty Ann Stone, Tony Ozell, Sheila Bisson, Bob Lee, Helen Jones, Nancy Rowland, Barbara Downey, Kim Shelor, Lynn Mathews, Ginny Linder, and Judy Littrell comprise the task force which is currently writing new catering procedures. Tiara Roberts (far right), manager-galley systems and serving procedures, is heading the new program.