

'Thanks for the classy, courteous service'

Many passengers who were stranded during the snowstorms on the East Coast in January wrote to praise Piedmont employees. Following are excerpts from just a few of these letters.

The staff...at **Syracuse** (and **Washington National**) was outstanding under very difficult circumstances. I was treated very courteously and expediently as possible. . .Your staff remained polite and calm in the face of some of the most disrespectful language and behavior possible.

Thanks for the classy, courteous service (at **BOS**) in arranging hotel accommodations and rearranging our flight schedule during the snowstorm. . .You gained some fans!

I arrived at my house at 1 a.m. rather than the estimated time of 6 p.m. As frustrating an experience as it was, I can say that the staff (at **ROC**), without exception, was very informative, sympathetic and pleasant.

When I arrived (at **MSY**) my flight had been cancelled. I was rebooked on another flight, but (it was also cancelled). Peggy Bourgeois approached many ticket counters with me trying to get me to my destination of Massachusetts. Finally, with just minutes to go, I boarded another airline. . .Lewis Burns assured me that while I called my family he would get my luggage and check me through. (These people) made me feel very much at ease.

The personnel at your **West Palm Beach** office, working no doubt with your Miami office, managed to return me to Baltimore right after the snow had stopped falling and **BWI** reopened and at no small expense to Piedmont. All of the people involved couldn't have been more polite or helpful. They are to be commended for their courtesy and efficiency. . .You have convinced me of your concern for the flying businessman, and I will be sure to recommend Piedmont to my traveling colleagues in the future.

May I express my sincere thanks. . .for the effort put forth (at **BWI**) in helping me and my staff. . .during the shutdown of the airport.

You had two flight attendants (**Sylvia Vaughan, CLT**, and **Judy Meiklejohn, DCA**) who were off duty, headed home. As soon as the delay became apparent. . .they made coffee, served drinks, passed out pillows and blankets, and did what they could to make the best of a poor situation. They somehow rounded up another uniformed flight attendant, **Jennifer Burnett (CLT)**. . .so that the flight could continue. . .This type of dedication is why I fly Piedmont whenever I can and why I recommend it to my friends and business associates.

It was a lot easier to be a patient and understanding passenger when the airline employees were the same way. . .**Charles Barron (ORF)** was exceptionally helpful and cheerful. The woman assigned to Gate 1. . .is the other. She spent hours patiently answering questions and being as helpful as possible.

Piedmont receives over 500 letters each month praising our employees in every area of the company. Here are just a few examples:

I travel quite a lot, and find most airline experiences wearing if not maddening: crowds, lines, delays, short tempers, and so on. But every time I fly Piedmont, something nice seems to happen. It's obviously not by chance. . .Your flights are usually on time. . .the planes are clean, and the employees are always nice. I think you should especially value the attitude of **Michael Williams (DCA-based flight attendant)**. . .If Mr. Williams is any indication, you're doing a great job of spreading a spirit of obsession with customer service throughout Piedmont.

Flight attendants **Pam Randall, Janice Hanes, and Jill Gober** (all **CLT-based**) deserve to be recognized and praised for their outstanding performance. Their display of interpersonal skills and attention to detail while providing everyone first-class service was indeed remarkable to observe. If I could have recorded it on a VHS recorder, it would have been a perfect training tape.

I am writing to commend **Frances Bowen** customer service—**INT**. . .I was ready to file a complaint when I had the good fortune to have Frances answer my call. She immediately calmed me down and promised to have my problem rectified. She kept in touch with me during the week period in which she worked on my problem and eventually resolved it.

The service that **Ray Bloom (CMI)** delivered was outstanding. The rescheduling that he did for us was only one of many that he had to handle due to the cancelled flight. He demonstrated a real concern.

After equipment failures and weather cancellations my co-workers and I have had it with airlines! Well, almost. Your flight crew. . .has succeeded in restoring the "friendliness in sky" some of your competitors speak of, but fail to deliver. **Marilyn Robinson and Mary Voigts (DCA-based flight attendants)** were friendly, courteous and particularly cheerful.

Thanks for being my favorite airline. . .Your reservations agents are most polite and helpful whenever I call. . .Your ticket agents at **BWI** and **ISP** remember me whenever I go to check in and they always make me feel like they want

my business. And that's a rarity among airlines. . .Your lines in the airport move fastest of any airline I've used; You're always on-time; and you've never lost my luggage.

While I believe the average Piedmont employee working with customers has no equal in the airline industry, I would like to take this opportunity to specifically compliment **Debra Shellabarger (DAY)**, **Mark Damron (CAK)**, **Lynette Garbe (AZO)**, and **Robin Hubbard (AZO)**. . .who have helped me many times with "problem travel situations," all the while remaining courteous and friendly. These four Piedmont employees are a major reason I choose Piedmont whenever possible. . .I am very happy Piedmont has been able to bring "Southern Hospitality" to the Midwest.

At every destination, my daughter was met and escorted and cordially but firmly reminded to stay put until a Piedmont agent or flight attendant could assist her to the next point. . .All went well until a return leg was cancelled. Agents (at **CLT**) escorted her to another airline. . .In the midst of all this the agent called me long distance to make sure I knew of the changes and even put my daughter on the phone for a quick "hello" to make sure I knew she was alright!

Cherry Arnold-Lowery (SFO agent) personally called the car rental agency, contacted the driver of their pick-up bus and literally ran through the San Francisco Airport outside to retrieve the lost ticket. As an independent businessman, I realize the importance of personal service and am encouraged by Piedmont Airlines' employees continually transcending high levels of service.

These people (the executive desk, **INTRO**) are super. They are quick, extremely efficient, helpful, patient, and always in the best of humor.

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Rafael Nino, Fokker representative assigned to Piedmont since mid-1984, transferred back to Holland in January. He sent the following note to all Piedmont employees:

A month has passed since I left Winston-Salem with warm memories and mixed feelings. I am sorry I did not have the chance to say goodbye to each one of you, as I would have liked it. Thank you all very much for your friendship and cooperation.

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Why are these agents smiling? They are excited about our new Presidential Suite, the 12th on our system, which opened at LGA in February. The proud agents include (seated) Linda Fields and Joanne Shortwell, and (standing, l to r) Dan Skerl, Scott Smith, Pam Williams, Craig Denby (supervisor), Janet Brooks, and Jeff Neel.

A new Presidential Suite, which has been delayed due to construction problems, is tentatively scheduled to open at EWR in April. We also have Suites at ATL, BOS, BWI, CLT, DAY, DFW, DCA, GSO, LAX, and RDU. A second Suite will be ready at CLT late this year, and early next year, Suites will open at MIA, SYR, and TPA.

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