



The State of North Carolina recently presented certificates of appreciation to Lindo Jessup (right) who represented Piedmont Aviation and to Sunnie Cram (left) for their contributions made during the annual Piedmont Thanksgiving Food Drive. Jessup, along with the other members of Avionics-GSOMM pictured here, raised over \$5,100 in a raffle held last November. Cram, marketing-INT, has been in charge of the project for the past eight years.

'You just seem to do it better'

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

I recently made some complicated reservations... and dealt with two different reservations agents in your Nashville office. . . **Jackie Jones** and **Kirk Keathley**. . . were very knowledgeable, helpful, and friendly.

We experienced a miscommunication on a fare cost. . . When I was at the Greensboro Airport. . . I discussed this with **Kent Ferguson** (supervisor). . . who very readily. . . called my travel agent and spent some time in trying to resolve the problem. . . I was most impressed with Mr. Ferguson's efforts and his resolution of the problem. . . it could not have been handled more professionally.

(Agents) at both **Dayton** and **Newark** were more courteous and helpful than one could expect. They made boarding and deplaning less traumatic than was anticipated by our clients (physically-handicapped travelers). The cockpit and cabin **crews** were professional and gracious and made our flight as pleasant as possible.

My young children have been flying the Piedmont flights from **Louisville** to **Asheville** for almost two years now. . . They have been very well protected and cared for at all stops. . . On behalf of the staff at Louisville. . . the agents. . . have just been wonderful.

Safety, on-time flights, competitive prices are all primary considerations when flying. But this note is a "thank you Piedmont" for little things often overlooked! Thank you for a full soft drink can. . . Thanks for two packages of peanuts. . . And especially thanks for printing and making readily available your complete system timetable.

More valuable than the money I am saving, however, is the friendly, personal treatment Piedmont always provides. The **sales representative** I spoke to was

cheerful, helpful and seemed glad that she was saving me money! But in a way that shouldn't surprise me. It is indicative of the outstanding service I've received from Piedmont **flight attendants, airport personnel, and ticketing agents** whenever I've traveled with you in the past.

You just seem to do it better! Your airline **representatives, crews, at the ticket counter** and on the **phone** there is a consistent pleasantness and desire to be helpful. Your hub operations have an edge on organization and effort to ensure passengers make their connections. . . **Susan Ehman** (BWI-CTO). . . is extremely professional, always responds pleasantly making every effort to provide the travel service I require at the cheapest cost. . . **Carla Kindle** (BWI-CTO) is equally responsive, pleasant and efficient.

I recently flew to Atlanta and forgot to get all of my luggage off of the claim station. . . I called **Tony Vestal** at 10:30 p.m. . . and he offered to just bring the briefcase by the Marriott after he got off of work that night.

Joan Horton (INTRO) is an asset to Piedmont. . . She was extremely thorough and determined to help me find the best fare for my family.

I am a customer service agent for USAir at Pittsburgh. On February 16, we had massive cancellations due to an ice storm in West Virginia. . . I had one passenger who needed to get to CRW desperately due to a family illness. The only way I could get her there was through DCA on a Piedmont connection. I called your **reservations** number and your **agent** said that your flight was full. When I asked her to waitlist and explained my circumstances, she. . . had your inventory control to overbook. The agent came back and told me what you have done for **our** passenger. . . It is nice to see airlines cooperate with each other for the sake of the passengers.

It is truly refreshing to do business with someone like **Delores**

Hendrick (INTRO). . . Not only was she cheerful and seemed to be enjoying her job, but was really helpful with her suggestions and money-saving ideas concerning my travel plans.

My husband is legally blind, and goes to New York twice a month. The personnel in **Asheville** are so helpful to him at all times. A few weeks ago he was stranded at **LaGuardia**. . . **Maria Lynn Germanakos**. . . took him to the gate herself.

I was at the **Dayton** Airport. . . when I learned the flight was cancelled. . . I decided to take the next morning flight. . . Within an actual 30 minutes, I had hotel and food vouchers, recovered baggage, a lift to the airport hotel, and checked into my room. How very fortunate to have made the inquiry to **Cindy Nobel**, a total professional!

(When I arrived at **IAH**, my daughter and her family) were not on the flight. . . I did not know this, and. . . I started some loud and sustained complaining. **Bob Meason** (IAH) took charge and checked with Baltimore: got their luggage and helped me get it into my car; paid for my parking; kept his good manners; and all the while placating me. I was greatly in error, but he treated it as a legitimate complaint and covered all possible bases.

What or how she (**Nancy Chaplin**, ORD) got us home is not important. The smile, the courtesy and the fact that a customer was not going to leave the counter unhappy is what counts and is what is making your airline a pleasure to fly. I happen to be writing this while sitting in a first class seat offered as a courtesy while your conversion is going on. Another nice touch.

I had the opportunity to visit and spend several hours at your newest Presidential Suite (LGA). **Scott Smith, Don Skerl, and Jeff Neel** were excellent and cordial hosts. They almost made me feel like I was back home in the South.

Although she (**Roxanne Rodriguez**, MIA) was getting off a long shift, she took the time to help locate my daughter. . . Her attitude was one of care and concern. . . One of these days this country will get back to the old methods of respect and care. Thank goodness Piedmont has a head start. . . My personal thanks to her, and I hope Piedmont finds more like her.

My bank card. . . fell out of my handbag. . . **Kimberly Thomas** (flight attendant-SYR) found it in my seat. She mailed me the bank card personally with a note. . . She remembered me which made me feel very good.

The flight crew of **John Pogue, Julie Callahan, George Price, and Cathy McDougal** (all GSO-based) were not only professional and efficient, but made you feel as if you had been their friends since childhood. On my return flight. . . First Officer **Roger Blume's** (CLT) inflight wisdom and humor kept us all informed and entertained. . . PS. The food was great!

Debra Wolfington (agent, CLT) . . . went out of her way to make me feel more comfortable and relaxed. I was very impressed and felt like this was a special service reserved just for me until I noticed she was this way with all of the passengers I could see. To be treated as someone special rather than a piece of luggage is truly a good experience. . . Thank you for caring.

The single most important reason that I prefer your airline is the attitude of your employees. They care about the passengers. Traveling through St. Louis on a weekly basis has permitted me to know a few of your caring employees by name. They are **Kevin Bemis, Mike Chandler, Marty Tilley, and Theresa Lindeman**.

Jack Walters (ALB) has been most helpful. . . He was courteous, while displaying a genuine interest in developing a Piedmont/passenger relationship.

