

Gatwick Airport's South Terminal (center of photo) has three piers. Piedmont will operate from the Pier 3 Satellite (circular concourse) and will have support areas in the other two piers. The North Terminal (top right), now under construction, will open next spring.



Piedmont's Who's Who in London

Staff ready at LGW

The Piedmont team at Gatwick Airport includes three Piedmont veterans and five people with customer service experience.

Larry Brooks, director-airport operations UK/Europe, is responsible for all passenger and cargo service and other operational activities and will coordinate airport contract handling activities as well as serve as our liaison with local airport agencies. Brooks joined Piedmont in 1961 as a station agent at ISO. He has held various positions in the stations, including ORD station manager, and since 1979 has worked in inflight services, most recently as director.

Maggie Chaloner, station supervisor, is a native of Manchester, Eng-

land. For the past 18 years, she has worked for Piedmont at DCA as an agent. Sara Ladogana, a station agent, is a London native. She has been with Piedmont since February 1986 as an agent at BOS. Both women are British citizens.

Five station agents are new with Piedmont. They are Anita Walters who has four years' experience with the British Airport Authority; Irene Flynn, who has worked for World Airways and Air America; Julie Turnbull, previously with American; Joe McCann, who has worked in a travel agency and most recently with Virgin Atlantic; and Taania Sinnett, who has customer service experience.



Michael Davies (above) has joined Piedmont as our line maintenance manager at Gatwick. He is responsible for the supervision of the maintenance contracted to Britannia Airways and the efficient and economic operation of the line maintenance operation at Gatwick.

Davies has 25 years of experience in aircraft maintenance. He has worked for Transair Sweden, Pan Am, World Airways, National Airlines, and Rosebalm Aviation and has been involved with the maintenance of the 747, 727, 707, DC-10, and DC-8. This spring he spent several weeks at Boeing learning about the 767-200 maintenance program.



Selling PI their business

Our London sales office (above) includes (seated, l to r) Jenny Macartney, secretary; Fiona Kenworthy, secretary; Tina Andersen, area sales manager; Brenda Woods, administration manager; and Sandra Phillips, secretary; and (standing l to r) Ron Davies, director-United Kingdom and Europe; Jeremy Boyd, area sales manager; and John Latimer, sales manager.

In the background is a sample of one of our British ads which plays on the Wright Brothers' first flight from Kitty Hawk, NC. The ad reads, "Piedmont announces another inaugural flight from North Carolina." Another ad, designed for a British audience, promotes the ease of flying to CLT. It asks, "Why struggle through JFK when you can fly through Charlotte?" A third ad points out that in 1986, Piedmont carried 24 million passengers compared with British Airways' 18 million. It reads, "Piedmont. Six million times more popular than the world's favorite airline." The ads are prepared by Bartle, Bogle, Hegarty Limited, our advertising agency in London.

Our sales office is located in the Picadilly House in central London.

A city ticket office, which will open in the Picadilly Circus area in July, will be run by agents Sandra Phillips and Jean Johnstone.



Our London reservations center, located in Victoria House in Horley, Surrey, currently has eleven employees, including (standing, l to r) Jean Johnstone, Martin McGillion, Loraine Anderson, Ivor Stubbs, Azhar Niaz, Elaine Garner, Paul Freeman, and Janette Kassell-Menday (office manager); (seated) Catherine Challis; and (not pictured) Tony Hutcheson and Sara Guest.

Garner has been with Piedmont for seven years as a reservations agent at INTRO, and Hutcheson transferred from MCO where he has worked since February. McGillion, Freeman, and Kassell-Menday previously worked in Piedmont's London sales office. Johnstone will transfer to our city ticket office when it opens in July.