



Nassau joined our system on November 15 when Piedmont inaugurated nonstop, round-trip service from both BWI and CLT to The Bahamas. Among the employees on hand to welcome the inaugural flights were (l to r) Dale Wagner, station manager; Sharon Mott, an agent; McLean

Stevenson, an actor who promotes Piedmont in our television ads and makes numerous public appearances for the company; and agents Rose Marie Nabbie, Raquel Carey, Candy Black, and Marvin Jordon. NAS agents not pictured include Pernelle Thompson and Brently Sherman.

'You think of it, and Piedmont already has.'

Why do our customers continue to fly Piedmont? The hundreds of complimentary letters received each year point to the care given passengers by Piedmont employees. Following are a few examples:

When my friends did not arrive on that plane, I went to the consumer relation desk and there was your angel of mercy, **Judy Nolan (ORF)**. She was ready, willing and considerate enough to help me. She went beyond her call of duty and tried to track down my friends. We finally found out through her detective work that my friend had an accident in the Kennedy Airport and was taken by ambulance to a hospital. . . She insisted that I go home and stay by the telephone and she would keep me informed. When I got home from the airport, the telephone rang and it was Ms. Nolan. She informed me of the complete accident and where she was hospitalized and the telephone number as well. . . I just want you to know that it isn't often that one gets such a concerned person.

I want to compliment your staff at the **Charlotte** Airport for their courtesy and friendliness to us. They were the most pleasant people I have ever met in a circumstance like delayed flights. We were also issued a coupon for dinner at the airport while we waited for our flight. It was wonderful.

Mike Smith (GSO) is to be commended for extending to me and my Japanese guests a most courteous and considerate act. . . We had finished our business earlier than scheduled and arrived at the airport two hours ahead of our scheduled 4 p.m. flight to DCA. When we inquired about an earlier flight, he informed us that we could not improve on the schedule. . . (But) momentarily, Mr. Smith sought us out and informed us of a flight change due to weather in Raleigh that would allow us to leave on another flight in a few minutes. Further, he escorted us to the gate to be sure the necessary arrangements were made. Not only did this leave a favorable impression of Mike Smith and Piedmont, but, to our guests, a favorable impression of the American public as well.

Service, safety, timeliness, professionalism and personality among the staff,

flying performance, accountability, going the "extra mile" to retrieve lost baggage, even the excellent choice of vendor to supply balanced, varied, and tasty snacks! You think of it, and Piedmont already has.

My total air miles in the last five years is in the neighborhood of 300,000 miles. . . During this entire time, I have been based at Fort Bragg (FAY). . . It has been a

pleasure to fly on your airline. . . I have rarely been late on a Piedmont flight. . . I have been treated with courtesy and respect by your employees and on the rare occasion when I have had a problem, it was quickly resolved and usually to my satisfaction. I look forward to getting on a Piedmont flight as the airplanes are clean and well-serviced.



Piedmont trivia

How well do you know your company? Here's your last chance to test your knowledge. If you answer all five questions correctly, you'll be eligible to win a pass on SAS Scandinavian good for yourself and your

spouse or other eligible airline employee in a drawing to be held Friday, January 8. Send your answers, along with your name and location, to the public affairs department, H440.

Questions

1. What new destination will be added to Piedmont's system on February 5?
2. When will installation begin on our aircraft of the 81 TCAS-II units we currently have on order from Bendix/King?
3. On what day did the U.S. Department of Transportation give its final approval to the Piedmont/USAir merger?
4. When did the 737-300 begin flying for Piedmont?
5. How many reservations calls are we projecting that Piedmont/USAir/PSA combined will handle in 1988?

Answers to questions in November issue

1. Finding out and applying for new positions within the Company has been made easier with the introduction this fall of a new bulletin, "Career Opportunities," which is published weekly by the Human Resources Department.
2. Piedmont began service at BWI on June 24, 1962. The airport was originally named Baltimore's Friendship Airport (BAL). On October 26, 1980, the name of the airport was changed to Baltimore-Washington International Airport (BWI) to better reflect the market served. Piedmont opened its hub at BWI on July 15, 1983, with 28 daily departures. Today Piedmont has 113 daily departures at BWI (November 15 schedule).
3. For many years, all reservations calls came in to a central reservations center in Winston-Salem. As we expanded, more centers were needed. On April 1, 1980, a second reservations center opened at Nashville. Additional centers opened in Orlando on June 1, 1981; Reston on March 29, 1982; and Dayton on March 1, 1985. When Empire merged with Piedmont on May 1, 1986, Empire's reservations center at Utica was linked with Piedmont. Our reservations center near Gatwick began answering calls last spring, shortly before we began transatlantic service.
4. Piedmont's yield, the average revenue per passenger mile, was 16.60¢ for the first nine months of 1987.
5. Piedmont will have 1,340 daily departures on the December 8 schedule.

Randy Daye, purchasing, A220, won two passes on American in a drawing held November 19. Daye answered correctly the five questions which appeared in the October *Piedmonitor*.