

people

William Pierson, a mechanic at SDF, assisted in the raising of flags as part of the dedication of a new flag plaza at the Louisville airport. Pierson, a Vietnam War veteran, was assisted by representatives of the Kentucky Air National Guard during the ceremony which featured U.S. Representative Romano Mazzoli, Third District, Kentucky. Pierson is commander of the Oldham County Post of the Veterans of Foreign Wars (VFW).

The Ninth Annual Airlines of the World Chili Cookoff will be held on Sunday, April 10, in Long Beach, CA. The cookoff is a yearly celebration of fun and friendly rivalry created by Aspen Airways to help build good interline and public relations. All domestic and international airline employees are eligible to participate in this one-day cooking extravaganza which is being held in conjunction with the Long Beach Grand Prix.

For more information, contact Harold Mallet at United Express/Aspen Airways, 818/361-2221.

MCORO is sponsoring a "We Care For Kids" raffle on April 8 to benefit the Osceola Children's Home. Tickets are \$2 each and may be purchased by sending a check to MCORO for the amount of the tickets made out to WCFK ("We Care For Kids"). Tickets are also available from the personnel representatives at the reservations centers. The person with the winning ticket may choose from a VCR, television, microwave, or compact disc player.



sports



How 'bout that Piedmont Racing Team? And Sterling Marlin? They're off to the best start in the history of Piedmont's involvement in NASCAR racing, a period covering seven seasons. Indeed, Sterling (left) is even ahead of Terry Labonte's 1984 championship pace.

By finishing third at Rockingham, Sterling climbed to second place in the Winston Cup point standings, just behind leader

Neil Bonnett and just ahead of defending national champion Dale Earnhardt.

The red, white and blue Piedmont car finished eighth at Daytona Beach, fifth at Richmond and third at Rockingham. They have earned over \$72,000 in prize money in these three races.

The team, strengthened by the addition of new crew chief Jake Elder late last year, has been in the lead at least once in every race, and is one of but three teams to have finished in the top ten of all three Winston Cup events to date.

In 1984, by comparison, the team had finished 12th, 3rd, and 2nd over the same schedule.

Flight Attendant Moe Omson, BWI, recently received the Key West Metropolitan Heaviest Tarpon Award for pulling in the biggest tarpon in Key West during 1987. Her catch weighed 112 pounds and was brought in on a 20-pound test line on a spinning rod. Omson has been fishing professionally for eight years.

Piedmont's Second Annual Tennis Tournament will be held at Hilton Head Island's Beach and Tennis Resort the weekend of May 13-15.

Rates include lodging for two nights, all tournament fees, a welcome gift, a party on Saturday, and court time for random play on an availability basis. The cost begins at \$45/person for a one-bedroom, one-bath villa occupied by four people. One-bedroom villas contain a queen-size bed and a double sleeper sofa. Two-bedroom, two-bath villas sleep up to six people with the cost beginning at \$45/person when occupied by six people.

Players may enter two categories, a singles and a doubles or two doubles. Categories include men's and women's open singles, men's and women's 50 singles, men's and women's open doubles, men's and women's 50 doubles, mixed doubles open, and mixed doubles 50.

For more information or to receive an entry form, call Tennisaction, 803/842-5150 or write Tennisaction, P.O. Box 6645, Hilton Head Island, SC 29938. A \$30 deposit is due by April 13. All entry forms are due by May 6.



'Angel to the rescue'

Inclement weather can adversely effect the normally smooth operation of an airline as well as one's composure; however, as excerpts from some of our customers indicate, Piedmont employees are primed to handle the situation.

I was on Flight 80 from **Norfolk, VA** to **Newark, NJ**. . . a miserable snowy evening that could have been disastrous. . . Your **ground and flight crew** were relaxed, efficient and kept their senses of humor. The **captain (Richard Enos, ORF)** and **first officer (Robert McCoy, ORF)** were very careful to keep us informed. . . which was extremely comforting on such a stormy and potentially uncomfortable flight.

On November 11, 1987, I was scheduled to fly Piedmont from **Miami** to **Baltimore**. Due to the snow situation in Baltimore, I opted to stay an extra night in Miami. . . One of your **station agents, Barry Smith (MIA)**, was most courteous and helpful in getting me a hotel reservation and retrieving my luggage. Many people were stranded so it was a tense time for all of your people. . . Thank you for having people such as Barry dealing with the public.

The first snow storm of 1988 caused delays all over the Eastern Seaboard. **Keith Steward**, an **agent at LaGuardia**, was great. His professional manner and take-charge approach kept the situation under control.

Thought I'd send you a note of praise for your **Raleigh-Durham** staff. I had to change planes to leave the area because of snow. What a shock to hit the airport and find exceptionally long lines wrapping around everywhere. . . at all carrier desks. Only Piedmont had a full contingent of staff working to keep the lines moving and ultimately handling the other airlines passengers as they cancelled flights right and left. It was a time of panic for most of us but your staff remained helpful and cheery. I'm glad to say I'm a Piedmont flier!

Obviously, adverse weather conditions can make an airport a living hell, with many passengers feeling helpless, outraged, inconvenienced and weary. Through many hours of observation, I witnessed all of your **Charlotte** agents exhibit never-ending patience and courtesy. I would like to acknowledge **Charlotte agents Joyce Lancaster, Brad Bowles** and **Lisa Peek**, for their efforts in accommodating me with the available flights. I would like to express my appreciation for a job well done, especially in the face of adversity.

Here's a sampling of some other areas where Piedmont personnel have gone the extra mile.

I would like to commend the Piedmont Aviation Inc. cargo customer service personnel who have helped us. . . The assistance we have received has always been courteous, prompt, and exceptional. I would especially like to recognize **Karen Ann Christenbery (CLT)**.

We missed our Piedmont flight home. . . We were clearly upset (with ourselves) and reluctantly allowed. . . her (**ROA station agent**) to book us on the late flight which had 2 plane changes and some long layovers. . . An hour later, we were paged to come back to the Piedmont desk. Expecting the worst (of course) we were met in the lobby by **Sandra Fore**. She had watched the overbooked flights and found a cancellation for two. . . Maybe this is "just part of her job," but I suggest that she is an extremely conscientious individual who

went above and beyond duty to uphold the Piedmont name and help us out.

London Gatwick Airport. . . Much to my horror I've lost my passport. Super person to the Rescue! Your **Ms. Margaret E. Chaloner** scurried about, made phone calls, and finally I received clearance to depart with paper in hand, to replace my passport. . . Ms. Chaloner, angel to the rescue. . . someone I will always be thankful to.

Piedmont employees have also shown their capacity to be caring and empathetic.

Charlotte to Seattle. . . It wasn't a great flight due to very strong headwinds, an unscheduled fuel stop. . . and an arrival a couple of hours late. . . We also had a passenger get sick. . . Yet with all the problems, the **flight attendants (Isabel Colero and Deane Walker, GSO)** never stopped smiling.

A friend of mine was scheduled to leave **Raleigh** for **Newark**. He had left his wife in **Newbern, NC** visiting her critically ill father. . . I received a call that her father had taken a turn for the worse and she desperately wanted her husband to be with her. I called the **Raleigh** airport. . . and was advised that . . . the plane had left. Your gate attendant then transferred me to operations where a **Mr. Buster Ray** made radio contact with your pilot. Your pilot then returned to the gate and allowed (him) to deplane. As a result he was able to be reunited with his wife. . . As a frequent flier I know the importance of on-time departures and arrivals. And as a businessman, I am well aware of the costs and disruption involved in returning a plane to the gate. However, I was not aware that at Piedmont the concern for humanity and people's needs transcended these real business considerations.

Last week there was a personal tragedy in the family of a paralegal that works in my office. . . her grandfather unexpectedly passed away. . . (and she was) unable to afford the trip (for her grandfather's funeral). . . I had a Piedmont voucher. . . called your **Frequent Flyer Center**. . . and. . . talked to **Vicki Cain (INT)**. . . (who obtained) permission for (the paralegal) to use the voucher. . . I would like you to understand that we are eternally grateful that you would allow a bending of the rules for (her) to use this ticket for humanitarian purposes.



on April 3

number of departures: **1,372**
 miles flown daily: **505,073**
 ASMs: **60,472,451**
 number of aircraft in fleet: **185**
 average aircraft hop: **368.1 miles**
 daily block time flown: **1,678 hours**
24 minutes
 next schedule change: **May 6**