

Washington, DC will be the site of the seventh annual World Airline Road Race (WARR) to be held on October 8. Hosted by USAir, the WARR is the world's largest travel-related athletic event and is anticipated to draw over 5,000 participants this fall. The 5K and 10K race courses will tour Washington, DC's Potomac parks with many historical landmarks and monuments as a backdrop. A full weekend of activities is planned including a t-shirt swap party and an awards banquet. For additional information contact PI Flight Attendant Lynda Bouchard, CLT, or World Airline Road Race, P.O. Box 45003, Atlanta, GA 30320. Phone 301/977-0891.

\*\*\*

The team of Danny Driscoll and Bill McNelley, both CLT, reeled in 10 bass weighing a total of 18 pounds, 15 ounces to win first place and a \$400 cash prize at the Catawba Bass Anglers Club bass tournament in May.

Held on Lake Wylie near Charlotte, the tournament attracted 25 boats of competitors who caught more than 180 pounds of fish. Second place winners were Charlie Burrell and John McCraney, both CLT, who brought in fish weighing a total of 15 pounds. Mike Dailey, CLT, took the big fish cash prize of \$250 with a 5 pound, 3 ounce largemouth bass.

The next tournament to be sponsored by the Catawba Bass Anglers will be held sometime in October. For more information, contact Butch Aughtry, CLT-00.

\*\*\*

Sixty-two two-person teams competed in the 1988 spring Best-Ball Golf Tournament held at Pine Tree Golf Club in Kernersville in May. Defending champions, Marty Griffin, INT, and Tom Polito, CLT, were successful in defending their first-place title. They tied the tournament record with a 62 which included a 28 on the front nine on the last day of the tournament and went on to defeat Gray Logan, INT, and Chris Logan, GSO, on the 4th hole in a sudden death play-off.

\*\*

The Seventh Annual Air BVI Interline Regatta will be held at Tortola, British Virgin Islands, October 4-13. One or more four-person crews from any airline are eligible. There must be a minimum of one airline employee on each boat. Proficient sailing skills are not required of crew members. Interested individuals may leave a message for John Bisson at CLT-Crew Room or C-200, INT.

\*\*\*

Piedmont Ski Club members Lee Fife and Christi Burden, both CLT, placed first place in the men's and women's divisions, respectively, at the ski races held at Lake Tahoe, NV, in February. Paul Nix and Sam Leffler, both CLT, took second and third places, respectively, in the men's division, and Becca "Vern" Ramsburger and Karen "Lil Bit" Rawls, both CLT, placed second and third, respectively, in the women's division.

Piedmont Ski Club trips scheduled for 1988-89 include the following:

**Snowmass, CO/December 3-9**

Call Mt. Chalet Hotel at 303/923-3900 for accommodations.

**Keystone, CO/January 8-13**

NAASF ski racing trip. Call Janice Kolhoff, BWI-pilot scheduler, for more information.

**Winter Park, CO/February 27-March 3**

Call Karla Caldwell at the Vintage Hotel at 800/472-7017 for reservations. The Vintage Hotel also offers 50 percent discounts to Piedmont employees during the summer months.

Additional information on the trips will be provided as available.

\*\*\*

The second annual Piedmont Tennis Tournament, held at Hilton Head Island Beach & Tennis Resort May 13-15, drew 64 players from around the Piedmont system.

In the men's open doubles, Mike Gambino, DTW, and Jeff Gambino, CLT, won the top award. Carlene Marion, INT, defeated Lisa Gunn, MIA, to take first place in the women's open singles. Cathy Fulk, CLT, and Nancy Soltis, BWI, won the women's open doubles.

Billy Marion, INT, defeated Bob McAlphin, INT, to win the trophy for the men's 45 and older singles division. The team of Larry Drury, CLT, and Jose Saenz, MIA, captured the men's 45 and older doubles trophy. The husband and wife team of Carlene and Billy Marion won the mixed open doubles.



# Piedmont made their day

**For a couple celebrating their 52nd anniversary, this Piedmont flight was the high point of their trip. Here is the reason why:**

This letter is to compliment you on the extraordinary service provided to my parents on their 52nd wedding anniversary by one of your **flight attendants**. . . She (flight attendant) brought them the tray table covers from first class, a first-class meal, and a bottle of champagne. After she poured their champagne, she held up a glass, announced to the cabin that my parents were celebrating 52 years of marriage, and asked the rest of the passengers to join in a toast. . . Piedmont made their day.

**Many travelers who are handicapped choose Piedmont, and they often write to praise our employees. Following are two such examples:**

"Thank you" to the many considerate **flight attendants**, conscientious **pilots**, and those incredible **departure service agents** in **Pensacola** and **Orlando** whose efforts to help us make our flights will forever be appreciated. A special "thank you" to **Leonard Smith**, (PNS station manager), and **Steve Ellis** (PNS supervisor). These gentlemen listened to my plea for help to transport my daughter to Orlando to attend the special school for deaf-blind children. . . Now, after two years, my seven-year-old "little Helen Keller" has finally learned to "sign" two-word sentences, has many self-help skills, walks with self-esteem through the airport, and sits patiently in her seat during the flights. God bless you, Piedmont, for helping me get an education for my child—an opportunity she would not have had without the outstanding efforts of your special employees.

\*\*\*

My mother and stepfather were to return home on your Flight 66. Both are handicapped. . . While boarding the airplane (at **MCO**) with assistance, my mother passed out. . . She was taken to Orlando General Hospital. . . Throughout the remainder of the evening, I was in contact several times with **Rusty Abshire (MCO)**. I understand he stayed with my mother while she was in the emergency room until she was admitted. Then Rusty took my stepfather to the Holiday Inn Airport where he was given a room for the night and vouchers for supper and breakfast. Friday, I was in contact with **Mike Hall** several times as he was checking on the condition of my mother, her expected release, and the next available flight out. He also arranged for **Dave Rogers** to pick up my stepfather at the hotel, then to pick up my mother at the hospital, and deliver them both to the airport where they were made comfortable until that evening when they were successfully boarded. I am sure there were many more employees involved, but we did not get their names. They, too, are to be commended. My parents were alone and in a strange city, but together all of your employees at the **Orlando Airport** made a very frightening situation less frightening. We can never repay the kindness they received.

**When passengers need help, our employees are there to offer assistance as these letters indicate:**

(On the way to the airport in a taxi) we ended up with a blowout at high speed on the elevated freeway. . . The blue sedan pulled in front of us and one Mr. **Anthony Garcia (EWR)** emerged dressed in his blue Piedmont coveralls offering assistance. . . Anthony. . . proceeded to chauffeur us to the airport in grand style where we made our plane and had an enjoyable flight to Richmond. He refused any type of compensation and spoke highly of Piedmont and the future opportunity the company had with the USAir acquisition.

\*\*\*

Because of a severe series of thunderstorms we left late. . . The personnel of Piedmont, at the **ticket counter** and **departure gate** in **Houston**, the **stewardess** on the evening plane and the **personnel** in **Charlotte** acted with a professionalism mixed with realism and what seemed to be genuine concern that is seldom heard of these days.

\*\*\*

I was enroute to Albuquerque, NM from New Bern, NC on a Piedmont flight filled with high school children that had its departure delayed while waiting for the children to make a connection from another flight. Our late departure caused me to miss my connecting flight, which would have caused me to miss my business appointment the following day and negate the purpose of my trip. **Nan Bowen (DFW)** greeted me as I exited my Piedmont flight, quickly reviewed the other airline (schedules), established a reservation, whisked me off to a waiting van, escorted me to the appropriate gate, then swiftly returned to the Piedmont flight to retrieve my checked baggage and returned with it. I travel in excess of 300,000 miles per year, and never have I experienced such concern for a traveler by any other airline.

\*\*\*

I am currently sitting on PI Flight #77 from Boston to Greensboro. Catching this flight saves me

and an associate four valuable hours. We are only here because **ground attendant/ticket agent Ms. Leslie Palter (BOS)** did an exemplary job.

She first recognized our need to make the flight. With effort above the norm, she efficiently coordinated the ticket changes, communicated with gate personnel. . . and personally hand-carried a sensitive baggage parcel to confirm loading.

**Passengers who are traveling due to illness or the death of a loved one frequently write to thank employees for showing their care. Here are a few examples:**

I bought a ticket at 5:30 p.m. . . for a flight the next day at 3 p.m. An hour after I bought the ticket (no change type), I was informed my father might not make it through the night. I phoned the **Piedmont Customer Service** at 7 p.m. After a brief explanation, they had me rebooked on a flight at 7:30 p.m. . . I barely made the plane, but the gate had been informed and no paperwork was required. I arrived at my father's bedside at 10 p.m. He was still conscious and we had a chance to talk. Soon after that he slipped into a coma. The next morning he died, and I was beside him. Had your people not helped me, I would have arrived after his death. Words cannot express my thanks to Piedmont for helping me to be with him in his final hours.

\*\*\*

Just before I boarded the plane, I called the hospital for a status report. At that time, I found out that (my brother) had died. Needless to say, the flight to Grand Rapids was the worst in my life. . . Through my tears I heard the tray next to my seat go down. When I could finally look up, I discovered that a **flight attendant** had left me two cold compresses for my eyes. They felt so good! As I continued to cry, the same attendant came by and touched my shoulder and asked if he could do anything to help. . . Just minutes before we landed, he came back to me again. This time, he handed me a folded note. On it, he had written some inspiring words. . . The kindness and sensitivity of your flight attendant was overwhelming. Without me even saying a word to anyone, he knew just what to say and do. His caring attitude toward a complete stranger was so wonderful.

\*\*\*

My mother had just had a massive stroke in California and she was not expected to live. Through the efforts of your employees (**reservations**), I was able to see and talk to her before she slipped into her final coma. Those few hours would not have been possible without their understanding, knowledge, and thoughtfulness.

**Often, it's the little things employees do for passengers that count, as these letters indicate:**

My five-year-old son was given the opportunity to visit the cockpit and was able to see and use the controls of the airplane, including a brief message to me over the P.A. system. I wish to thank the pilot and co-pilot (**Captain Pat Curtis** and **First Officer Douglas Stutesman, both BWI**) for giving my son an experience he will never forget.

\*\*\*

Upon boarding this morning's flight in **Tampa**, I was greeted by your friendly **captain (Don O'Connor, CLT)**. . . A few minutes later he passed through the cabin speaking, "Good morning. How are you?" to each passenger. This was a new impressive and refreshing experience for me. Your captain was an excellent ambassador for your fine airline.

**Frequently, employees write letters complimenting other employees. The following letter is one such example:**

This letter is just to recognize the great people Piedmont has working for us, and to thank **Tammy Smith (flight attendant, CLT)** and **Rebecca Roberts (flight attendant, MIA)** for going way beyond the call of duty. (Our flight was delayed over three hours.) . . When we got to CLT we picked up 120 passengers going to ORF at 1:20 a.m. Tammy and Rebecca were pass riding in uniform to ORF. They insisted on getting up and helping us. . . Talk about angels from heaven!

## people pleasers

Congratulations to **David Rath, sales (BUF)**, who was the number one people pleaser for the month of April with six compliments. **Donna Feldman, customer service (INT)**, came in second with four compliments.

Several departments also received a large number of compliments for the month, including **food services** with 25, **pricing** with six, **marketing** with five, and **refund accounting** with four.

