

# 'Piedmont committed to excellence'

An airline "committed to excellence," that's how many of our passengers view Piedmont. Following are just a few of the many letters received recently by our customer relations department praising Piedmont employees:

On my return to **LaGuardia**, I was assisted at the ticket counter by **Denise Famiglietta**. I knew I was a bit early for my flight which was heading for Charlotte around 4 p.m. with a stop in Richmond. Denise informed me that I could make the 3 p.m. flight down the hall about 200 yards which was a nonstop flight. I was concerned about the close timing of the departure (only 10 minutes away) because I was checking my luggage (which carried new products for my business). Denise assured me that the luggage would make it onboard OK. Moments later, while I was boarding at the gate, I saw Denise coming down the ramp carrying my heavy, product-bearing luggage. She proceeded to hand it to someone on the outside of the jetway and had them load it specially onto the plane. I inquired why she had bothered to carry it down to the plane. She replied that the conveyor belt for the luggage had malfunctioned and that she wanted to be sure that it got loaded, having committed to me that it would be on the plane OK. I am not easily impressed. I was very impressed with this commitment to excellence!

*"I was very impressed with this commitment to excellence!"*

I am a seasoned world traveler with tens of thousands of miles in the air. I can honestly tell you that I was never so impressed with a flight attendant's efforts to make a flight an enjoyable, relaxing experience. Miss **Amanda Cote Grauer (BWI)**, Piedmont flight attendant, was just great!! Her positive, enthusiastic approach to her passengers was an experience in itself. It was a joy to watch her orchestrate an atmosphere of relaxation and fun! . . . She even brought homemade brownies and served them to her passengers. I talked to Miss Grauer about her approach to her job. Her response was so rare I felt I had to share it with you. She spoke to me about her love for her job and Piedmont Airlines. Yes, her love for Piedmont Airlines. She considered it an honor to represent Piedmont.

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Our three-year-old son seemed to have an allergic reaction to the strawberries served as the breakfast snack. . . **Flight Attendant Windy Wilson (CLT)** answered our call button. Because of her wonderful help, along with **Charlotte ground personnel supervisor Ron Ives**, we avoided a major medical emergency. . . Windy immediately radioed ahead to ground paramedic personnel in Charlotte, and ushered our entire family off the aircraft. . . Our luggage contained the necessary medication for our child, and Ron

Ives retrieved it almost instantly. With the medical situation under control, we had but 10 minutes to meet our connecting flight at a different concourse. Ron had a mobile unit ready to whisk us to our gate. . . We travel extensively. . . Never have we encountered such pleasantness and eagerness to help.

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I was attempting to change, at the last minute, travel plans from London/Gatwick to BWI. As I wandered through **Gatwick**, I spotted the friendly faces at Piedmont and remembered you serviced BWI. Although the flights did not coincide with a previously-purchased ticket, the **ladies at the ticket counter** that morning were extremely helpful and courteous.

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I am 73 years old, deaf and have a heart condition and have had my very first flight to visit my son and daughter-in-law in North Carolina and found it a wonderful experience. Your staff (at both **LGW and CLT**) was wonderful.

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Due to a disability, I had to walk with a cane. No one could have been more royally treated than I; even to having a flight attendant carry my bag to the escalator. . . Thank you. (**MIA and MCO**)

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As a result of unexpected turbulence, a child had been scalded by hot coffee and required medical attention. . . We landed in Charlotte at the nearest airport and the child and his family were taken off for that attention. . . Additionally a woman passenger seated behind me suffered a bleeding nose through most of the flight, and my seat mate, a young uninitiated flyer of college age, was panicked by the turbulence. . . The **cabin staff**, the **pilot**, and the **agent** who came aboard for the young man were very professional. The passengers were kept informed of the details of the medical emergency landing and why. . . and through all of those preparations the crew (**First Officer Pascal Houcke, BWI, Captain Dennis Musselman, BWI, and flight attendants Lisa Stephenson, Mae Simmons, Patricia Lape, and Alex Glover, all based at BWI**) were able to also focus on these (and other) passengers. . . They are to be commended.

*"We travel extensively . . . never have we encountered such. . . eagerness to help."*

I was recently traveling from New Orleans to Fayetteville, Arkansas, and was mistakenly ticketed to Fayetteville, North Carolina. I realized the error during the flight on Piedmont from New Orleans to Charlotte and notified one of your flight attendants. **Tom Germain (CLT agent)** met me at the plane in Charlotte and proceeded to make connections for me to Fayetteville, Arkansas. . . My firm prides itself on giving excellent "customer service." This time I was on the receiving end.

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I want to compliment **Steve Parker (ALB)**. . . I left my briefcase in a phone booth at the Albany airport. Mr. Parker found it and went out of his way to return it to me. He found a copy of my airline schedule in my case and contacted the other airline for information. They gave him my home phone number in Detroit. He could not reach me in Detroit because I moved and my phone had been disconnected. Mr. Parker did not give up. He noticed I had rented a car from National. He checked with National and they informed him (where I was staying and he contacted me).

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On behalf of the United Cerebral Palsy Association of W.N.Y., Inc., I would like to thank you for all your assistance and the special consideration you gave to our group. Because of your efforts, 11 disabled athletes had the opportunity to fly to New York City to compete in the Cerebral Palsy

Regional Track & Field Competition. . . We would like to express our appreciation for both the **Piedmont and USAir staff (Buffalo sales office, BUF personnel)**. They were all outstanding in their assistance to the group.

*"My firm prides itself on giving excellent 'customer service.' This time I was on the receiving end."*

I had a particularly complicated transaction involving frequent flyer tickets to London along with onward European travel. . . I was in your office (**CLT-CTO**) for almost one and a half hours sorting the whole thing out. . . On several occasions, I am sure it would have been easy (for **Jane Howard**) to have informed me that what I had in mind could not be offered by Piedmont, and to force me to take something less complicated. Instead, she battled on, and at one time, was waiting patiently "phone-to-ear" for almost 20 minutes for answers from your international department. She also saved me a bunch of money!

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I am a million-miler. Between work and vacations, I have visited 55 countries of the world. Congratulations! Piedmont was either **on time** or ahead of time. The **cabin crew** are well-trained people who seem to enjoy being with people and serving them. I'm glad that I chose Piedmont.

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I am writing tonight for three reasons. First, to thank you for **refunding** some airline tickets I purchased three months prior to my departure from Houston to Washington, DC. I asked for a refund because of my brother's death. . . Secondly, I would like to mention the patience, courtesy, and assistance given me when **making the reservations**. . . Thirdly, the assistance and understanding given to me by Mr. **Wayne Butler (IAH)** at the ticket counter. . . The window was closed and he was getting ready to go home for the night. In a very polite manner he stated that he maybe could help me, but I would have to come back tomorrow because of his closing out and locking up the money. After presenting the death certificate and other documents, he immediately said that because of the circumstances, I had been through enough already, and he would cut me a check. Mr. Butler really didn't know the trauma I went through but because of his kindness and cooperation, he made the hurt a little lighter.



## people pleasers

Employees from the reservations department made a strong favorable impression upon our customers during the month of June resulting in a number of those employees receiving multiple compliments. **Pat Beard (reservations support-INT)**, was our number one people pleaser with eight compliments.

**Mark Ellis (BNARO), Debbie Foster, and Debbie Hutchens (both reservations support-INTRO)** each received five compliments. Receiving four compliments each were **Betty Whitacre (BNARO), Gail Pitts (INTRO), Carol Clemmons and Norma Hamby (both reservations support-INT)**.



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