

'Pl. . .the airline that cares'

I had just learned that my father was dying and not expected to live through the night. Being in a poor financial situation, and grief stricken, I asked if the agent could get me on a flight and find me the cheapest way I could fly. . . **Jane Tucker (customer service, INT)**, after listening to my situation, put me on an afternoon flight at half the normal price. My father died, but I was there to be with him. . . Thank you Piedmont Airlines for really being the airline that CARES.

Roughly two hours after arrival, I noticed that I had lost my "billfold". . . My life is in that small case—from an American Express card to my driver's license to my voter registration card to a blank check. Needless to say, when I discovered the loss, I was very upset. . . When I finished my meeting, a note was handed to me saying that Mr. **Daryl Ekstrom (DCA)** had found my lost "treasure" and it was waiting for me intact at the **Piedmont Baggage Claim Office**. I also understand that **Georgia Rabie** and **Barbara Allsman** (both DCA) of that office were instrumental in working with my assistant in Chattanooga to coordinate the return of my property. What a great credit to the fine folks at Piedmont whose qualities like honesty, integrity, and character are missing in most other businesses today.

I recently encountered a problem on the way back from my honeymoon in Florida. Unfortunately, my trip to Florida corresponded with the arrival of "Hurricane Florence," and I had to cut the trip short. In an effort to find a "safe haven" for the remainder of my honeymoon, Mr. **Eric Newton (CLT)** went well beyond the call of duty trying to help me. . . It is because of people like Mr. Newton that organizations like Piedmont Airlines are successful.

I would like to take this opportunity to express my appreciation for the excellent service that **Tanya Chilton (GSO)** provided our Japanese foreign exchange student. . . upon her arrival at the Greensboro airport recently. There was a mixup concerning arrival time of the flight, and as a result, no one was there to greet her. Ms. Chilton made sure that Aiko had dinner and that she was taken care of during this time of confusion. Aiko's American parents and I are very grateful for her care and concern.

I received notification on the death of my father. I immediately booked a 6 p.m. flight from Fayetteville to Boston on Piedmont connecting with Delta to Bangor, Maine. . . About 40 minutes from arrival at Boston, I realized I would not make my connection. I notified the **flight attendants (GSO-based Debbie Snell, Jeanette Beaudry-Parks, Cindy Newcom, and Midge Parker)** of my situation and their actions show why so many passengers hold Piedmont in the highest regards. The attendant notified the **crew (BWI-based Captain Mike Duffy and First Officer Thomas Bullions)** of my situation who in turn radioed your terminal operations in Boston. Your **ground personnel** notified Delta of my arrival and asked if they would hold the flight. The attendant came back to me and advised me that all had been taken care of and that Delta would wait. She then asked me to move up to the first class section so I could be the first one off. However, Piedmont did not stop there. Your personnel went "That Extra Mile" and had one of your ground personnel meet me at the door and escort me down the stairs that are used by the crews to an awaiting vehicle which took me over to the Delta departure area.

(**James Smith, LAX**) did it all, he accommodated all those people that were "stressed-out" and he did a good job. . . I enjoyed the trip and the service was excellent both on board and off. What can I say, but thank you for having the professional staff to make my flight one of the very best I've had in years.

My son and I were flying from South Bend to Durham and had an expected layover in Dayton of one and a half hours. Due to a plane maintenance problem that delay turned into three hours. My son is in a wheelchair and because of a problem with pressure sores, he needed to lie down during that period of time. **Daniel Pierce (DAY)**, after several phone calls, secured the use

of the bed in the first aid station and arranged for two gentlemen to put my son down and to get him up. He also arranged for a fan for the room as it was not air conditioned. . . We received similar help in **Charlotte**.

I purchased a non-refundable ticket from Newark to Richmond. . . I received a phone call from (the doctor) that my husband had been hospitalized with extreme chest pains. . . Between the tears and nerves your reservations clerk was so kind and honored my ticket for a lower fare to travel (on an earlier flight). . . Everyone from the **reservations** clerk, to the supervisor in reservations, (and agents at) the **check-in counters** both in **Newark** and **Richmond** were so helpful.

Due to bad weather. . . we departed two hours late and were estimated to arrive at 8:15 a.m. in Gatwick rather than 7 a.m. Obviously, with the connecting flight. . . leaving at 8:45 a.m., I started making alternate plans. . . We landed at 8:15 a.m. and arrived at the gate at 8:20. As soon as the door opened, our names were announced and we were met by your representative, Ms. **Genie Manterfield (LGW)**. She informed us that Brymon Airways had been notified of our late arrival and

would be waiting for us. She literally ran us through Gatwick passport control and customs. While running, she filled out the lost luggage forms and told us she would personally take care of the luggage. We made the flight! On arrival at my mother's home, my mother informed me that Ms. Manterfield had called her informing her that we had

made the flight and that the luggage would be on its way that evening. The luggage did indeed arrive at 10 p.m. by taxi.

Neither of our children had flown before and were very apprehensive. Your airlines took any fear from their minds with the exceptional **friendliness**, both on the ground and in the air. We were **on time** at each arrival and departure. Our **baggage** was with us roundtrip! The **food** was superb and portions extremely generous. . . Our **pilot** on return trip gave us a tremendous geographic description. Because of your generous offer ("Kids Fly Free" program in conjunction with Purina's Chex cereal) our entire family had the best vacation ever.

As the plane took off, I felt the panic start to overcome me. . . (then) the captain (**Bob Dean, CLT**) came on the speaker. . . He was so friendly and relaxed, I started to calm down a little bit. He pointed out various sights and landmarks along the way. As he dipped the plane to the right so we could observe the meteorite crater in Arizona. I realized I was completely at ease. Instead of worrying about mid-air collisions and spontaneous combustion, I was engrossed in our sightseeing.

For the first time, I actually felt like I was getting first-class service for a first-class fare. In particular, I'd like to commend your Miss **Tracy Bailey (BWI)** for her cheerful and courteous service.

I had to make some flight changes due to the death of a special friend and **David Clark's (TYS)** assistance was above and beyond the call of duty. . . it is refreshing to experience such quality customer service.

I left a very valuable phone book in a telephone booth. Ms. **Lori Williams (ELM)** found the book which did not have my address in it; however, there was an American Airlines Advantage Number, and through that she traced my address and had the book air freighted to Los Angeles where I picked it up today.



Piedmont employees have contributed almost \$235,000 in the Forsyth County 1988 United Way Campaign. "The contributions are still coming in," said Jewell Gentry, chairwoman for the campaign at Piedmont. "And we remain hopeful that we will meet last year's total of \$258,000."

At the victory celebration held recently at the conclusion of the campaign, the local United Way organization recognized the revenue accounting, maintenance, and reservations departments at Piedmont for their increase in contributions. Eighty-four percent of the employees at INT reservations participated in the campaign increasing contributions by 11 percent over 1987—to \$64,500.

Members of the Piedmont United Way campaign committee at INT included (front row, seated, 1 to r) Jewell Gentry, contract training

services; Jay Young, flight operations; Diane Christie, headquarters; (second row, seated, 1 to r) Roger Thornton, cargo; Bill Hancock, general aviation; Tom Schick, Piedmont president and chief operating officer; Cynthia Bailey, purchasing; Mary Newbury, revenue accounting; Krista Adams, INT maintenance; (standing, 1 to r) Theressa Parks, flight attendant; Susan Parks, Forsyth County United Way; Linda Ross, R.J. Reynolds employee on loan to the local campaign; Lorri Gonzales, operations; Donna Triplett, reservations and co-chairwoman; and Harve Mogul, president of the Forsyth County United Way.

Other members of the committee were Mary Ann Condon, training center; Becky Goodman, revenue accounting; Yasmine Paschal, computer services; Lisa Burkhart, printing services; and Ralph Proschia, GSO maintenance.