

## Commendations

# 'I was treated as though I were a good friend'

If USAir has an excellence-in-career award, I would certainly like to nominate Flight Attendant Renie Jin (LAX). Not long ago I was traveling on USAir between San Diego and Oakland. As I boarded the plane, Ms. Jin greeted me with a warm smile and made me feel like a welcome guest on the flight. When I arrived in Oakland, I found that I had lost my wallet which contained a substantial amount of cash and all my credit cards. I thought it had been stolen while I was waiting for my luggage. A short time later, Ms. Jin called me at my home with the good news that she had found my wallet on the airplane. She said that it still contained the cash. We eventually decided to meet the next day when she passed through San Diego Airport. From the moment that I stepped on the plane, to meeting her again at the airport, Ms. Jin treated me as though I were a good friend. Her thoughtfulness has made me a loyal USAir flyer.

*La Jolla, CA*

My wife and I recently traveled to Charlottesville, from Nassau via BWI using Piedmont Airlines. We would like to tell you that we are impressed by your company's efficiency and attitudes. At Baltimore, upon boarding flight 1663 to Nassau recently, we discovered that we had left our camera on the Charlottesville/Baltimore plane. My wife told one of your employees who was on the plane about the situation. The employee then volunteered to run down from Gate D22 to see if he could find out if the camera had been handed in. My wife came back to her seat and almost immediately the door was closed. We taxied out, and the plane took off. Almost half-way into the flight the flight attendant came up to us and asked us for more details about the lost camera. You can imagine our amazement when she came back and gave us our camera! Apparently your ground-staff

employee had raced to the gate, found the camera, raced back and sent the camera up to the pilot through his window. We were impressed by this demonstration of concern and effort on the part of your staff.

*Nassau, Bahamas*

I want to compliment two of your employees at Los Angeles International Airport. They are: Colleen Daley (CSA-LAX) and Diane Fallaha (lead CSA-LAX). I work at traveler's aide at LAX and one particular day a deaf girl requested my assistance since her ride from the deaf school had not arrived. Daley and Fallaha, without my asking, tried to contact the school (being Sunday the school was closed) and called the girl's parents in Sacramento. With a lot of work and patience on their part, the problem was solved. They were a big help to the deaf girl, and to me also. Even though it was not their responsibility it shows they really take an interest in USAir passengers with special problems.

*Inglewood, CA*

I recently had the opportunity to schedule a Piedmont flight to California. I called late in the evening and got hold of an employee by the name of Betty Portilla, (general sales agent-

MCO). Betty spent quite a while trying to sort out a satisfactory schedule for me which I appreciated. On the following night, I received a phone call from Betty, who had just learned of a new scheduling development. She had to sift through all the tickets for the previous night and couldn't even remember my name but she finally found my reservations. This is the kind of employee I hope and pray that your airline will recognize as the cream of the crop.

*Opa Locka, FL*

Since May of 1988 I've made about 20 roundtrips between Hartford and Philadelphia. My schedule of meetings while in downtown Philadelphia begins at 9:00 a.m. My particular USAir flight to PHL invariably arrives on time which allows me to take the 8:15 train from the PHL airport to downtown. This puts me in my office 20 minutes before my first meeting! I use this time to relax and enjoy my second cup of coffee of the day (my first cup is on the flight). I thought you should know that I have never missed that second cup of coffee, nor have I ever been late for my 9:00 a.m. meeting due to a delay on USAir. Congratulations for doing such a fine job!

*Hartford, CT* ✍

## USAir Group Jet Fleet Status

USAir		Piedmont	
aircraft type	number	aircraft type	number
DC-9	74	F28-1000	20
BAC 1-11	11	F28-4000	25
B727-200	10	B727-200	34
B737-200	23	B737-200	62
B737-300	56	B737-300	39
BAe-146	21	B737-400	12 *
MD-80	31	B767-200	6
total	226	total	198

\* reflects B737-400s to be delivered February 15 and 17, 1989.