

## Commendations

# 'Your personnel make me feel comfortable, at ease'

I would like to commend Bob Rasmussen (shift supervisor-LAX), for his many courtesies. Being a wheelchair user, I used to become tense before a flight (how my wheelchair was being handled, etc). But with personnel like Bob Rasmussen, I am now relaxed and enjoy flying USAir knowing my wheelchair will not be damaged. I fly about once a month to Sacramento and I must say all your personnel at Los Angeles and Sacramento make me feel comfortable and at ease.

*Lawndale, CA*

I am sure you receive many letters about Betty Cassels, station agent-CLT (Piedmont). Let me add one more for you to stuff in her file. Betty is what Piedmont Airlines has come to be known for— customer service. Although we were overwhelmed by Betty's response to our problem, I can't say we were really surprised. It would be typical of Piedmont to respond, and Betty did. The flight from Dallas took a mechanical in Charlotte before going on to Greensboro. Sure, there was another flight at 1:45 p.m., but kickoff for the Wake Forest game in Winston-Salem was at 1:00 p.m. It was 11:45 a.m. I went to rent a car— But our plan to drive down for the game was taking a turn for the worse. Betty intervened...The next thing we knew we were in a cab to Winston-Salem. While we didn't make the kickoff, the game was still scoreless when we arrived. Thanks again, Betty.

*Greensboro, NC*

On December 28, I arrived at Greensboro for your flight 1224 which was to be the first leg of my trip home to Canada. We were ready to board when the announcement of a delay was made. I returned to the desk to check whether a similar delay was an-

ticipated in the connecting flight from Newark to Buffalo. Having learned my final destination, Chip Miller (Piedmont station agent-GSO) personally contacted a USAir agent about space on their Pittsburgh flight which was already in the process of boarding. I was issued a new ticket, my luggage was reclaimed from the hold of your plane, and Chip carried these heavy pieces to the USAir flight. Needless to say, I was overwhelmed by Mr. Miller's actions which were so unlike the treatment I have received from other airlines. As a result of his help I arrived home only a little behind my original schedule. I am profoundly grateful and wish in this way to thank Piedmont, USAir, and Mr. Miller.

*Hamilton, Ontario*

You know you have a good company when you have employees like Perry Sherk (CSA-YYZ). Last month, a day after I returned home on USAir flight 184 from Washington, I went looking for my Casio Digital Diary—my new electronic gadget on which I've logged 250 combinations of names, addresses and telephone numbers. As

well, it has all my calendar appointments, memos and other information. I couldn't find it anywhere! I looked in my briefcase, suits, suitcase, etc., and came to the conclusion I lost it in Washington or on the plane. With no identification on it I concluded it was gone forever. Not so! After lunch we had a call from Perry at Toronto Airport, who had been given it by USAir staff and who had gone to extraordinary lengths to identify the owner and return it. I met Perry later in the afternoon and he told me of his efforts to identify the owner. To say that I'm impressed with the concerns, efforts and honesty of the staff at USAir in Toronto is an understatement. They were just delighted to be able to find the owner and return it to me. The Casio was found and handled, I assume, by several of the staff and my thanks go out to all of them but particularly to Perry. A great airline—one of only two in the U.S. that I like traveling with. I'm sure you will have continued success as long as you have the caliber of staff I found in Perry and his associates.

*Milton, Ontario*

## USAir Group jet traffic summary

	USAir		Change
	1989*	1988	
Enplanements	2,371,929	1,782,078	+33.1%
RPMS (000)	1,352,085	979,291	+38.1
ASMs (000)	2,576,164	1,742,451	+47.8
Load Factor	52.5%	56.2%	-3.7 pts

  

	Piedmont		Change
	1989*	1988	
Enplanements	1,879,631	1,891,437	-0.6%
RPMS (000)	947,377	905,723	+ 4.6
ASMs (000)	2,008,178	1,698,883	+18.2
Load Factor	47.2%	53.3%	-6.1pts

\* USAir's January results include RPMS, ASM, and passenger boardings from operations conducted on routes formerly served by PSA. USAir's January 1988 traffic statistics do not include PSA's operations. Note: Operating statistics are exclusive of associated commuter operators.