

Commendations

'I will never forget their thoughtfulness'

I would like to say thanks very much to John Wentling (station manager-DEN) and his great staff. I am a retired pilot for USAir. On March 5, 1989, my father passed away in Pueblo, Colo, and the funeral was to be held in Cleveland, Ohio. When I called John to find out what the procedures are for shipping, he told me not to worry and that he would coordinate everything. This included talking to the funeral director for shipping arrangements, to having our tickets ready for us in will-call when we arrived at the Denver airport. I will never forget their thoughtfulness and compassion.
Denver, Colo.

The purpose of this letter is to commend two of your employees who were instrumental in returning my wallet recently. Yvonne Crouche, our (CLT-based) flight attendant from Boston to Richmond, called me to tell me she had found it and was worried for me. In addition, Kathy Johnson (station agent-RIC) at Richmond Airport could not have been more helpful. My agency sells a lot of Piedmont tickets and works very closely with your sales office in Richmond. It is always nice to have the reinforcement from personal experience that Piedmont is such a professional service oriented airline.
Richmond, Va.

Editor's note: The following letter was written by the president of a Durham, N.C., travel agency: This is my first written expression for someone in our industry. John Kinney (sales representative-RDU) has earned a "blue ribbon" in my opinion as a first class airline representative. When John makes his regular calls to our office he gives us complete explanations of your new programs and he is consistently informed on the travel industry. He assists with group needs, unusual circumstances, and passenger needs. If he cannot accommodate our requests

and must tell us so, we accept his answer knowing he has put his best effort into it. His expression: "I'll be honest" is quite unnecessary, as we feel he is about the most honest man around. Our respect and appreciation extends to the entire sales-office staff—it is just that we see more of John. We feel that PI/US airlines is quite fortunate to have a person of such caliber "on board."
Durham, N.C.

I flew on Piedmont recently from Knoxville to Charlotte, and Dotti Johnson and Carmen Shavers (both CLT-based flight attendants) were outstanding. I would like to compliment Piedmont Airlines for having two of the most pleasant and professional attendants I have ever seen. This is the reason Piedmont is one of the most successful airlines in the industry.
Whitesburgh, Tenn.

I recently flew USAir from Concord to Tucson and back. I fly extensively and I was quite impressed with the helpfulness and courtesy of your employee,

Kelly Kroupa (reservations sales agent-RNO). Kelly quickly found and booked the most convenient and least expensive flight. During our conversation your reservations computer went out of service to be reprogrammed for a schedule change. I never would know this except that Kelly called me back after the computer came up again, to ensure that the computer correctly tracked the information she had entered when it went out of service. This type of attention to detail and commitment to following through is most impressive.
Berkeley, Ca.

Recently, I had the opportunity to be assisted on a Piedmont flight by Ms. Kay DeArmond (flight attendant-CLT). As a result of her outstanding service as a flight attendant, I recently changed my travel arrangements so that I could fly Piedmont rather than another airline booked by my travel agent. Please commend Kay and I hope you appreciate how important service like this is to a person who travels at least 100,000 miles per year.
Greeneville, Tenn.

USAir Group's top 10

USAir Group's most active stations by daily jet and regional airline departures* for USAir and Piedmont combined:

- | | |
|---------------------------------|-------------------------------|
| 1) CLT 434 291 jet/143 regional | 6) DCA 128 75 jet/53 regional |
| 2) PIT 411 285 jet/126 regional | 7) LAX 107 jet only |
| 3) BWI 254 155 jet/99 regional | 8) EWR 105 80 jet/25 regional |
| 4) PHL 252 119 jet/133 regional | 9) LGA 92 82 jet/10 regional |
| 5) DAY 138 80 jet/58 regional | 10) BOS 88 75 jet/13 regional |

* Based on the May 2, 1989 schedule