

PIEDMONT AIRLINES  
Winston-Salem, North Carolina

WEEKLY TRAFFIC MEMORANDUM #6

August 14, 1948

- I. It has come to our attention that some of our agents have become very careless around the propellers of airplanes. Please always follow this golden rule: "Always make your approach and exit under the plane from the rear of the wing--never from the front. Never walk near propellers even though they are stationary. You never know when someone may hit the wrong button in the cockpit."

Please review ramp signaling procedures and follow them to the letter. Be sure to use the five-finger signal before signaling the Captain to proceed from ramp. We have had several complaints that agents and crews have not been following these procedures at all times.

Now, fellows, if you will follow the above, perhaps you will be able to eliminate the airplane's pulling away from the ramp with the battery cart still hooked on. (Only one case of this known.) If the above procedures are followed, it will also help to keep the airplane from taxiing away from the ramp with the station manager still in the rear baggage compartment. (Only one case of this known.)

- II. I have noticed that some stations are issuing a greater percentage of round-trip tickets than others. I chose the word "issuing" purposely as I know some of you fellows are selling round-trip tickets. Passengers do not, as a rule, take them away from you. Selling round-trip tickets is one sure way of increasing your station's revenue.

I am sure that you would be interested in not only knowing how your station is doing but how the others are doing, also. It is requested, therefore, that after completing each 507, count the number of tickets issued and place this in the upper right hand corner of the report. The number of round-trip tickets will also be shown. Example: If you have issued 17 tickets, 4 of which are round-trips, it would be shown in this manner--17/4. Let's all start this on the 20th of this month, and from time to time, I will let you know how you are doing through the Traffic Memorandums.

- III. You are all receiving, or will receive in the near future, sales leads; and you are requested to contact or telephone these individuals or companies in an effort to sell them a trip on Piedmont. Now, we all know that you fellows are busy most of the time; however, I also know that you do have some spare time. If you will use this to follow up on these Leads, I feel sure that you will derive considerable benefit from them. Also, please take the time to complete these leads with the results of your efforts and return them to this office. We all want to know whether or not they are paying off. Any suggestions that you have along these lines will be appreciated.

- IV. More claims and complaints re damaged baggage are coming in. Let us see if we can't be a little more careful. Damaging a bag is not only expensive to us but, in many instances, loses a passenger and a booster for Piedmont. I am asking again that damaged baggage reports be made and sent to this office promptly with as much information as you can give us.