

*M. Davis*

PIEDMONT AIRLINES

Winston-Salem, North Carolina

TRAFFIC MEMORANDUM #30

April 6, 1949

1. MARCH TRAFFIC - Although March is over we all enjoy talking about that wonderful month and it was a good one, the best we have ever had. All of you fellows deserve the congratulations and kind words which you have received. However, I would like to point out that all departments did an exceptionally fine job. Maintenance, for example, continued to show great improvement in cutting down the time chargeable to maintenance delays. The figures show that during January they were charged with 37 hrs. 20 minutes delay; February, 11 hrs. 51 minutes; and MARCH - ONLY 8 hrs. 23 minutes. Yes Sir, our boys in Maintenance have become delay conscious and are exerting every effort to do an even better job in April. Flight Control was equally alert and really on the ball, even Jack Mott is smiling these days with 99.5 percentage of trips completed during March. A most enviable record was racked up. You should see the Accounting Department. They are still working on March, although they are panting and blowing, they still say it is a great joy to have the increased volume of traffic business to work on. I have given you these facts in order to call your attention to the great amount of team work that is necessary to do the job. We are all interested in breaking all past records this month and we will do it too. Remember, it's going to take the full cooperation of everybody. So let's do our part and lend the other fellow a helping hand.
2. PERSONAL APPEARANCE - Now that the weather is getting warmer it is harder to look neat and keep clean. Let's pay more attention to our personal appearance. It pays big dividends. On a recent trip to GSB it was most impressive to observe the business-like manner in which the ramp duties were performed. You fellows are particularly snappy in saluting the ship away. It looks good, it's good showmanship. All who observe it knows that you are on the ball. You can bet the public does notice it. If anyone is in doubt as to how the ramp duties should be performed, visit and observe GSB, RDU, GSO, or INT. Now, if you have ever seen the LEX fellows perform the salute you have really seen it right. Now, let's not let the warmer weather get us down. Don't let your personal appearance slip. Be in complete uniform, or be completely out of uniform. Remember, don't have your sleeves rolled up in view of the public. Let's all put on a correct show for those who pay our salaries -- OUR PASSENGERS.
3. CLOTHING IN GARMENT BAGS - Several of the other carriers have encountered the problem of having salesmen take sample clothing aboard flights in garment bags. Most of these bags have hangers attached and can be hung on the coat racks aboard ship. Fellows, such bags are to be weighed as baggage and excess baggage charge should be made and run over the free allowance.
4. REROUTING PASSENGERS - When rerouting passengers account weather or for other reasons - remember this rule - there must be a proper flight coupon aboard for each passenger. Also, remember to give the Accounting Department a note explaining irregularities. It will help them a lot -- it will save them long man hours -- it will save valuable space on the TT -- it will save route memorandum -- a moment of your time wisely used will save your company dollars.
5. FLOWERS, PERISHABLES AND VALUABLES - With the increase in passenger business we are apt to get a bit careless in our handling of AE and AF -- don't let this happen to you -- I know you are rushed, but remember one careless act can easily cause damage to a shipment -- we get a complaint -- we have to pay out good money -- money that we have worked hard to get. Now let's be especially careful -- with the Easter Season coming, we are going to be carrying shipments of flowers, perishables and valuables. USE CARE.