

PIEDMONT AIRLINES
Winston-Salem, North Carolina

TRAFFIC MEMORANDUM #38

September 13, 1949

1. LETTER OF COMMENDATION - We should all be especially proud of this one:

"SHENANDOAH LIFE INSURANCE CO., INC.
Roanoke, Virginia
203-204 First National Bank Bldg.
Covington, Ky.

Hal M. Ricketts, General Agent

8/23/49

Mr. T. H. Davis, President
Piedmont Airlines
Winston-Salem, N.C.

Dear Mr. Davis:

Within the past ten days I had occasion to go to Roanoke to attend the dedication of the Shenandoah's new Home Office Building, along with me for the ride was one of our grandsons, Michael a good sailor who will not be eight until Armistice Day.

We made the round trip the same day and arrived home in the best of order and spirits, thanks to Piedmont. The real purpose of this letter is to give credit where it is due, namely: to Cap't Hutchison, his Co-Pilot (whose name unfortunately I do not remember), Cap't. Mallott, First Officer J. W. Harper and the Purser T.G. Bachan (he is a good salesman).

Despite the fact that I have been flying for many years, it is a pleasure to say that Michael and I were recipients of as uniform courtesy at the hands of the gentlemen mentioned as I have experienced, it was surely of the sort to create goodwill and business. I'll say the Good Word for Piedmont. With best wishes, I am,

Sincerely,

/s/ Hal M. Ricketts
Member Kenton County Airport Board"

I am sure that a number of you will recall some of the difficulties we had in our various negotiations with the Greater Cincinnati Airport, which is controlled by the Kenton County Airport Board. During all these difficulties Mr. Ricketts was most helpful and I am very glad to see that he has been favorably impressed with our airline service.

2. PAI Service Cards - Although no special contests nor awards have been in the offering for those responsible for the issuance of the greatest number of Air Credit Cards, it has been quite interesting to watch the applications come through and surprising to note the leaders. I feel sure that all of you will be interested to know that the standing to date is as follows:

Tom Hogue	--	TRI	--	117
*C. E. Hicks	--	SDF	--	80
*H. L. Dickens	--	ORF	--	39
PASSENGER SERVICE DEPARTMENT				74
(McGee and Willard)				
Johnny Lewis	--	INT	--	36
Harold Gibson	--	GSC	--	32
*Norm Arnold	--		--	27
Bill Clark	--	AVI	--	19
Jim Borst	--	CLT	--	15
*C. J. Perkinson of Duke	--		--	10
*L. D. McDonald	--	CVG	--	6
*%Les Ballard	--	CLT	--	3

*Traffic Men - %Ballard will make a lot better showing in the future. As you know, he has just recently moved to CLT. Tom Hogue certainly deserves a lot of credit for leading the field. Hicks is doing a good job, too. A lot of you fellows and especially the traffic representatives might inquire as to how these two fellows do it.

Another count will be published in the near future.

3. CHECK STUBS - Some confusion has arisen mainly through misinterpretation of the Traffic Manual Section explaining the procedure for filling out checks, PAI Form A-514. The check stub is causing the greatest amount of concern.

On the line:

TKT - (enter the value of the ticket to be refunded). In other words the value of the ticket at the time it is presented for refund and not the original value.

Station Managers, make sure that all personnel understand this. If there are any questions, please let me know, as it is important that this be corrected immediately.