

PIEDMONT AIRLINES  
Winston-Salem, North Carolina

TRAFFIC MEMORANDUM NO. 44

JULY 14, 1950

1. THE DIFFERENCE - One of our stations recently received a short letter from a passenger asking for a refund on an unused portion of a ticket and then added the following: "On this recent trip as on other trips on the Piedmont and other airlines we have been constantly reminded of the kind, prompt, friendly and courteous service we have received while traveling with Piedmont as compared with other airlines. While other airlines get you there they act as though it were a concession on their part to do so. Keep up the good work at Piedmont." The underlined portion is the difference. I hope we never outgrow it.
2. FLIGHT CANCELLATION INVOLVING MILITARY GROUP MOVEMENTS -  

One of the airlines has experienced a flight cancellation involving a military group routed by the Air Traffic Conference Military Bureau. Re-routing was necessary in order to meet the designated time deadline. Other complications set in and Washington Military Headquarters began inquiring of AIC Military Bureau as to the whereabouts of the group. The Bureau was unable to give a satisfactory answer and the situation became quite embarrassing. Therefore, the station manager of the station at which it became necessary to delay or re-route a military group will be responsible for advising this office or INTD by TT of the irregularity. This is a MUST. DON'T GET CAUGHT SHORT.
3. PRIORITY SYSTEM - As advised by TT July 7, so far there has been no priority system set up for PAI, other than the following. Should a Military Service or organization make a request for same, ask them to please refer their request to their DCA Headquarters. The Air Traffic Conference Military Bureau is on duty around the clock in the PENTAGON. Should you have any unusual request or situations that cannot be handled in the above routine manner, discuss it with your Station Manager and if he deems it necessary he will contact this office or INTD. (Suggest you read Rule 13(A) and 14(A)(1) effective July 8).
4. TURNER AIRLINES - Ed Allender and his boys took over the ground handling of Turner Airlines two turn-around flights at SDF on July 1. From my findings the boys are doing a good job too. You fellows might take a look at THE LAKE CENTRAL ROUTE in the Guide Page 281 current issue. Know your product.
5. CHW - Negotiations are well along for AAL to handle our operation at CHW at the time the airlines move to the new terminal building. A firm date for the move seems to be rather elusive. We started with July 15 - now it is some time between the 20th and August 1. Walt Ryczek and his boys are already earmarked for other stations as soon as they can get away. Last part added to keep Mr. Turbiville from being flooded with requests from you station managers
6. UNDER SALES - It seems that everyone along the line gets a bad case of jitters each time we have heavy bookings on a particular flight and in some cases are failing to cancel reservations even though there are definite indications that there will be no-shows. We have discussed this before, but I want all of you to please check your passengers for definite, whether the flight is running heavy or not, make it a practice, and when you find that a passenger is not going, please cancel the space immediately so that it can be used.  
  
Underselling or failing to cancel this space is criminal. It is definitely taking money away from your company.  
  
Let's put all our efforts into this business of getting the information correct the first time and be sure that your passengers understand the time and date that his trip is to leave.

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