



Earning Piedmont Wings

Our newest pilots face the rigors of AQP training

The shuttle bus parked outside of Baggage Claim at Charlotte Douglas International airport is surprisingly loud at 8 a.m. “What is the prop rotation speed of a Dash 8?” asks one suited-up twentysomething to no one in particular. “Is that on the test?” asks another. There are a few seconds of nervous laughter before the chatter begins again.

Nearly every day of the week, the small shuttlemarked “TrainingCenter” leaves the airport with a handful of men and women hoping to become Piedmont pilots. Most of the job applicants are younger than 30, just out of school and often on their first job interview. Nearly all are wearing dark suits for the occasion. “Penguins,” says the security guard who directs them to the second floor. “That’s what we call them.”

“A lot of these kids are coming right out of college, they’ve never had a job before,” says Piedmont’s training coordinator Suzanne Kohlenstein, “and when they first come in they are very nervous.” Those who are hired – about 60 percent of the interviewees who come to Charlotte will be – are in for a long, difficult training period. For six weeks the pilots will eat, sleep and breathe the Dash 8 through one of the most comprehensive flight training programs in the country. “This is how all of the majors train,” says Jay Keen, director of training. “We’re the only regional that trains pilots using AQP (Advanced Qualification Program). It is labor intensive and it’s expensive, but it’s a better program. It gives us a tremendous amount of clout with the FAA.” Piedmont will spend about \$20,000 to train each pilot, making the selection process that much more important.

“We go through a very arduous process to select exactly the right people,” says corporate recruiter Bob Trout. “It’s just

not random selection. Out of every 10 resumes I get, I might select one that I think can transition into our program and be successful.” Piedmont’s chief pilot, John Buchanan, has been interviewing applicants since 1985. He says he can tell within

a few minutes if an interviewee is right for Piedmont. “I’m not going to put anyone in that airplane that I don’t feel comfortable riding in the back with,” says Buchanan. “I have full confidence that Jay’s group can teach them how to fly the Dash 8. What I look for is can I live with them for four days at a time in the close proximity of the cockpit. What is the attitude? Are they dependable? Will they follow orders? I think Piedmont’s training is just as rigorous as any other airline’s, but that’s why I have no reservations about putting my family in the back of an airplane.”

Gloria Caba, Jim Allen and Austin Stroot are three of the new hires chosen by Piedmont on this November day. Buchanan gives them the rundown on the take-home study manual and what

to expect on their first trip to Salisbury in a few weeks. “If you give 100%, the training staff will give 200%,” Buchanan says. Later, the pilots will learn some of the other difficulties of the job. “We spend a lot of time stressing that commuting is not good,” says



Matthew Wenner, in hood, takes aim with a fire extinguisher on the first day of pilot orientation in Salisbury in December.

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Steve Farrow

President's Corner by Steve Farrow

Happy New Year to all and welcome to our third edition of the Piedmont Speedword.

First I want to thank all of you...pilots, flights attendants, mechanics, customer service agents, crew schedulers and dispatchers ... who were involved in our airline operation during the holidays. You did a great job of meeting

our passengers' expectations of safe, on time and friendly service. For the eight days beginning with Christmas and ending with New Year's Day, we completed over 99% of our scheduled flights and over 79% arrived within 14 minutes of their scheduled arrival times. We are in a most competitive business and there is no better way to successfully compete than getting our passengers and their bags to their destinations when they planned to get there. With the large numbers of people traveling to visit family and friends over the holidays, it is particularly critical that we run a good operation and you met the challenge. Again, congratulations and let's use this as a base for a great operating year in 2008.

Second, I wanted to outline our fleet plans, as we know them today, for 2008. As I think most of you are aware, beginning last summer, we pulled aircraft out of our schedule because we were not able to keep up with our pilot attrition and therefore did not have enough pilots to fly as much as we would have liked. We were not alone in dealing with pilot shortages, as most of the other Express carriers experienced similar reductions. For the past several months, we have focused on building our pilot training capacity and our lead article in this edition provides an inside look at our outstanding pilot training department. With greater training capacity in place, we plan to return to operating 51 lines of flying by May 2008. In the interim, we will operate 48 lines in January, February, and March, 50 in April and 51 May through December. In addition to our scheduled flying, we will devote 2 aircraft to heavy maintenance checks, 1 to the paint shop (we currently have 16 aircraft in the new livery) and the remainder will be operational spares.

Maintaining our enhanced pilot training capacity is important, not only because it will allow us to meet our schedule commitments, but also because we have committed to transitioning a significant number of our pilots to US Airways, beginning in March 2008. In addition to providing career opportunities at Airways for those who transition, it will also afford a large number of Captain upgrade opportunities for current First Officers.

Related to our 2008 fleet plan is the strategic issue of developing and implementing a plan for upgrading our existing fleet, either with additional D-8 aircraft or with a new type turboprop such as the ATR. We will continue to work with those who make network decisions at US Airways and will keep you updated when decisions are made.

Third, I want to briefly outline the opportunities for growth and expansion that we see for our Customer Service Stations in 2008. Today we provide Customer Service support at 54 locations in the US Airways network. In most locations we handle both the inside and ramp service, although in a few locations, we just provide ramp service. We see growth and

expansion coming in two ways.....one in locations where Airways will be providing new Express service and the second where Piedmont would take over ramp operations that are currently operated by a third party vendor. We recently assumed ramp operation responsibility at Wilkes-Barre/Scranton(AVP) and there are several other similar opportunities in the network. On February 1, we will open a Piedmont station in Daytona Beach (DAB) to support new Express service from CLT to that city. We envision that there will be additional new city opportunities this year. For us to be able to take advantage of these growth opportunities, it is critical that we maintain the safe operation, cost efficiency, and product quality that we have in our Customer Service organization today.

In summary, we have a bright future as we begin 2008. Keep up the great work you do and have fun doing it. Be safe and remember that we are in the service business and depend on satisfied customers for our jobs and paychecks.

Steve

How do you say "thank you" for saving a life?

In the last issue of our newsletter, we told the story of a man who collapsed while boarding a Piedmont flight in Charlotte, and the extraordinary efforts of our employees to save his life. Only later did the CLT employees learn that the man was a co-worker: a ramp agent named Georg Joubert on his way home to Harrisburg that day. A few days after the story ran, Mr. Joubert sent us a letter of appreciation for his co-workers, and asked if we would publish it in the newsletter. Here is an abbreviated version. -Editor

How do you say thank you to people that care so much to save a stranger? There is just no money that can buy the love everyone has shown.

First of all, I give all the glory to God who gave Miriam Colon and Angie Anderson the calmness and wisdom to react immediately to start with CPR. What started as a nightmare ends with how lucky you are that our co-workers care and have love in their hearts for a fellow human; even if they do not know you. God blesses you and I will always think of you as very special friends. Thank you Pam Kydd for all the help, support and prayers with my wife and the visits in the hospital. Thanks to Mr. Eric Morgan and Mr. Bob Berg. To all the other co-workers of Charlotte who were involved, thank you. God blesses you all! To Darla Shank and her crew at Harrisburg boarding gate, thank you very much for assisting my wife to get to Charlotte as quickly as possible. My co-workers on the ramp: Sue Knepper who supported my wife the whole time I was in the hospital. Thank you. Eric Knepper, who flew down to visit me. Larry Zimmerman, thank you for crying and praying with my wife; Alex Stoss and my old friend Al Tomalis, thank you for everything you did. Thank you to the flight crew of Harrisburg and Harold Holmes for all your support and prayers. To my wife, Anya, thank you for supporting me and all your prayers; I love you very much. To the rampers who make sure the plane took off as soon as it arrives in Harrisburg thanks very much. To everyone that I forgot to mention - thank you - me and my wife appreciate it very much. God bless each and every one of you.

Georg Joubert , Ramp Supervisor - MDT



Piedmont's newest class of pilots, pictured from bottom of stairs: Eric DeSandro, Matthew Wenner, Derek Schnur, Christopher Blodgett, Christopher Cavanaugh, Jonathan Neri, James Allen, James Tyrell, Gloria Caba, Michael Geyer, Bryan Guillamet. From left, coming down the stairs: Ricky Crook, Austin Stroot, Jeremy Hard, Amanda Aitkenhead, Matthew Jaroz, Timothy Karanja, John Cadle.

New Pilots *(continued from page 1)*

Trout. By the end of next year, there's a good chance that several of these 2007 pilots will be working for another airline. Attrition is a constant battle here. "Because we are so well-known in the industry, it makes it very attractive for other airlines to hire our pilots," says Keen, "that's why we have such a high attrition rate. Pilots come in here, we train them, we give them the experience, and then they leave."

Hiring and training new pilots is not only costly, it is time consuming. Interviews, classroom work and simulator training happen almost daily in Charlotte now – between new hires and CQs (continuing training for experienced pilots) the Dash 8 simulator runs 20 hours a day. "There were years you would have a class once every 3 or 4 months just to cover a couple of retirements," says Keen. "Now, there's a class about every three weeks. I think we have to turn out one (pilot) per day next year to keep up."

Tanisha Lawrence, one of the few female pilots to go

through training, expected a challenging six weeks. Now a few weeks in, she's feeling confident. "It was not an easy class but if you put off everything else...and only concentrate on the present lesson, you will succeed." After two-and-a-half weeks of ground school, Lawrence and her classmates will spend 40 hours in the simulator, living through a barrage of engine failures, unruly passengers and unpleasant weather. "It allows us to teach pilots not just the mechanics, but the real-world environment," says Keen. "They fly from Allentown to Philadelphia, Philadelphia to LaGuardia like they would on the line and perform all their duties. We provide them with all the paperwork, there are passengers, they talk to the flight attendants, they talk to the gate agent, they talk to maintenance, they deal with weather changes." About 25% will not make it through. "Because it is such advanced-type training, it puts the onus on them to work hard, study hard, keep at it and some people, because of their experience level, just can't make it." New pilots will then spend two- to three weeks on a supervised operating experience (SOE), flying with a specially-trained line captain. "That teaches them some of the things they can't learn on the simulator, like landing the airplane," says Keen. "You can't simulate gravity."

Even as one class of pilots graduates, another is in Salisbury, filling out paperwork and learning how to put out fires (a first day requirement!). Keen says the flight-training group will do whatever it takes to get pilots prepared. "They want us to be efficient, of course, but nobody in Salisbury has ever said push people through, or make it faster or cut corners," says Keen. "You owe it to the passengers to be safe. That's our ultimate priority."



New captain Vladimir Radomsky (left) and first officer Jason Evart (right) spend time in the Dash 8 simulator in Charlotte.

Do You Have News to Share?

Know an extraordinary co-worker? Planning a station event? Have an idea for a good story? We want to hear it! E-mail suggestions, along with your name, title and phone number to **jjennings@piedmontmail.com**.

Benefiting the Blind

Piedmont employee uses travel perks to aid a stranger halfway around the world

Piedmont travel benefits come in handy for all kinds of reasons – a trip to Vegas, a birthday visit with grandma, a long weekend at the beach. But BOS ramp agent Michael Sherman recently used his wings for something extraordinary: the chance to help a blind woman – a total stranger – regain her vision.

“I cried for three days,” said Sherman. “It just changed my life forever.”

Sherman and travel partner, optometrist Michael Siebert, used their non-rev privileges to make a trip to Bulgaria in October. There, on a rainy night, they stood under an umbrella on a gravel road near the town of Sophia and handed over a pair of custom-made glasses to a woman who used a stick to find her way around. It had been decades since the woman, Margarita Petkova Hadjipetkova, was able to see. “The glasses she had on when we got there were missing one lens,” said Sherman, “and she had a walking stick to guide her, as a typical blind person would. She had gone to an optometrist (in Bulgaria) three times for assistance but they turned her away. They were sympathetic to the situation, but told her if she didn’t have money, they couldn’t help her.”

Sherman and Siebert’s mission actually began four months earlier when Siebert took time off from his optometry practice in Florida to make a trip to Bulgaria with the group Give the Gift of Sight, a coalition of charitable organizations providing free vision care and eyeglasses to the poor. There he met Margarita. “Margarita’s current pair of glasses was a 17.00 and the left lens was missing along with a frame that was on the verge of breaking,” said Siebert. “When she approached my table...I did not have the heart to tell her we had nothing close to her prescription.”

“I guess the best way to describe it is that a 6.00 is considered a major correction,” said Sherman. “She was a 25.00 which is probably the most aggressive correction an optometric physician would see. So she could only see light and shadows and not very many shapes at all.”

Siebert asked another member of Gift of Sight if he would consider making a special pair of glasses for the woman. A week after returning from Bulgaria, the new glasses were ready, but Siebert had another problem. “I was concerned about the delivery and fitting of this special eye wear via available channels,” he said. That’s when Sherman’s travel benefits saved the day. The two made a five-day, whirlwind trip to Bulgaria to

deliver the glasses to Margarita. They arrived on a miserable day.

“And she wasn’t comfortable with letting us into her house, which is understandable, so we met her on the street. And it was raining and blustery and she comes out of the house wearing that pair of glasses with the lens missing...and she has a huge smile on her face,” said Sherman. “Then when Michael fitted her with the new glasses – it was like someone taking their first plane ride. I just saw an instant

change in her. I’m watching a woman who hasn’t been able to see for 50 years getting used to having her vision back. It was overwhelming.”

“The idea to deliver them in person was an experience I will NEVER forget,” said Siebert. “It was with great pleasure and great respect for those who assisted in this effort...to have special made glasses for this woman which shall clearly change her entire approach towards her daily life.”

For Sherman, Bulgaria was merely the beginning. He also volunteers his time to sort and package donated glasses for Gift of Sight when he can. Every pair of glasses, he says, can make a difference. “Really what it boils down to is raising awareness, and telling people about the opportunity to donate their glasses. Because they are literally the glasses that will be sitting on the face of someone in a third world country and it will change their lives.”

Sherman would like to get his hands on the thousands of pairs of eyeglasses passengers leave on planes every year. For now, he does what he can to make a difference, one person at a time.

“We weren’t thinking it was anything extraordinary or that it was something everyone should know about – it was not, it was just a normal trip. It is simple, random acts of kindness – opening a door for somebody, helping someone who rolls up to the counter in a wheel chair to check in, just simple things like that can make a dramatic difference for somebody.”

For more information on the Give the Gift of Sight program, see www.givethegiftofsight.com. To donate old glasses, visit any Luxottica-owned

store including LensCrafters, Pearle Vision, Sears Optical, Target Optical and BJ’s Optical. Gift of Sight also receives glasses and mission support from the Lions Club organization. – Editor



*“We weren’t thinking it was anything extraordinary...
...it was just a normal trip.”*



Above: Optometrist Dr. Michael Siebert fits a new pair of glasses on Margarita Hadjipetkova, of Bulgaria, in October. Siebert made the trip to Bulgaria with Piedmont ramp agent Michael Sherman. Photos courtesy Michael Sherman

In October we launched DASH of Distinction, a way for Piedmont employees to recognize co-workers for a job well done. You can find DASH of Distinction on the Piedmont Web site. Here are a few of the posts:

I recently flew a trip with Captain Gary Gunkel (SBY) and he was great. I am a new pilot with Piedmont and I met Gary when he was in upgrade training. He went above and beyond to answer a lot of questions that have developed for me over the course of the last few months on the line. His systems knowledge and confidence in the left seat impressed me. This guy should be doing SOE for new hires. I was at ease flying with him and I learned a lot from him! Thanks Gary!

-Anonymous

I would like to take this opportunity to thank the Customer Assist. Representatives in Charlotte, NC for the outstanding service they provide for customers with disabilities and also customers without disabilities. I have seen countless minutes of personal cell phone calls to loved ones for our senior passengers traveling without ways of communication for delayed, misconnected or canceled flights. Thank you Piedmont Airlines CAR group in Charlotte, you make me proud.

-Anonymous

THANKS TO ALL THE CREWS WHO DO QUICK TURN FOR US AGENTS AND WORK LONG DAYS.

-ANONYMOUS

Now Boarding All Passengers to the North Pole...



More than a dozen children took a direct flight to Santa's workshop this past Christmas on LGA's annual "Fantasy Flight" benefiting children with cancer and blood disorders. Mainline Director Loretta Bove and LGA Special Projects coordinator Dorothy Tsarouhas coordinated the program in which children arrive at the airport, check-in at the ticket counter, pass through security and go to a designated gate whose destination is the North Pole. The children and their families board the flight, push back and taxi around the airport for 15 to 20 minutes and arrive at the North Pole. It is actually Gate 12 and the boarding area has been transformed into a winter wonderland complete with elves and Santa Claus. Piedmont supported the Mainline effort by supplying beverages and Mr. Claus himself: this year Santa Claus was played by LGA shift manager Jaime Negron.

A Visit to Roanoke

Most of us have been here forever,” says CSA David Bartee, “it is pretty unique to the system to have so many people who worked together for so many years. We’re like family.”

“Forever” is not a reach in Roanoke, Virginia. Have a conversation with just about anyone at the ROA station, and you will quickly notice how often “old Piedmont” and “new Piedmont” get dropped into the discussion. Roanoke, in fact, was one of the original “old Piedmont” hubs. (Quick history lesson here: old Piedmont was a regional airline created in 1948. The company was purchased by, and integrated into, USAir in 1989. After September 11, 2001, Roanoke

full. We were the second busiest city on the system for Piedmont; we boarded about 54,000 people a month at our peak in 1972 or 1974.”



ROA mechanic Joe McClure

Wampler, who has been working in Roanoke since 1965, remembers the day mainline announced it was pulling out of town. “We were totally shocked (with Airways’ decision). But the new Piedmont came in and offered the USAirways employees who wanted to stay a transitional position with Piedmont. So I didn’t have to move, and I was thankful for that.”

Wampler says about 18 people took Piedmont up on the offer, but the transition was difficult. “(The station) really suffered a great deal because our advanced bookings were predicated on larger aircraft. We were turning people away, and we had a terrible public relations image.”

It was that core group of employees, says Wampler, who managed to regain the customers’ trust – eventually. “In this station we were very lucky to have the trained, experience personnel who had an excellent rapport with the traveling public. It helped us mend some of the fences.”

“That core group – they were just amazing people,” says station manager John Campbell. “The stories they have and their influence, too, on safety and the way our ramp runs just can’t be discounted. These guys, to a certain degree are the heart and soul of the operation. Many are close to retirement and I fear that they will be missed.”

“New” Piedmont now lists 13 flights a day out of Roanoke – to PHL, LGA and CLT – and handles about 10,000 passengers a month. ROA is also one of three maintenance bases in the system, and mechan-

(continued on page 7)



Roanoke CSAs from left: Frank Cosby, Patrick Lambert, Jennifer Campbell and David Bartee

was one of the stations closed by USAirways and picked up by our express operation, a.k.a the “new Piedmont.”)

Bartee says those long-time work relationships come in handy. “You work together for so many years, everybody knows what everybody is going to do next.”

“It’s a nice team,” says CSA Patrick Lambert. “People work well together. We just take it one customer at a time.”

But the “new” Piedmont’s operations in Roanoke are today greatly influenced by the “old” Piedmont’s history here. Bob Wampler, station supervisor, remembers when the original airline flew 62 flights a day out of Roanoke. “737s, DC-9s – and they were

Roanoke *(continued from page 6)*

ics here are rarely bored. “We’ve had people running out of the hanger to go somewhere,” says Joe McClure. “We’ll road trip to Charlottesville, or eastern Carolina or Tennessee. “It’s a good group of guys. We’ve had several (mechanics) out because of (illnesses) and surgery, and everyone is real supportive – they’ll pick up meals, and deliver food. And everyone works hard.”

ROA’s sense of teamwork came into play before a world audience last year, when a student at Virginia Tech began firing bullets at his classmates, killing 32 people and wounding dozens of others. The Roanoke station, as the closest commercial airport to campus, handled many of the grieving families and students as they came in and out of town.



Rick High gets baggage ready for a departing flight.

“It was pretty difficult on everyone, we have such close ties to Tech,” says Bartee.

“We set up a system of people coming in; we’d meet them and then direct them where they needed to go.”

We bent a few rules to take care of people,” said Frank Cosby, “We suspended some charges on overweight bags and the number of bags, eliminated change fees and cancellation fees just to get people where they needed to go.

We’ve never had to deal with anything on that magnitude here.” Piedmont later received a letter of thanks from Virginia governor Tim Kaine for its “stupendous job” handling the victims’ families. Campbell says the do-for-others attitude is woven into the station’s fabric. “Roanoke is not a small town, but it has a real small town feel to it. And our customers want that warm, small town service – that warm smile, touch of the hand, eye contact and the “I’m going to take care of you, honey. It’s not all of our customers, but to many of them, that kind of warmth really matters to them. It’s just in the culture here.”

Do you have station news to share?

Photos of an event, a retirement or good deeds?

Pass them along to jjennings@piedmontmail.com and we’ll publish them in the newsletter. Thank you!

Jackie Jennings, Editor

JOHN CAMPBELL

ROA Station Manager



ROA station manager John Campbell began his career with Piedmont in 1994 after answering an ad for a part-time customer service job in Gainesville. “I had worked every job in the hospitality industry that I could think of,” says Campbell, “and this just seemed like a natural leap. I always wanted to be the guy in the gray blazer who ran around and solved everyone’s problems.”

After Gainesville, Campbell spent time working for Piedmont in Lynchburg, Hilton Head, Tallahassee, Newport News and Orlando before landing the top job in Roanoke in 2001. Campbell says he’s lucky to have a core group of station employees with decades of ROA experience, and considers himself a coach to new hires. “I tell applicants if (they) are shy or non-confrontational, you’ll either quit quickly or you won’t be that way a year from now. They will pick up skills here they didn’t know they had. I prefer to be a coach as opposed to a bossy boss and I want everyone willing to work to succeed. We’ve complemented our core group of experienced agents with a number of individuals new to the industry, and my hope with each hire I make is that we have somebody interested in leadership and growth with the company.”

“He has his strictness, but he’s really down to earth,” says CSA Jennifer Campbell. “He’s a really, really good manager. He tries to work with your schedule and he always makes sure we’re following the rules to make sure every thing is going smoothly.”

Now entering his 7th year in Roanoke, the Boston native says he’d like to call Virginia home for a while. “My daughter is in 6th grade, and my family is my world, so I want her to graduate from high school here. I tell Eric Morgan, ‘let my daughter graduate from high school here and then I’ll do anything you want.’ After that, I’ll take on the world.” And though he is solving everyday problems, there’s no gray blazer. “No, but I have a Brooks Brothers blazer with hydraulic fluid on it,” he laughs. “You have to be careful what you wish for.”

When not coaching employees, Campbell is often being coached – on stage. He’s involved in community theater in Roanoke and enjoys hiking the nearby Appalachian Trail, “as much as my knees will take anymore.”

“The airline business is the major league of front line customer service, there’s no question about it,” says Campbell. “If you can handle customers here, you can handle anybody’s customers.

“Am I enjoying this? Absolutely. Would I do something else? My goodness I can’t imagine doing anything else.”

The Luck of the Draw Smiles on ELM

When Doug Parker reached in and drew three names from Elmira for the Above and Beyond cash awards in October, ELM station manager Chuck Hathaway was thrilled, but not surprised. "This is a station known for service," Hathaway points out. "And those three (who won the drawing) are consistently receiving more A and B cards than anybody else in my station."

Still, the odds of have three winners from one station were slim – Hathaway sent in 9 cards; there were 6,000 total in the drawing. "Those three" are Chuck Difasi, Eileen Dean and Kris Rainey. Kris and Eileen each

took home checks for \$250; Chuck now has \$10,000 in his pocket. "We at the ELM station take pride in our work and with our passengers and it is reflected in the many letters and A and B certificates we receive," says Chuck Difasi. "What will I do with the winnings? Should I be the responsible one and pay off some bills? Should I splurge on something crazy?" (All of the above. Difasi used the money to pay for a new roof and windows on his house, splurge on a few Christmas presents, and now plans to buy a Tempur-Pedic mattress!) "We know our frequent

travelers by name, so we can check some people in before they show up. We have the boarding pass printed, their envelope set up," says Hathaway of his ELM crew. "But where it really makes a difference is when we have a delayed or canceled flight. Our customers are used to us calling them and saying, 'hey the flight's an hour late so don't break your neck getting here, we'll look out for you, so take your time.'" "Every employee is very focused on giving great service because you never know when that customer is going to whip out an A and B card and say 'you just did a wonderful job.'"



Above: Larry Bobak fills his plate at the holiday luncheon for Salisbury employees in December.

to organize the event, which meant coordinating food for 115 people: "I just love doing this for these guys." (Shannon was nine months pregnant at the time and baby Emily arrived on December 21st.) The day included a drawing for gift certificates to Wal Mart and local restaurants, and a food drive for the needy in the area.

Cooking Up a Holiday Feast in Salisbury

"This is the way we get together for fellowship because this is our family, our Piedmont family," says Diane Lynch, inventory manager. "We all work in stressful departments throughout the year; this is a time to relax." Piedmont employees in Salisbury spent at least part of the day relaxing over ham and turkey, mashed potatoes and macaroni and cheese at a potluck holiday party December 12th. Shannon Perdue helped



In the Next Issue...

Meet Jerry Anderson, MDT operations agent and creator of original aviation art. His paintings (and cartoons, above) are nothing short of extraordinary!

We'll visit Washington, D.C to see what makes Piedmont's DCA station so unique.

And we'll get up early to spend a day in the life of a Piedmont scheduler.

Have a story to share? Send your idea to jjennings@piedmontmail.com.