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December 4, 2017

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Piedmont Airlines Wins Customer Cup Award at Long Island MacArthur Airport (ISP)

SALISBURY, Maryland - Piedmont Airlines' customer service team at Long Island MacArthur Airport (ISP) in Ronkonkoma, NY outperformed 54 airports across the country to win the American Airlines coveted Customer Cup. The Cup is given each quarter to a handful of stations that offer exceptional passenger experience. Piedmont beat similar sized airports in service categories including departure dependability, baggage dependability, customer feedback and overall customer experience.

"This is a big deal," said Bob Berg, Piedmont's director of customer service, Northeast Division, to employees. "This is not the result of one good day or one good week. This is a culmination of months of producing a reliable, safe product that customers have confidence in. We are really proud of each and every one of you for your service to Piedmont and to American Airlines customers."

Piedmont's team met or exceeded every operational goal for the third quarter of 2017 while reducing customer complaints by a whopping 33.8%.

"We value the relationships we've cultivated with our Long Island MacArthur Airport partners. Piedmont's level of customer service is what contributes to the overall positive customer experience travelers have when using Islip's MacArthur Airport. Congratulations to the Piedmont team on this coveted honor," said Town of Islip supervisor Angie Carpenter.

"Piedmont runs a great operation for American Airlines," said Robert Schneider, deputy commissioner for the city's Department of Aviation and Transportation. "We are really proud of the work that your committed employees perform at this airport, and honored to have your company serve our community."

The Customer Cup is part of a broader focus the airline has put toward improving the experience for its customers. Stations compete for the Customer Cup honor quarterly, and employees who contribute earn bragging rights and a party for working hard to improve the airlines' customer service rankings.

Piedmont's team at ISP celebrated with a special luncheon and small gifts at the airport.

About Piedmont Airlines

Piedmont Airlines, Inc. is headquartered in Salisbury, Md. and employs 8,000 aviation professionals across the United States. Piedmont operates a fleet of Embraer 145 regional jets and Bombardier DHC-8 turbo prop aircraft on 300 flights per day to 55 cities. The Piedmont Airlines Ground Handling team can be found in 80 airports across the United States providing award winning ground services to passengers of American Airlines.