



## CATCH US GIVING NOMINATIONS: APRIL 2017

Nominations are presented as they were received, and have not been edited for grammatical accuracy. They are sorted in alphabetical order by employer name.

### Winning Nominations:

**Jasmine Gibson      AirServ**      My husband and I parked in one of the onsite parking lots, and I slipped on my way out of the terminal shuttle. I hobbled inside to a bank of chairs right near the entrance in the ticketing area of the terminal 1 to assess the damage and realized I had cut my foot pretty badly. While my husband was gone looking for band aids, Jasmine noticed that I was bleeding and also took off to find first aid supplies. She was able to locate some bandages and gauze and helped me get my foot cleaned up and bandaged. She also insisted on taking me through security to our gate on the wheelchair that she had with her when she came to my rescue. I told her I would be fine to go through security and get to the gate myself, but she wanted to make sure I was okay and that I didn't hurt my foot further by walking on it right away. She really went above and beyond that morning and made the trip go a lot more smoothly than it started out! I really appreciated her willingness to jump in and help me get fixed up in time for my flight!

**Vince Day      Southwest**      When checking my parent's in Vince noticed that my elderly parents (82 & 83) might benefit from pre-boarding. My father limp due to a bad knee. He also, offered me an escort pass. Little did he know how much that small gesture would mean. My parents are immigrants. Now US citizens! But, my mom was detained at Ellis Island. So when her purse was checked by TSA, I could see the fear in their eyes. Luckily I was there. Thankful to Vince, to calm them down. I returned to personally thank Vince but, unfortunately he was no longer there. Employees like Vince is what makes Southwest and STL airport a pleasant flying experience.

### Other Nominations:

**AIR CHOICE ONE**

**Jerrie Mayweathers      Air Choice One**      So very very nice and helpful! Very very deserving of recognition.

**AIRPORT SHOESHINE**

**Tim Richards**                    **Airport Shoeshine**                    Mr. Richards, and his colleagues provide a welcoming, professional service that makes transiting Lambert Airport a pleasure. I have been flying from and to STL for nearly 40 years, and I have always enjoyed the delightful shoeshine a dying tradition that Mr. Richard refuses to let die here. If every employee had his attitude, courtesy and demeanor, it would be the most amazing airport experience by far. Thank you Tim Richards, for transcending the trend and keeping St. Louis special.

**William Johnson**                    **Airport Shoeshine**                    He interacted well with everyone who came to utilize his service. He was efficient, but spent enough time with each person to do a good job. We watched for about 20 mins. while we were eating at eighteen 76 and he was busy & seemed pleasant the entire time.

**AIR SERV**

**Steven Walker**                    **Air Serv**                    Mr. Walker greeted us at the entrance with a smile and an offer to help. He was amazing he took care of my 96 yr. old mother, our luggage, and, took us to the gate. He told us what to expect with the wheelchair and boarding. It went above and beyond!

**Jasmine Gibson**                    **AirServ**                    Great Personality!!!! Excellent Service!!! Patient warm pleasure to have her serve us!

**Jasmine Gibson**                    **AirServ**                    Wheelchair assistant was fabulous- kind, upbeat and wonderful with my 81 year old mother!

**Jasmine Gibson**                    **AirServ**                    She is very friendly. She help me \_\_\_ In the way to the gate lesason everything I told her. She bring water for me. She talk sweet. She bring me right pleas?? She smile and talk.

**Terrence Toran**                    **AirServ**                    Wonderful, helpful. He stayed with us with us to make sure taken care of at the ticket. Share our gratified with Mr. Torn.

**Terrence Toran**                    **AirServ**                    Terry was such a big help, very polite. Tried to keep me calm about being nervous flying,  
Thank you Delta.

**Terrence M Toran**                    **AirServ**                    Absolutely the best service I have ever had at an airport! Terrence was extremely helpful, kind, courteous, and took my wheelchair all the way through security and to the gate. What a gentleman! Thank you Terrence. I hope you're on duty the next time I go to Lambert Airport!

**AMERICAN**

**Felicia Gillespie**      **American**      Felicia went above & beyond the call of duty. Worked with me the Tour Directory to get my group checked in & on to security. Great attitude. Great smile. Great personality. I was responsible for all the baggage cost. When I did not get all the receipts she went to the gate 2 times to make certain they were all collected she was amazing to all the students. By the way she volunteered to check in both group flights.

**Bob Amann**      **American**      Bob was very nice, respectful , and patient while we waited to receive my prescreen clearance.

**Charles E. Trent**      **American**      Always very nice, helpful & goes above & beyond to make sure traveling is fun & easy! Makes traveling a treat!!

**Cheryl Kirkpatrick**      **American**      After a challenging morning, I needed a break. When I arrived at the St. Louis Airport, I ran into the nicest lady with the most beautiful smile. She greeted me with such kindness, it was clear to me that she truly enjoys working with the public, and she was just what I needed at the moment. Her warm greeting and radiant smile made my day. Thank you Ms. Cheri Kirkpatrick.

**ATS**

**Tom Hubbard**      **A T S**      I nearly fell over and Mr. Hubbard came to my rescue so I was ok to get my flt. For a really important mtg. Tom was super & even offered to help me to my gate. Amazing employee.

**DELTA**

**John Cheatham**      **Delta**      Best attitude and joy. Made the process great.

**Karla Hill**      **Delta**      Karla is an outstanding employer. Makes the difficult process of boarding a fun experience. But, more to my experience, she saw that I was a worn out passenger and put me in an earlier flight to get me home to my family. As you can see by just my miles on delta, I have been traveling several weeks in a row. Next week included. My new job has me flying around the world a lot, so any extra time at home with my family is more precious than gold. She made a loyal customer of me. I have several over seas trips coming up in May and they will all be with delta.

**Yonchu Schonhorst**      **Delta**      I was impressed with the Delta agent's challenging task of dealing with various people because of a flight overbooking. She was courteous in explaining the problem & in trying to help people solve their travel problems.

**Cindy Jensen**                      **Delta**                      I shared w/Cindy that having an emotional challenges it would be very helpful to be able to pre-board. She was super understanding and went above and beyond to ensure my comfort. She is TERRIFIC!

**Karen Jones/Karen Robinson**                      **Delta**                      Thank you Karen! This nomination is long overdue! Saw the display with these cards on my current trip. Last May I was traveling to Germany with my husband for a medical conference. When we checked in Karen noticed that my passport would hit the 6 months to expiration before our return. Karen was so helpful in getting me to an airport where I could get an emergency passport. Amazingly the best option was Minneapolis. I was able to visit my nephew, get an expedited passport, and only miss one day of the conference. Many, many thanks for her cheerful assistance. Her cool and calm demeanor kept my spirits up during chaos.

**Winnie Carr**                      **Delta**                      Winnie was so nice and helpful. She was dealing with so many stressed people and never lost her cool! She helped us with our delayed flight and tried to find more information out for us about the flight crew (from STL to MSP) which was very helpful. She was by far the nicest person we have dealt with in any type of customer service!!

**Shannon Brooks & John Cheatham**                      **Delta**                      Wonderful help to rebook and keep us informed about travel delays! Most pleasant, courteous, kind & efficient.

**G2 SECURE STAFF**

**Jovon Jones**                      **G2 Secure Staff**                      Jovon is incredibly personable and helpful. He answered all our questions and made check-in process a pleasure. He's an outstanding ambassador for Alaska Airlines and STL airport.

**Anni Peiffer**                      **G2 Secure Staff**                      This employee went out of her way to help us on our journey with information and baggage services. She made the experience a real pleasure. We'd also like to commend the gate personnel and TSA folks for their courteous service- what a pleasure!

**HALLMARK AVIATION SERVICES**

**Marquerite Torkelson**                      **Hallmark Aviation Services**                      I forgot a pocketknife on me. My luggage was gone. I gave it to the check in girl and they held it for my return trip. Unable to find it in my return Marquerite found it and mailed it to me. I thank her so much.

**HMS HOST**

**Samantha Hammock**                      **HMSHost**                      Her positive attitude has impacted everyone in the restaurant. She is AMAZING!!!

**Aaron Rickmon and Jada Williams and Malik Turner**    **HMSHost**    I am nominating The 3 person team @ Starbucks #E18 (I believe; the store is located @ gate #18) Aaron Rickman, Jada, Kylin Williams and Malik Turner were friendly, funny, smiling and polite. A great team and put a huge smile on my face.

**ReKena Jones**    **HMSHost**    Helped make my order go smooth.

**Aaron Phillips/Aaron Rickmon**    **HMSHost**    Made my day! So happy, positive & helpful 😊 Thank you!

**Jim Brickey**    **HMSHost**    This guy went OUT of his way to find me a mug I liked but happened to be damaged. I was really impressed bc he didn't have to do ANY of that. Thanks!

**Marilyn Coleman/Marilyn Wyatt**    **HMSHost**    Marilyn was a day brightener for my coworker and I when we got dinner at the airport. After speaking with her for a bit, we learned that she started work at 4:30 and had been on duty most of the day. She was bright and cheery and it was a positive experience. Thanks!

**HUDSON**

**Darren T. Williams**    **Hudson**    Very helpful & knowledgeable about the city and airport. Very good directions. Thank you very much.

**Samuel Kim/ Sam Samady**    **Hudson**    Sam was very cordial, polite and greeted me so nicely at such an early hour in the morning. It was a great start to my day and going home.

**Denise Tatum**    **Hudson**    Denise was outgoing and extremely friendly although it was 5:40 in the morning. I was having a bad day as to get home for a family emergency and she was able to make me smile. The little things go a long way when people treat you well. A little bit of friendly conversation and a couple jokes. She seems like a wonderful employee and I thank her for today.

**Eva Bruns**    **Hudson**    This is the only place I found a diet soft drink that was caffeine free. I can't have the sugar & caffeine, also has a negative effect on me, I need options like caffeine free diet Pepsi or coke. First time I've even found one & there was only one. Please consider adding more. Eva was very personable. Nice small talk w/the people ahead of me myself. Thanks!!!

**HUNTLEIGH USA**

**Watoshii Shurn**    **Huntleigh USA**    Watoshi Shurn was such a pleasure that I had to tell you how professional/ courteous and polite he was. I'm a heavy passenger and he accommodated my every need with no complaints. You need more people like him in your company and deserves a raise!

**Corina Johnson**                      **Huntleigh USA**                      Corine was especially helpful. She was very polite & helpful.

**Corina Johnson**                      **Huntleigh USA**                      Corina was very attentive to my 85 year old mother needs & understood she was a bit anxious. She allowed time for a bathroom stop & also checked to make sure we know where our baggage would be retrieved and that our baggage was there. Corina is a capable & kind customer service representative. I and my mother wish her the best and acknowledge \_\_\_\_\_ of her special gifts. Thank you!

**Ralston Holman**                      **Huntleigh USA**                      My sister & brother brought me to Lambert for SW flight home to Calif. Brother asked for wheelchair & it promptly arrived in care of Mr. Holman who shepherded me through security etc.

**Amber Irvin**                      **Huntleigh USA**                      Amber Irvin was wonderfully helpful to us today

**IBS LLC**

**Bridget White**                      **IBS, LLC**                      Ms. White was extremely pleasant and helpful. She went above and beyond with help we clean our lunch containers. She helped us save the environment!!

**INFORMATION & PAGING**

**Millie Ocasio**                      **Info & Paging**                      Millie provided outstanding customer support today (04/05/17). She was extremely pleasant and helpful. I had a very important, and unique request and she was very helpful in getting my issue resolved. Millie is an outstanding asset to the airport staff!

**OHM**

**Ruth Mitchell & Kenyell Jones**                      **OHM**                      Two of the nicest people I have ever met in an airport. Phenomenal service.

**Ruth Mitchell**                      **OHM**                      Ruth was so cheerful and personable. I had been feeling some anxiety about my trip which was lightened by her great attitude.

**Rhonda Thomas**                      **OHM**                      Rhonda was extremely kind and helpful and pleasant to speak with while purchasing my lunch. She went above and beyond by asking how much ice I wanted in my drink and explaining & describing all the seasonings at the seasoning bar. As she was interacting with other co-workers, she was just a kind. One co-worker asked her a question about how to put together one of the salads and she answered patiently and politely. Her smile and cheerfulness a welcome thing after a long day of traveling.

**Damond Riddle**      **OHM**      This gentleman quickly came up to our family to clear and clean a table for us. After he brought our food over and were eating, he again came to us to let us know to be careful, as he was about to mop the floor and a fall risk would be presented. We had been to Chili's already looking for a bite to eat and we left due to horrible, horrible rude service. What a breath of fresh air Damond was. Thank you Damond for taking care of us even at the end of the night when everyone is tired.

**Jake Kidd**      **OHM**      Jake on only his second day on the job warmly welcomed me into the Pasta House. He went above and beyond expectations of a waiter. He had excellent customer service \_\_\_\_\_ friendly. Even gave me a go cup for my water. Most thoughtful waiter ever!!!

**Michel Katshunga**      **OHM**      He was friendly to everyone he interacted with & even greeted people who were not eating in the restraint. He also seemed very helpful & would help with whatever needed to be done.

**REGENCY**

**Chloe Collins**      **Regency**      Chloe went of her way to assist us as we were trying to clean up personal items. She was very helpful and seemed happy to help!

**SOUTHWEST**

**Kerrie Keane**      **Southwest**      I arrived at the wrong airport! Kerrie was so gracious and helpful to get me a ticket to my correct airport MCI. She worked long on getting the right option for me. I was so grateful! She instructed me how to check later to see if I can get on another flight home. She was so helpful when I was so distraught for being in the wrong place. I hope she will be rewarded for a job well done.

**Kelly Noelke**      **Southwest**      Kelly was very efficient and helpful, in a particularly kind and caring way. Southwest is very fortunately to have her on your staff. We always fly Southwest and typically receive good service out of this young woman was especially nice.

**Jeannine Czech**      **Southwest**      Ms. Jeanine rebooked my flight to San Antonio, TX 2 times with service with a smile.

**Ariana Perdomo**      **Southwest**      Lambert Airport and Southwest Airlines has an incredible employee and representative in the Ms. Ariana Perdomo. After a very difficult outbound trip marked by delays amounting to over fourteen hours, little or no customer service (not Southwest Airlines) and cancelled rental car reservations, I had the pleasure of dealing with Ms. Perdomo in the course of my return flight. Ms. Perdomo was the example of true customer service and going above and beyond to make sure I was a satisfied customer. In short, she was amazing! Ms. Perdomo is a spectacular employee for Southwest Airlines and an asset to Lambert International Airport. All of us could learn from Ms. Perdomo the true meaning of kindness and helpful service. My trip proved to be amazing thanks to the

kind efforts of Ms. Perdomo. I wanted you to know how much her kindness meant to me and also how lucky Southwest Airlines and Lambert International Airport is to have someone as dedicated and skilled as Ms. Perdomo.

**SUPERPARK**

**Lanita Blanks**                      **Super Park**                      Lanita was a welcome start of our trip. She greeted everyone with big smiles & kind words. She talked w/us and showed kindness to all onboard her shuttle.

**TSA**

**Byron Clark**                      **TSA**                      Checking in for an o’dark thirty flight. Officer Clark checked my boarding pass/ID & said “you’re going to have a great day!” That’s my attitude every day. But a positive affirmation that early in the day... just made my day!! Thanks!!!

**Mr. John Freeman**                      **TSA**                      I had several frozen items in my carry-on for Passover with my children. Mr. Freeman was extremely professional and understanding about my situation. I appreciated him so much!! Thank you

**UNITED**

**Tim Hormann/Tim Rakowiecki**                      **United**                      My flight on United to Dulles was delayed. And I was a wreck- going to miss my connection to state college. He was kind, calm and had a nice smile and tried to get me to PA but, couldn’t. He reassured me that United would handle my hotel in DC. Great young man!

**Ismael Rosada**                      **United**                      I have an employee I know the value of customer service and Ishmael went above and beyond

**Jennifer Black**                      **United**                      Due to my own mistake, I was waiting at the wrong gate for my flight to ORD. By the time I realized it, I had missed my flight. Jenny was able to quickly and kindly rebook me on the next flight, and was also extremely gracious during the whole process. Jenny treated me with respect and kindness, even though I was the one who had missed my flight! I really appreciated the way she helped me, and I hope STL keeps good employees like Jenny around. Thank you!

**Brian Johnson**                      **United**                      Nominated for his wonderful piano playing. That calmed weary travelers. He’s a life saver! Great Customer Service!



**Sunhasi Prince**  
went up & beyond

**United**

I would like to make special mention of Suhasi for all the help

<b>VINO VOLO</b>
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**Patrick Palay**

**Vino Volo**

Very friendly. Made time to explain things to us even though he was very busy. Noticed that we had the app & could get a discount. Kept our table clear.

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Catch Us Giving is a customer service recognition program developed exclusively for STL Airport and its facility partners. The program has a key foundation of public involvement to “Catch” Airport employees giving great customer service. Nominations can be submitted by the public or a co-worker, and are considered eligible if a positive experience was provided to an Airport customer.

The Catch Us Giving Committee, which consists of managers from a variety of Airport partners, reviews nominations and votes to select the top two Monthly Winners. The committee also helps with the development of the Catch Us Giving program, planning of the annual celebration event, and selects the Ambassador of the Year.

Catch Us Giving  
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