



CATCH US GIVING NOMINATIONS: January 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:

Kimberly Dawn Egan HMS

An elderly woman ate breakfast at Kimberly's table... she had no clue about time etc. The customer missed her flight unknowing. Kimberly helped her get her flight rescheduled made her aware of the situation, took care of her details at the gate, and she was so kind. The ladies flight wont' leave for another 10 hours. Kimberly plans to make sure she is fed and on her flight on time. Kimberly took her to shop and stretch her legs and even talked to the lady's family on her behalf to make sure they knew when to get her. Talk about Above and Beyond.

Patti Harger United

1. Effective communicator & over the top service and a snazzy hat/lid. She was great!!
2. Our plane broke down and could not leave. She worked hard to get us another plane to fly to Newark. She kept us informed and made sure we had drinks, food and even hot tea. She is exceptional. Really cared about us.
3. Patti is an exceptional employee. She made a very bad situation good with her cheerful attitude and willingness to help. Excellent employee and exceptional communities to help United Airlines customers
4. Flight was severely delayed and Patti kept us passenger's ____ and kept us informed through the frustrating situation.
5. Horrible delays, went above & beyond to be positive & try to help us w/bags suit cases etc.
6. While our experience was difficult with flight UA4368 being delayed over 4 hrs. Patty provided information at least every 10mins and fought to ensure we had a flight home. She ensured the next arrival was used to take us home when after one we were scheduled to take had maintenance issues. She was fantastic!!
7. Flight delayed due to maintenance kept us well informed all along, provided water and drinks, very kind very friendly person tried to comfort us in this 6 hour flight delay.
8. Very well handled the extremely delayed flight. Kept all the passengers with drinks and snacks. Very well behaved and experience.
9. Went above and beyond. Explored all options to assuring we got home.
10. Great Service for a 6 hour flight delay. Passenger Advocate.

11. Patty was the best gate agent. She kept us informed and kept us hopefully. Her winning attitude is appreciated.
12. Our flight was delayed & she was awesome at communicating.
13. Went out of the way to arrange a new flight and crew. Thanks to her we got home before a storm.
14. Extremely helpful and informative during our six hour delay due to maintenance issues.
15. She was a wonderful assistance when we were stranded @ the gate. She was very, very helpful during a maintenance delay inbound flt. (4-202)
16. She helped me so much. I couldn't be happier she's made my flying experience the best ever.
17. Our flight was delayed over 8 hours & Patti provided information alternative options and made us feel like we counted and United Airlines cared.
18. Patti went above and beyond her job. And as unhappy as your customers were. She did her best to make it less worse.
19. On Thursday I was stuck at the airport waiting for a 5plus hour delayed flight. Patty was the only ray of sunshine in the whole situation going out of her way to make all of us comfortable and keep us informed. Totally Awesome.

Other Nominations:

AIRPORT POLICE

Fred Thompson Airport Police

He help us locate our flight and terminal. He was very professional, extremely helpful and overall great personality. In time when people don't trust or support officers this is very refreshing. Thanks again for St. Louis finest @ the Airport.

Officer Christopher Slater Airport Police

A lady came to the booth on 01.24 to thank the booth attendants and stated her appreciation for Officer Slater. She said on the 15th they were bringing their ex-son- in- law so he could fly home. He fell getting on the escalator and was injured. Officer Slater responded to the call. She said he was very helpful and that she really appreciated everything he did and how he handled the situation.

AIR SERV

Darren (Bo) Gill Air Serv

Bo is always upbeat, courteous and incredibly helpful. I was flying with a Co-worker who is terrified of flying. Bo's humor light hearted approach help calm her nerves and removed some of her flying stress. He's an asset to Air Serv and Lambert-St. Louis.

Ebony Tanner AirServ

Ebony was very helpful as she pushed my mom in her wheelchair through security to our gate. She offered pit stops along the way & had a joyful attitude. Thank you!

Pattie Taylor Air Serv

"Miss Pat" was a great help for a wheelchair- bound passenger very helpful and cheerful. It took me a long time to get to restroom etc. She is one that represent the best of Southwest in St. Louis.

Steven Walker Airserv

Walker was transporting a lady in a wheelchair. In addition he helped another older lady and I to get checked in and through security quickly. I really appreciated this since I am 83. Walker's kindness was a tremendous help.

Steven Walker AirServ

Walker was polite. Went the extra mile to get my bags checked outside. Took me to a restraint to eat. Pleasant! Nice! Polite! Helpful!

Lisa Douglas Air Serv

She was extremely helpful. I had a few bags as I was frantically internationally. Lisa saw me struggling with bags. She left everything, and came to help me. She need to be recognized. Thanks

Patty Taylor AirServ

My wife was in a wheelchair and Patty was very helpful getting us thru baggage check in and TSA then to gate E33. She gave us several helpful hints about the airport and she always had a smile on her face. Patty was a pleasure.

AMERICAN AIRLINES

Carleton Smith AA

On Christmas Eve, American Airlines rerouted me from a 1pm flight with one connection LGA to ORD to SPI that would get in at 4pm to a 5pm flight from Newark to ORD to STL with ground transportation the remaining distance to Springfield, IL. When I arrived in STL, American Airlines had not called to make sure that STL could find ground transportation for me to go that far, that late at night. After being confused at the situation and warning me that I might not make it back that night, Carleton was finally able to find me a taxi and help me locate my checked bags (which had followed my original path of travel) and pointed out they might be in the hands of United because I was originally supposed to transfer. I finally made it home at 11:40pm, and have him to thank.

Scottie Wright AA

Our flight to Miami was delayed due to mechanical difficulties. The person on the phone reserved our tickets but we needed boarding passes. Scottie took time and effort to work through a computer glitch to help us get our boarding passes. Then the printer ran out of paper and she reloaded it.... Then the printer was off line and she fix it. Scottie took time off from her break to help us, answer many questions, and make our trip pleasant after starting off EXTRMLY unpleasant.

Aviram Swoope AA

Aviram was friendly & courteous and went out of his way to help my entire family by putting the tags on our bags and taking them to the counter. He turned down a cash tip. Good young man.

DELTA

Dave Fodor Delta

I arrived at 5:10 am & he was the A6 gate when my flight was overbooked, so was the next flight & the next. Thru all the chaos & all the changes he made for so many, he was polite, professional, cheerful & kind. BRAVO!! So was his sidekick=

Marilyn Emsley Delta

This is the second time that our flight has been delayed from STL. Marilyn was our gate attendant both times, October and last week. She always keep a positive attitude, does everything possible to board the plane quickly and has the ability to make passengers smile, even if they are grumpy about the delay. We hope we always fly out of her gate when were home to visit family.

Marilyn Emsley Delta

Marilyn stands out because of her great personality & because of how well she does her job. She made a 2 hour delay bearable because she kept us up to date on the status of our plane as she got information and kept everyone smiling with a great sense of humor. She did an excellent job getting everyone boarded & on our way without being rude at all.

Zina Dickerson Delta

Zina greeted our group at self- check in with a cheerful voice and beautiful smile. She assisted me with self-check when I encountered a problem and did not make me feel inferior for not understanding. I was delighted to later see her at gate A8 greeting people cheerfully and assuring them that although there was a delay all of us would make the flight. Zina started our travel adventure on a positive note! Way to go Zina! Job well done!! Super Awesome!! *** 😊

Michelle He Delta

Waiting to get on the flight, I noticed Michelle was working on her own boarding passengers. Passing out boarding passes and answering questions. She smiled and did her job with no problems. She was helpful, courteous and professional.

Jacqueline Walker Delta

Due to severe flight delays, I had a very positive experience w/ Mrs. Walker. I also observed her for nearly 2 hrs. of delays. She handled people who were upset & angry about the delays. She not once did I ever see the smile on her face leave her. Her self-confidence to help people was near perfect. . It is employees like Jacqueline that are assets to a company such as "Delta". I appreciate her lovely attitude to all that she encounters. Please know that she has been recognized for her dedicated service to the public.

Briana Lucas Delta

We are moving to Germany and she made our first experience positive. We have a very long day ahead of us and we were, greeted with a smile assistance and "Happy New Year". We hope the rest of our travels goes as well.

kyla. CROFT Delta

She did a great job rerouting me when the weather was bad.

Karla Hill Delta

Kind and joyful attitude

Essex Delta

My wife and I had many challenges and special situations during checkin that Essex accommodated. She did not have to do these things. However she took care of all of our needs and did it with a smile. We are so grateful for her service.

Karla Delta

Karla was very professional and informative. She went above and beyond to greet passengers and was cheerful, uplifting, and pleasant mannered. Other gate agents should be more like Karla.

G2 SECURE STAFF

Pearlie Coleman G2 Staff

I want to recommend Pearlie, and Recommend her as employee of your airport not only is she courteous in what she does but she actually cares about people and their situation. What a beautiful lady there should be more people like her in the world she's compassionate. There are still good and beautiful people in the world.

Danielle Reid G2

I was leaving for a year to South Korea and my parents were dropping me off at the airport. I believe Danielle read the situation of me with my two giant bags and my parents looking sad and tired. Danielle was so kind and gracious during our check in time and made it a goodbye to my parents that I will not soon forget. Thank you so much Danielle.

Mike Brooks G2

I wanted to let you know that "Big Mike" assisted me with my checkin and boarding passes on January 9th. I was traveling back to California after visiting with my family in St Louis during the holidays. Mike was very helpful in assisting without any glitches or problems. He was quite friendly and jovial!! Couldn't help smiling even though I was saying so long to family. Mike was very professional and knows his position well and did a great job!! My heartfelt Thank You to Big Mike!!!

HMS HOST

Crystal Byrd HMS

I travel a lot. Crystal has remembered my name (and fun drink) since the second time I saw her. She takes excellent care of all her customers and is efficient, nice and overall just a great gal!! One thing she does above and beyond is pay attention to the time of my flight and order my food so that's its ready right in time to board. She deserves Huge Kudos!!

Samantha Hammock HMS

Such a Joy @ the bar in the AM. Awesome sales person, plus she made everyone feel special & connected with her customers.

Dillon Savenko HMS

Very personable, I was unsure of what I was ordering and he assured me that if I didn't like it they would replace it.

Wayne Cole **HMS**

My husband, daughter, and I were at the airport passing time before our flight and we decided to eat at the burger King in the airport. We waited in line for a while and when my husband went to pay they informed him they couldn't take cash and could only take cards at the time. We only had cash on us and my husband came to the table to let me know and an employee (nametag read wayne cole) at the airport was sitting at the next table over and overheard. He was very kind and offered to go up to the counter and pay for our food. He stated that they should always take cash and that we shouldn't have to find another restaurant to eat at due to that and he paid for our meal. It was a wonderful experience he was so polite and helpful. It would have been difficult for us to gather the toddler, her items, and our bags and move to another eating area and wait in line again (it was nap time and our daughter was not the happiest toddler at the time.) So it was a huge help that your employee stepped in and helped the way he did. Thank you for having such caring employees!

Destiny Johnson and/or Destiney Citchen **HMS**

Destiny took our order and made us shakes and was so kind and sweet to us. She made us feel special and welcome and did her job very well. Thank you for making our experience so wonderful

Aaron **HMS**

Both Aaron and the other guy (who didn't have a name tag on) were just great. They were so positive and helpful. So often traveling sucks- lines are long, people are rude, everything is stressful. But these guys made my layover in St. Louis much better. They were smart and polite and friendly. Absolutely everything customer service should be. Good job.

Aaron **HMS**

I watched Aaron and the Starbucks team serve a line of customers with exceptional efficiency; warm smiles, accuracy in completing the orders and absolutely contagious joy and warmth. What a wonderful way to connect to a flight on an early Saturday morning. Kudos to Aaron and the Starbucks team. Kudos to the St Louis airport for giving your customers an opportunity to recognize your star employees

HOUSEKEEPING – AIRPORT AUTHORITY

Harriet Caldwell **Housekeeping**

Harriet always stop by the booth to check on us. Today she stopped by booth and asked if we needed anything & replaced our cleaning liquid. She is always kind & smiling. Outstanding service.

HUDSON GROUP

Cel McGee **Hudson Group**

Very energetic and helpful! Great personality!

Cel McGee **Hudson Group**

Your employee was very helpful & courteous she deserves a big raise.

Lynnette Hogsett **Hudson**

So friendly, helpful, knowledgeable. Not phony. Found the right sunglasses for me. You are lucky to have her.

HUNTLEIGH USA

Michelle Conner

Huntleigh USA

Michelle took great care of my mother, an Alzheimer's, patient in her wheelchair. She pointed out where the restrooms were. She talked with my mother, who is non-coherent generally. Michelle made traveling w/ Someone w/ a cognitive disability stress free.

Jarrett Hammond

Huntleigh USA

I went to the airport to drop off my mother. When I walked in asked where can she get wheel chair assistance. A female employee assisting another customer asked a gentle to assist us (my mother who came in a wheel chair). She swapped chairs in order for us to check hers in. The gentlemen took us over to the full service area and said he would return in a minute. A minute became five and five became ten. I finally walked over to the entry way looking for the gentlemen and ran into Jarrett Hammond. I asked if he had seen the gentlemen because it had been ten minutes and he had not returned. Jarrett Hammond said he could assist us, where was my mother. I lead him to her and he not only got us checked in with southwest, which by the way the conveyer belt had malfunction and a bunch of passengers had to take their luggage over to the east side of the terminal. He went and stood in line with my mothers luggage in order to get them turned in. I went ahead and had her wheelchair checked in. He asked me if I wanted to go with my mother to the gate since she had over an hour and a half before she boarded. He took me to the counter to ask the atendant to provide me with a gate pass. We went through security, which is a process on its own with my mother since she wears knee braces and has a hard time walking. She was patient and sympathetic. He conversed with us as we waited for TSA to check my mother. As soon as we left he asked if she needed to use the restroom or needed to grab a drink. We stopped at the bathroom and he conversed with me while we waited for her. Very professional, and kind hearted individual. He then took us to our gate. He was then called off to a different job, but prior to departing he asked if we needed anything else. Again very professional, patient and understanding individual.

The other gentlemen who left my mother and I stranded needs to learn from this young man. Very impressed. Thank you.

INFORMATION & PAGING

Kim Segasture

Info. & Paging.

A solider came to the info booth stating he was not told what airline he was flying on. He knew he was going to Fort Elemnday, AK. Kim called different airlines until she had correct airline, flight number and confirmation for the solider. He was EXTREMELY thankful.

Roxie

Info Booth

Great Service

Kim

Info. & Paging

My husband was not on a flight arriving from DFW. The airline desk would not help me locate him. Miss Kim was able to direct & help me help myself without compromising airport security. I had a lot of anxiety & she was able to quickly able to easy my worry & help me & my 4 year old son.

Loretta Davis

Info. & Paging

Loretta very special woman that helped me out in every way with a beautiful smile & the flight was great first timer. Give Loretta a big bonus.

Roxie Info & Paging

We had just entered the East Terminal my husband and myself looking lost when Ms. Roxie greeted us asking if we needed help. She approached us with a smile, was very friendly and looked very professional, which I find to be a rarity these days. As we sat and waited for our family to arrive we notice how friendly and helpful she was to others. It's nice to see there is still customer service in this fast crazy world that we live in. Thank you Great job!

Brie Lotts Info. & Paging

She went on her way and _____. I found my wallet when I left it in the Greyhound dropped me at the airport. She was so generous that she bought my Metro link train ticket for me so I can go to the bus stop downtown where I found my wallet. Thank you Brie. I really appreciate your help.

OHM

Sydni Hughes- Ingram OHM

It may not seem like a big deal to most, but I need lemon in my water & tea. Upon ordering an iced tea, one worker indicated that lemon packets were located on the condiment table. They were not. I approached Sydni and she looked & looked to accommodate me. She could not find. She asked me to wait and she would go to another location to help. She came back quickly with fresh lemons. She cut them up for me within a few minutes and that action alone made my day! Not many would have gone above & beyond! You are Awesome!! 😊

Dymond Martin OHM

She was very nice and attentive. I even changed my order a couple times but she didn't mind at all. She was super friendly the whole way through, which is nice at the end of a day of travel. It's the little things like that. I feel like I could tell she was happy with my service, and was proud of that.

Charisse Lacy and Travis Crockett OHM

Travis was very friendly when I sat down. He cleaned my table and stopped over twice during my time asking if I was okay even though that is not his job. Great employee. Charisse was my server. Best server here. Super friendly and very helpful. Walked up and introduced herself. I asked for her recommendations on the menu and she gave me a great recommendation. Delicious! She also made sure to check on me. I travel very often for work and often time fly through St. Louis. I always eat here. She is the best server I've had. I will always ask for her when I eat. the manager was also very friendly

Mike Wright OHM

Mike was pleasant and happy doing his job. A very friendly and refreshing face in the am! Positivity should be recognized and spread!!

SOUTHWEST AIRLINES

Ariana perdomo SWA

Ariana was helpful & professional while helping me and another customer. She was helpful with me and was able to change my flight. She also, helped an elderly man find his way to Cape Air gate. She personally walked him to the area. And did all of this with a smile on her face and losing her voice.

Jeff Hart **SWA**

1. Jeff made personal & extra effort!
2. Thanks
3. Jeff truly helped us, and he made extra effort to accommodate our needs.
4. Jeff Hart was amazing helpful to our group!
5. Jeff was amazing

Ariana Perdomo**SWA**

Ariana was helpful and professional while assisting me and another customer during a busy afternoon. She was helpful with me and was able to change my flight. She also helped an elderly man find his way to the Cape Air terminal. She personally walked him to the area he needed. And she did all of this with a smile on her face, despite starting to lose her voice.

John Pappas **SWA**

John went above and beyond to make sure me and my daughter were comfortable with her flying unaccompanied. He even checked on her during boarding process and let us know she was doing fine. He was also the agent there when she returned. He was very friendly and willing to do whatever it took to make sure we had a great flying experience.

Jamie Rutledge **SWA**

Jamie is magic! She was so calm under pressure, and so kind. She helped us find a solution to our problem - better than anything we could have hoped! She even paged us back cause she's improved her solution and wanted to let us know. Jamie worked so hard for us and really made weary travellers feel welcome and cared for. Thanks for everything, Jamie!!

Jamie Rutledge **SWA**

I met Jamie coming off a flight from Lagaardia and our connection to Kansas City had been cancelled. As you can imagine there were quite a few (read as: a lot) people who were upset and wanted to know why it was cancelled and how Southwest was going to fix it. Jamie was overwhelmed and outnumbered but she gracefully and graciously, meticulously worked through each customers complaints and did her utmost to accommodate them and provide them with as many options as she was able to give. The only time I saw a smile slip from her face was when she was furiously typing away at her computer trying locate bags, rebook flights, or place passengers on standby. Enter my sister and I. A motley (and somewhat smelly) crew that had been up since 2am flying from NYC, she worked hard and fielded our questions and mumbled curses about our rotten luck and presented us with options between measured and sincere apologies for our misfortune. We visited Jamie multiple times over the next several hours and by our second visit to her she not only knew our names but also several other of the persistent passengers who aimlessly wandered the terminal marking time as our fate was decided by the all-powerful standby list. Finally we heard a sweet and familiar tone ring out over the muffled roar of the busy terminal, Jamie was calling to us! She presented us with triumphant news in the former of board of boarding passes, and with it a secured journey home.

Sydni Hughes- Ingram **OHM**

It may not seem like a big deal to most, but I need lemon in my water & tea. Upon ordering an iced tea, one worker indicated that lemon packets were located on the condiment table. They were not. I approached Sydni and she looked & looked to accommodate me. She could not find. She asked me to wait and she would go to another location to help. She came back quickly with fresh lemons. She cut them up for me within a few minutes and that action alone made my day! Not many would have gone above & beyond! You are Awesome!! 😊

Dymond Martin **OHM**

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Charisse Lacy and Travis Crockett **OHM**

Travis was very friendly when I sat down. He cleaned my table and stopped over twice during my time asking if I was okay even though that is not his job. Great employee. Charisse was my server. Best server here. Super friendly and very helpful. Walked up and introduced herself. I asked for her recommendations on the menu and she gave me a great recommendation. Delicious! She also made sure to check on me. I travel very often for work and often time fly through St. Louis. I always eat here. She is the best server I've had. I will always ask for her when I eat. the manager was also very friendly

Mike Wright **OHM**

Mike was pleasant and happy doing his job. A very friendly and refreshing face in the am! Positivity should be recognized and spread!!

UNITED

Jim Pauhous **United**

Jim was welcoming and friendly. He went out of his way to help me find my United Airlines millage plus number and update my ticket. Then he took the extra time to print out my millage plus number for me. He was professional, happy to help and very knowledgeable! Fantastic representative of United and Lambert Airport. He made me feel confident that United has it all together and that he was happy for my business and willing to help well done!

Jenny Black **United**

I met Jenny with a concern of flight connection. She provided knowledgeable information & kept me updated with delays and an alternative options. She even found me at a nearby eatery to tell me the latest news update. A service that I consider legendary when I am not an Elite Member with any airlines but just an ordinary traveler without frequent flight status. If this is how you treat ordinary travelers I can only imagine how Elite members feels. I will defiantly fly United again because, of Jenny Black's service!!

Patty Harger **United**

Very Responsible. Very Helpful. Very Calm. I'm very impressed by her work ethics.

Patty Harger **United**

Exceptional customer service during a long delay.

Marlene **United**

She showed a very professional and calm attitude re-accommodating a number of passengers. Went above and beyond to try and satisfy everyone.

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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