



CATCH US GIVING NOMINATIONS: MARCH 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 Keener **American** We requested car service for a 3:30 AM Pick up. Unfortunately, no one showed up, and no one was answering the phones. By the time we got to the airport (about 4:25), it was too late to check our bags. We got in the ticket line, and we ended up talking to Kimberly from AA. We were told our options were to: A-go without our bags (not really an option for a family of 4 going for 10 days) B-pay \$800 to rebook C-fly standby. As we had booked our flight 2 days earlier than we really needed to be in Orlando, we decided to chance it flying standby (we didn't have an extra \$800 to rebook). Kimberly worked tirelessly to find us another flight taking the same route (as required for our type of fare). She was able to put us on SB for a flight to ORD departing at 6:00 AM. But then she realized that my daughter's boarding pass showed her name as Amanda MAL (not Malin), and said it could be a \$200 fee to correct (I think that's what she said). I showed her the paperwork from the booking, showing that I had entered the information as Malin, not MAL. With that in mind, Kimberly made a phone call, and after much ado, she was able to get it corrected to MALIN. By then, we had about 40 minutes to make the flight. Unfortunately, there was a group of 80 college students ahead of us in the TSA line, so by the time we were able to get to the gate, it was probably 5:50 (I didn't think there was any way we'd make that flight!), but our names were already checked off on the board, and we were able to make that flight (we were in the last row, but I've never been so happy to be in the last row--considering the circumstances). When we got to Chicago, we noticed that, once again, our names were already showing as being checked in on the flight to Orlando. I don't know how that happened, but I can't help but wonder if Kimberly aided us in some way. At any rate, she was able to help me stay calm in the face of what could have been a disastrous start to a family vacation. She was patient and understanding, and I believe she truly felt terrible for what we were going through (we are normally ones who get to the airport in plenty of time...did not anticipate the driver not showing). I am so grateful for everything Kimberly did for us that morning. We ended up getting to Orlando just a couple of hours past what our original time was to be, and we got to the Cardinals Spring Training game on Friday, and (more importantly) got to Miami Friday night for our cruise on Saturday. I am just so sorry that I didn't get Kimberly's last name. I hope you are able to locate her based on this information. We are truly, truly grateful to her, and we hope she gets the recognition she deserves. In this day of electronic communication for everything, it was nice to see someone go out of her way to help us out.

Sharon Rice Housekeeping

As I was coming down the escalator, both hands full, the chain which had a cross (brand new just bought in Israel a week prior) broke and in horror I watched it go into the escalator chute - - Sharon was nearby and came up to me - - and was so very helpful - - said they would try and get the chain and cross for me - -we had to go to our gate. I gave her my cell phone number and she contacted somebody to rescue the cross and they brought it to us before we left on our trip. She was so sweet and told me not to worry - - I was practically in tears. I really believe she went way beyond norm by helping me an rescuing my lovely remembrance of my once in a lifetime trip - - - she was so helpful and generally thoughtful she does deserve a big thank you from the airport.

Other Nominations:

American Airlines

Norma Jean King American Helped with new ticket after we made a mistake. Very friendly & nice.

AIR SERV

Jasmine Gibson Air Serv Jasmine did a great job.

Destiny May Air Serv Destiny went the extra mile assisting us from the gate to the curb. We flew with a mobility scooter for the first time, and no one told us it would be in baggage claim upon arrival. When she went back to the gate to find out where the scooter was (since we didn't know to tell her about the device until we reached baggage area). It had already been relocated so her continued to ask and search until it was located at baggage office. We took up much more of her time than usual, yet she was unflaggingly kind and stayed with us until we were mobile and out to the curb for our shuttle. In Houston, SW Airlines staff from check-in to gate made us feel as if we were imposing on them, so, Destiny's kind service was truly noteworthy. If Houston check-in person had bothered to talk to us, make eye contact, or tell us how to retrieve scooter (knowing it was our first time) Destiny's extended duty could have been alleviated.

Jasmine Gibson Air Serv Pleasant- happy- knowledgeable –efficient helped me all the way to my gate of departure. I am very thankful for her service.

Jasmine Gibson Air Serv Jasmine is an excellent employee. Very professional, kind, gentle. She took outstanding care of me- from ticket counter to gate. KUDOS To Her.... Jasmine!!!!

Edward E. Eveland Air Serv I took my 84 year old mother to the airport this morning for a flight to LAX to meet her 1st great grandchild. I was nervous because she has slight dementia and had trouble walking. The American Airline agent was kind of rude and made remarks about her being late. We were there at 6:50 a.m. for a 7:45a.m.flight. Unbeknownst to me, Edward E. saw us and thought we might need help so he followed us downstairs to security and when we got through security,

he asked if we needed help. What a gift! He pushed my mom in a wheelchair all the way to gate C-24 a long way! He was so kind to my mother and me and made us feel calm and cared for in a stressful situation. He even took her all the way to the plane entrance for her since I was not allowed to do that. I am so grateful to your very kind & thoughtful employee for going above & beyond for us!!!

Jasmine Gibson Air Serv I am traveling with my son to visit family in NY. Jasmine brought a requested wheelchair & was our escort through security & to the gate. She took care of everything & was very thoughtful & friendly. I am always apprehensive about flying & getting finally to the gate, she was very professional & she made us feel very much at ease & comfortable. As Jasmine would say I had a blessed day

Jarrell Williams Airserv Jarrell was very polite and treated my mother very nicely. She is always embarrassed when using a wheelchair and he made her feel great and made her laugh. He was kind to my sister and I as well. Just such a sweet and nice man who seems to really care about his customers.

Daniel Howard AirServ It's to detail to fit on this card. Please read the attached letter to understand why I felt important like royalty based on how Daniel Howard treated me. I felt safe & secure & genuinely cared about. Daniel treated me like I was his beloved mother thank you Daniel you are the Best

AIRPORT AUTHORITY

Andre Morgan Auto Shop Andre Morgan went above and beyond to help me when I had a flat tire. He changed my tire and made sure that everything was secure for me to drive. He also offered to help in fixing the tire if I needed it. I appreciate the generosity and help he gave me.

DELTA

Karla Hill Delta Karla was the gate agent for the Delta flight to CVO. She was funny, friendly, effervescent she made people smile or laugh on a Monday morning.

Essex H. Bates Delta This young woman has a beautiful welcoming smile and behaves very professionally. I especially appreciate that she remembers our names from downstairs luggage drop-off and later issuing seats at the gate. Please recognize this beautiful young lady!

Marilyn Long Delta I left my cell phone at the ticket counter and did not realize it until after I got to the hotel. I was in panic mode upon discovering that I didn't have my cell phone. Well, Marilyn helped to allay my concerns! When I called my cell number, Marilyn answered. She asked me some questions to ensure that the phone belonged to me. I went to pick up my phone & Marilyn waited for me after hours to make sure I got my phone. Thank you Marilyn, for your honest & patients! I can tell that you love your job because you do your job well!

Dave Fodor **Delta** The day before our flight we found out we now had an unexpected layover & half our party had to move from first class. When we got to the airport my husband and I didn't have seats on the plane. Dave checked us in at the Delta counter and told us he would meet us at the gate to hopefully get us seats upon our arrival at the gate, Dave had our seats all picked out, without us even reproaching him. Truly grateful for this considerations since our trip had started differently than expected.

Karla Hill **Delta** Even though plane was late and people were grumpy she was able to lighten up the mood and had a smile for everyone. One of the nicest people I've met at the airport

Karla Hill **Delta** I was very early for my flight& wanted to upgrade & she was personable & accommodating not all have been as pleasant. Great asset to SW. I was going on my birthday trip a while later she found me & gave me a Birthday wish card for a drink. She's a gem.

Willie Harris **Delta** I was stranded for the night. Mr. William Harris saw me, asked if he could help me. He brought me food & drink. He would stop by to see how I was doing every hour.

John Cheatham **Delta** I travel between St. Louis and Cincinnati frequently and handsome John is by far the entertaining and courteous gate agent. He hands out the pink tags and he makes the announcements entertaining by adding stories or bits of humor. I appreciate that he is always in a good mood.

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| G2 SECURE STAFF |
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Darriona Quarles **G2 Secure Staff** She took care of a mess of a ticket/flight and got me home. Was polite & spent over an hour calling around to fix issue. Above & beyond.

Darriona Quarles **G2 Secure Staff** Darriona helped us with our luggage in a last minute situation. She was very kind and helpful allowing us to save time and effort.

Sevell Robinson **G2 Secure Staff** Very friendly greeting when I arrived at the ticket counter. Was most helpful with giving directions and giving information about airport. When I arrived at the gate, he greeted me by name and again, was friendly and helpful and a perfect gentleman.

Xavier Anderson **G2 Secure Staff** After arriving in St Louis late last night with my baggage missing due to a short layover in Chicago, I arrived early today to fly home to Seattle. When I explained my situation to Xavier, he instantly showed care and concern, and made it his top priority to track down my baggage and make sure I had access to it in order to change into fresh clothes for my flight home. What made it extra meaningful was that my bags missed their connection on a competitor's airline and Xavier made the trip to another airline's baggage room to look for them in to order to make me happy. After my bags weren't there, he gave me his business card and assured me that my bags should be nearby and he'd call me as soon as he found them (which he did). I am now about to board

my plane home, comfortable, stress free, and thoroughly satisfied with my quick 24 hr pass through St. Louis' airport. My only fear is if every airport had dedicated employees like Xavier, airlines would be overcrowded with travelers! Xavier made a very positive situation out of an unpleasant one.

Montrell Holman G2 Secure Staff Montrell was a great personality good natured a large smiling. If you are asking a wheelchair he makes it a good experience. Best I've had in any airport. He's a great employee

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| HMS HOST |
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Doug Steward HMS Host Doug was awesome! Funny and on top of his game!

Doug Steward HMS Host Chicken Noodle Soup, Yum!!

Doug Steward HMS Host Knows his beers!

Doug Steward HMS Host Doug wonderful server awesome personality! Made our stop here a nice one!

Shaunice Dubuclet HMS Host She is very efficient at running all the orders at cash register, friendly and ensures order is correct. Great Job!

Erika Ellis/Erica Gray HMS Host Ordered pizza but out of margherita sauce. She was very patient in providing other options and giving us a minutes to select our 2nd choice. Also, one pizza I ordered I requested no cheese on. She made sure the kitchen staff heard the request.

Terrisa Robinson HMSHost I was having a bad day and Terrisa was just so joyfull and full of excitement my smile than turned upside down and I was not in a bad mood anymore I really want to say I'm thankful and I enjoyed my visit and my coffee was delicious that put a smile on my face and I did give her a compliment upfront I want to take her once again

Martrice Ricks & Brittani Knapp HMSHost I want to compliment your two workers at your Auntie Anne's Store in St. Louis. Martrice and Brittany were outstanding. They were both cheerful and helpful in our order. Specifically, I wanted some bagel dog bites and they cooked up a special order for us. Outstanding service!

Claude CJ Forney HMS Host Incredible service. Was great with asking us if we needing anything else.. a GREAT start to my honeymoon.

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Jade Burns **HMSHost** I was on a layover one week ago, and Jade took care of me at the Bar! Should note that I manage craft beer bars for a living. She is excellent. Now, on my return trip I was pleased to see Jade behind the bar again. Give this woman a raise and promotion! What a lovely person and positive attitude. Cheers & Thank You.

Jade Burns **HMSHost** Very attentive Super nice accommodating Very Friendly Sweet Basically, we love Jade!!

Kylin Williams **HMSHost** He was friendly to me & professionally jovial w/ co-workers. He was very willing to help & notice that they were on cinnamon & vanilla shakers. Great smile

HUDSON

Angela Odijk **Hudson** We went back to the store a couple times and each time Angela asked if we had questions. I think she really wanted to help since it was a slow day at the store. She was very nice.

HUNTLEIGH USA

Corina Johnson **Huntleigh USA** Corine was just wonderful! I had a very bad accident in January & my spine broke in 3 spaces & she was so kind & helpful getting me through the airport in my wheelchair and making sure if I needed food or needed the restroom. Corine was just upbeat & happy & made what could have been an uncomfortable situation, very rewarding!! Thanks for hiring this wonderful woman!!

Eric Stafford **Huntleigh USA** Any time you are traveling w/kids it is stressful let alone the first time. We were in a hurry and a panic because we didn't have anything for our lap child. He was able to help us get a document so we could make the trip in time. It meant the world to us. Since then we wait and have him help us anytime we fly. We know that he will take care of us like his own family.

IBS LLC

Markesha Wilson **IBS LLC** Pleasant, helpful. Doing a great job cleaning with joy!

Sherrie Fabing **IBS LLC** I just wanted to recognized and appreciated Sherrie. She works so hard to keep the floors and restrooms clean for hundreds of thousands of strangers every day. I want her to know that she and her work are appreciated even if we, the hurrying travelers, rarely say it!

INFORMATION & PAGING

Kim Segasture **Info. & Paging** I had lost my phone and did not realize until I got to my hotel room. I rushed back because the police in the airport were not returning/ getting back to me, Kim went above, beyond trying to help me but unfortunately that night we did not find it. Even on my return flight home on Wednesday, she recognized me and asked about the phone. She is very friendly and willing to go the extra mile to help. P.s. My phone ended up showing up!!

OHM

Hemax Pastagia **OHM** Excellent- upsell- banana! Thanks- very pleasant- friendly- efficient. She's a keeper.

Hemax Pastagia **OHM** Hemaxi was very friendly, polite and courteous to us. She is great at her job!

Anessa Keys **OHM** She was patient as I tried to decide on which ice cream flavor..... and what size, etc. She was very accommodating and pleasant. I asked for something different from the menu and she said that wasn't a problem. Nice young woman and her first job.

LaDonya LeGrone **OHM** LaDonna provided great customer service with a fantastic attitude. After a long day it was a freshening welcome.

LaDonya LeGrone **OHM** She was very courteous and took excellent care of us!

LaDonya LeGrone **OHM** She took excellent care of us!

LaDonya LaGrone **OHM** Excellent attitude & service. Very helpful in providing recommendations!!

REGENCY

Davonte Harris **Regency** Davonte is friendly, outgoing and a very hard worker. We _____ if he could come inside the info booth to dust & clean windows. He did so without complaint with a smile. He is a joy and deserves praise.

Lahonda Geans **Regency** Ms. Lahonda was very courteous and sweet. I've only flown a few times and was unsure when the concierge service would open to be able to print my ticket. She was so kind to let me know when it would open. Thanks!

SOUTHWEST

Cyrstal Gaither **Southwest** Our flight was delayed over 4 hours. I kept going up to the agent to find the latest update. She was very calm & patient and graciously checked each time.

Jeff Hart & Kevin Hanford **Southwest** I Frank Dees a Board (42yrs) Certified Education/ Retired Railroad Professional and past certified Mental Health Specialist wish to take the time nominate Mr. Kevin Hanford of southwest Airlines. Mr. Hanford was a very positive employee at a gate that, I Frank Dees was not even flying out of. Mr. Hanford liked some of my professional working at the St. Louis Lambert Airport and suggested I follow up to St. Louis Station Manager, Jeff Hart (Ops) 314-592-6340 Good Luck to both employees. I want to point out Kevin Hanford, Southwest very positive. Attitude displayed to me!

Lisa Adcock **Southwest** We were in a rush to meet our plane and we left a very important binder at the ticket counter where you put your tags on the luggage. We had gone thru security and heard the passenger who left there binder then your TSA employee went to retrieve it for us! Southwest Airlines Rocks!

Cheyenne Dinkins **Southwest** My daughter Ava lives in Phoenix, so between traveling to see her and escorting her to and from the airport, I've spent some time at lambert. I usually avoid the people at check in while helpful they are always welcoming. Cheyanne was amazing! Her smile and genuine warmth made my daughter check in very pleasurable experience. I thanked her for this, but I just wanted everyone else to know how great of a job she is doing. I'm sure any of the other agents could have helped us but her attitude set her apart and made us smile.

Gary Kelly **Southwest** Mr. Kelly was a bright spot in my day. I was sad to leave my grandbabies. He was kind and had me smiling as I left Thank you!! He deserves a rise.

Ciara Baldwin **Southwest** She was very enthusiastic and helpful! Was also fun to work with getting my bags checked. I've been flying commercially for over 40 years and this was the first time I could ever say I had fun at a ticket counter!

Brittany Bell **Southwest** Very helpful and knowledgeable. Pleasant personality.

Marlon Cann **Southwest** Good day to you. I was flying out on SW #1627 and the flight was delayed. Now, I noticed that my flight and the flight to Columbus were to be at the same gate

within 5 minutes of each other. I knew this couldn't happen and one of the flights would change gates. Your employee Marlon Cann was at the gate computer and I spoke with him. He explained that was going on at that my flight had not left Tulsa yet and was not assigned a gate. He continued saying that he would be working that gate and he would notify me of the changes if and when they happen. The day in age we are in, everyone complains about service. I wanted to let you know he was fabulous and went out of his way to let me know what was going on. 10 seconds of his time was greatly appreciated. Please know, if the customer is always right he needs a paid day off and a raise. Marlon Cann is a great asset to STL Lambert Airport.

Kathryn Moore **Southwest** Kathryn was very patient, extremely helpful and good humored. She went out of her way to sort out out tickets and boarding passes.

Leesa Otero **Southwest** Leesa has made my day. After a very rough start to this trip.i arrived in St. Louis.. to learn that the booking agent in OKC who rearranged my flight, didn't complete the process. Leesa was able to fix the problem, print my boarding pass and advice me on the easiest and best way to get to my final destination. I appreciate Leesa going the extra mile and not just sending me on. She

Cheyenne Dinkins **Southwest** Came in with a couple of hours connection and inquired about an earlier flight I thought I might catch. While it was full & therefore unavailable to me, Cheyenne couldn't have been nicer. She was really cheery and very professional. I could see she was a quick thinker, and wanted to share this because I had seen the sign posted right after she spent the time with me. Great idea - as a retiree of YX/F9, we can't be grateful enough for those who deal with all of us in airports on a daily basis. apologized a great number of times for SWA's screw up and even through in avoucher for food, which was totally unexpected! Just nice to know that someone cares and wants to know that her customers are taken care of. Thanks again so much Leesa for your help!

Jeannine Czech **Southwest** We wanted to change a rescheduled flight from a 1stop flight to nonstop. Jeannine quickly and pleasantly got us on the desired flight, and she also tacked down our luggage, made sure it was going to get on the right flight, and found us to let us know that our luggage would be put on our flight.

Leesa Otero **Southwest** having an extremely negative experience at the OKC airport and missing my flight after waiting over an hour to check-in my luggage, Leesa at St Louis was so friendly when she heard my story and offered a free lunch voucher and a kind smile. This small act of kindness made the not-so-pleasant experience just a little bit more bearable.

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| TSA |
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Patrick Dickey **TSA** Patrick had taken the time to correct what was a clear trip hazard where a TSA matt was bunched up at one of their machines. That by itself wasn't much more than an opportunity to what seemed to be his attempt to improve what otherwise was a rough morning for me. He clearly went out of his way with at least 2 or 3 jobs until I truly offered more than a pleasant smile. I could genuinely tell he was doing his best on my behalf & for that I appreciate his & your agencies efforts.

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| UNITED |
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Odeth Horsford **United** Odeth was extremely helpful in rebooking me after I was not allowed on a flight, due to weight restrictions. She made me aware of all my options, and then took care of me, making sure I would get all connections and reach my destination. She is definitely an asset to the company. Very pleasant and cheerful. A very professional manner. Many thanks, Odeth!! She went above and beyond for me!!

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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