



CATCH US GIVING NOMINATIONS: OCTOBER 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.

Winners:

Kevin Allen **Huntleigh USA**

Kevin was so amazing! He saw me waiting outside of the bathroom with a cast on. He was already taking care of someone else but came over and asked me how he could help. He grabbed a chair immediately so I didn't have to stand and was so nice throughout my whole experience. He made me feel comfortable and explained everything so I knew what to expect. He was the epitome of perfect customer service and truly deserves Employee of the Month. He went above and beyond and as a hiring manager that is difficult to find. Kudos to you for finding Kevin!! He is a great asset to your team:-)

Renee Croft **Southwest Airlines**

Renee went above and beyond just to help ease my worries! My bag was checked in due to lack of space and the whole process was so rushed that I was not given instructions or any time to ensure my bag was ready to be checked in. Upon landing, I had no idea what to do regarding my bag and I approached Renee who helped me not only understand the process of last minute bag checks but also tracked down my bag and also got in touch with her coworker in baggage named Connie. Renee could have just explained to me what happened and gave me just verbal reassurance that my bag would arrive to my final destination in Houston but she took the time and effort to make sure it was transferred safely. She even made the effort to look for me at my gate to tell me personally that my worry was taken care of. THANK YOU so much Renee for making me feel so taken care of. You are a outstanding and the epitome of a caring employee! You deserve to be acknowledged for your genuine care!!

Other Nominations:

A-1 PRIVATE INVESTIGATIONS

Latonya Lloyd **A-1 Private Investigations**

6:00 am and this girl has the greatest smile and conversation If all of us had this style and love of life and our fellow human beings this would be a wonderful world

AIRPORT AUTHORITY

Justin Jackson **Airport Authority**

Today was our first day servicing the HVAC equipment for Boingo. We were new to site and need to be shown the way to where the equipment is located. Along the way we found we needed additional security access. Justin stayed with us for the entire process and made sure we knew the location of the equipment, that we had the right access and verified parking. He was polite, courteous and attentive. Thanks for your assistance Justin.

CAPE AIR

Kevin Collins **Cape Air**

I would like to nominate Mr. Kevin Collins. He is an exceptional employee and always prompt and professional. I have often had him escort me from the Cape Air terminal to the United terminal (or visa versa) when I travel, and I'm always impressed at his amazing customer service skills, and his ability to go above and beyond the call of duty to make a positive impression.

DELTA

Dan Paloza **Delta**

Dan did a great job helping me out at the gate. Was able to accommodate a seat change in order to get off the plane sooner than I would have so I could get home in time for an important event. He was also very nice and happy to assist. Thank you!

Barbara Howlett **Delta**

Somehow another passenger and I were accidentally given the same seat. Barbara not only resolved the issue, she upgraded my travel companions and me to Delta Comfort without hesitation, as an apology. Unnecessary and very gracious on her part. I was very impressed with her customer service.

Barbara Howlett **Delta**

She was EXTRAordinarily kind, accommodating and personable.

Barbara Howlett **Delta**

Barbara was absolutely brilliant. Friendly, professional. She went above and beyond. She dealt with my issue immediately- even before I needed to recount it in full- then gave me exactly the seat I desired! She did it all with a smile and absolute professionalism. Airline staff like Barbara H are rare gems. So happy to have met her. She made my night!

Dan Paloza **Delta**

Dan provided excellent customer service. He addressed my concerns and expressed genuine care. It is evident he enjoys his job and strives to create a positive experience.

Tim Horrell **Delta**

Tim did a great job rebooking my trip after a flight was delayed and my connection would be missed. Tom got me to my destination in a timely and friendly manner

Tim Horrell **Delta**

Tim did a great job rebooking my trip after a flight was delayed and my connection would be missed. Tom got me to my destination in a timely and friendly manner

G2 SECURE STAFF

Sharon Gilstrap G2 Secure Staff

This is the second time I met Sha Ron, and I was even more impressed by her professionalism, her sincere interest in keeping her visitors (me) safe in our chairs, her ability to remember people she's helped before; she greeted me " Welcome back to St. Louis! Ms Goldstein!" Her ease in talking with all kinds of folks, her laugh, and her large heart. We were talking about the hundreds of evacuees from FL and GA coming into STL area. She mentioned that she helped a mother with 3 young children at Lambert get into a rental car with their luggage and toys, and, when she was asked, mentioned some motels to stay. Sha Ron noticed the kids didn't have warm clothing, and the Mother explained that they ran to their airport with whatever she could throw into a bag. Two days later, before work, Sha Ron stopped by the place where the family was staying and dropped off large bags of clean, clothes for the children; all out grown by Sha Ron's family and just waiting to be given to a new family. Sha Ron is a wonderful person, a great colleague, and a whole lot more!!!

Mike Brooks **G2 Secure Staff**

I would like to write in and tell you about the friendly, courteous, and helpful service I received from Big Mike. He is a shining example of what customer service should be. Thank you to Big Mike!

Mike Brooks **G2 Secure Staff**

My wife and I travel yearly between the USA and Australia. On our last trip we left Lambert Air field around the end of August on an American/Qantas flight. When we arrived at the curb check-in we recognized "Big Mike" who had attended to us in past trips. As usual he was kind, courteous, efficient and extremely helpful. We were really glad to see him again. As we are both in our mid 70's, we really appreciated the help. Thanks again to Mike for the help he gave us. One does not get this kind of service at most airports.

Sharon Gilstrad G2 Secure Staff

Wheel Chair assist very informative and pleasant.

Sharon Gilstrad **G2 Secure Staff**

Real nice lady.

Sharon Gilstrap G2 Secure Staff

Good Service.

Sharon Gilstrap G2 Secure Staff

Sharon so pleasant and professional. Love her character need more people in this world like here. Kudos to Sharon.

Sharon Gilstrap G2 Secure Staff

She was very pleasant!! Made me feel as if she cared. It made the long ride seem short because of her sweet personality.

HMSHOST

Katie Byrd HMSHost

Great service! Great conversation! Happy I stopped in!

Samantha Hammock HMSHost

She was an excellent waitstaff, bubbly friendly and helpful.

Katie Byrd HMSHost

Most wonderful bartender ever. Very nice and fun made my terrible flight experience great.

Samantha Hammock HMSHost

Samantha is very warm and welcoming. Great smile and a great attitude...

James Mosley HMSHost

James provided us with outstanding service. He was very personable, courteous and started our trip on a very positive note. The service was great and he was enthusiastic about his work. He is an employee that should be valued by all. It is refreshing to find someone who actually cares about providing excellent customer service.

HUDSON GROUP

Kevin Johnson Hudson Group

I needed earphones and Kevin was so helpful. You can tell he loves electronics. Really nice person.

Carolyn Cunningham Hudson Group

We bought a post card and she said she would mail it for us on her way home.

Anthony Durley Hudson Group

He was great and let me know the best place to eat. Simple gesture but it takes a special person to be that enthusiastic about helpin me find a bagel.

HUNTLEIGH USA

Clarence Gayden Huntleigh USA

This young man was pleasant, courteous, and professional. It took a while for a wheelchair to arrive and he did all he could to get me to the gate on time. Thankfully, he got me there just time! He was calm, but moved with urgency. I appreciate his diligence and professionalism. Kudos STL International!!

Edward Brown Huntleigh USA

Edward Brown (127649) did a great job providing wheel chair assistance to my wife who had some health issues to deal with. He was polite and helpful. When we discovered that my wife had misplaced

her purse that included her drivers license ID, Edward helped us track down the missing purse and drivers license. He was the BEST! Great Service!

Treasure Moses Huntleigh USA

Treasure gave me time and attention even though she was dealing with a painful broken toe. She collected me from the airport entrance; through security; waited for me while I used the restroom; took me to a food outlet that had a healthy choice. Never did she seem harassed or put out by my requests. Treasure is a real credit to St Louis.

OHM GROUP

Tayaba Sultan OHM Group

Tayaba was very nice during my plane delay.

Kenyell Jones OHM Group

Third time here when she is serving. Always-positive attitude and good experience.

Ruth Mitchell OHM Group

Ruth was my cashier – polite, fast and fun! I had the best airport dining experience ever thanks to Ruth.

Shamika McFan OHM Group

Shamika was so quick, made a great sandwich, and made my experience fun and easy. Shamika was instrumental to making this the best airport dining experience ever.

Shelly Zurosky OHM Group

Shelly was very, very friendly - Talk about service with a smile. She was very friendly and very - - -. Sat me at the bar when I had already ordered take out. Tossed my salad without dressing after she already brought it. Brought soup in a regular bowl with regular silverware. Came back to check on me several times and even brought me lemon on the side for my water. I could tell she loved her job and loves people! Even served me in her pain! Thank you, Thank you, Thank you Shelly and Pasta House for a great sit down eat experience. She made me feel right at home.

Kenyell Jones OHM Group

There were 4 of us ordering smoothies and needed several modifications for health reasons. Kenyell was smiling and helpful and completely accommodating. We never felt like a burden. Great customer service and even offered suggestions.

Monique Byrd OHM Group

Monique was extremely helpful in assisting me in making my early morning breakfast options. Her cheerfulness positively made my day!!

LaDonya Legrone OHM Group

I arrived early – 8:30 – with 2 hours to kill in the terminal, so I was looking for a full service place. LaDonya welcomed me, seated me, and immediately smiled, brought hot coffee, and spoke so kindly

and with a smile. A wonderful, friendly, young lady. If there were more “LaDonya’s” in the world it would be a better place. Kudos to his young lady!

Monique Byrd OHM Group

It was early in the morning – had positive vibe & energy. She was super nice and had the best customer service!! It was really early for me running on 2 hours of sleep and she made it better.

LaDonya Legrone OHM Group

She was very attentive and compassionate with myself and my family. Our flight was delayed by over 4 hours and she accommodated us on both visits at The Pasta House. Love Her!

LaDonya Legrone OHM Group

She’s a lovely human! Our vacatioin was having a pretty rough start. We were in San Antonio, TX. Airport since 3:30 AM – tired – got here, our plane broke down, so our 8:30 AM departure got moved to 2:00 PM. Stressed and miserable – we came here and throughout the day LaDonna continually was our ray of sunshine. She turned a bad day into a loving caring day.

Monique Byrd OHM Group

Monique was so pleasant! Very good multitasking and giving info. Such a pleasant treat, both juice and experience so early in the morning.

REGENCY

Chloe Collins Regency

I asked Chloe while she was cleaning the bathrooms if there is a good place to pump. She said that the family assist bathrooms have a plug but no seat. She recommended that I use the family/assist bathroom after she cleaned it. I took an extra wheelchair and wheeled it into the family/assist bathroom to pump breast milk after she cleaned the restroom. Chloe was helpful and professional! Chloe helped make my pumping experience as good as possible.

Demelia Scott Regency

Restroom Super clean

SUPERPARK

John Chambers/John Kelley/John Vaccaro SuperPark

John was polite, loaded my bag, gave me a slip with my car location to remind me when I came back from my trip. Carried on delightful conversation with me as he drove me to the terminal.

TSA

Ngoma **TSA**

She found out my wife was pregnant and was so nice and encouraging, I couldn't help but nominate her. Thanks for making security checkpoints a pleasant experience for the first time ever!

Janice Nihill **TSA**

Janice was incredibly helpful in directing me to baggage and transportation options. I learned that this may not be the main objective for her position but she made me feel incredibly welcome at the airport which is hard to do.

UNITED AIRLINES

Marlene Srouji **United**

This customer wanted me to pass this along to both the Airport as well as United Airlines which I am in the process of handing. I was stopped by Pat Bahlinger, who happened to be traveling with a group of ten (10) people going from St. Louis to Rome where they are to catch a cruise. Upon the group arriving at Lambert, they were informed their 11:00 flight was cancelled and a few changes had even happened since then. Ms. Bahlinger stated that the entire group (as well as other passengers) were not pleased but that the employee working the counter, Marlene, was not only polite, understanding, and cheerful, she was extremely helpful in getting Ms. Bahlinger's group confirmed on another flight. Further, Ms. Bahlinger stated that Ms. Srouji even called ahead to the connecting airport to ensure the connecting flight would wait for this group of 10 so that they could continue on to make it in time for their cruise. The compliment did not stop there however, Ms. Bahlinger stated that not only was her group pleased with the actions of this employee but, she felt there was not one upset person at that gate because of the attitude, professionalism and dedication of Ms. Srouji.

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
STL Public Relations
jrlea@flystl.com
314-426-8000

