



CATCH US GIVING NOMINATIONS: December 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.

December 2017 Catch Us Giving Winners

Carey Tolbert Hudson

Mr. Tolbert was very attentive and conversational. I do a considerable amount of traveling and the airport environment isn't always conducive to a friendly customer service situation. It's human nature. However, Mr. Tolbert was genuinely engaged, knew about the city of St. Louis, and demonstrated excellent customer service. I didn't purchase anything extravagant, but I had his attention as if I was spending a thousand dollars. It's the small things in life and Mr. Tolbert is doing it right. His company and the airport should be honored to have such a great employee. If I was hiring for a customer service position, he has the qualities I'm looking for.

Scott Sparks Whelan Security

When I arrived in the lobby of the Renaissance Airport Hotel, I noticed that my silver pin was gone. Yes, it was a handmade piece, but the real value was that it was a gift from my husband. I knew I had it on when I got up from seat on AA flight 1102 (ORD>STL). So that means I lost it somewhere between standing up and getting to the lobby--most likely in the cab. I didn't have any info on the cab as I was traveling with co-workers and didn't pay attention.

I first called American and then filled out their on-line missing item form.

I had a time before we had to leave for our meeting, so I called the Administration office at the airport and asked if there was a number for the taxi dispatcher. The nice lady gave it to me.

I called and Scott answered. I explained the whole story. And he said since our ride was short, most likely the cab driver was back in the holding lot. He didn't hold out much hope for finding it but he'd look.

45 minutes later I get a phone call. From Scott. He asked if I was still at the hotel and could I meet him in the lobby. I was. He arrived (he had someone driving him) and he had my pin!!! He said he found it in the little hole between the captain chairs of the mini-van that's used to lift the seats. Not only was it in the hole, but it was face down, with just the pin part showing.

I was amazed! I must say...only in St. Louis!!! I can't imagine anyone going to that effort in ORD, or LAX or LGA! Scott made my day -- I definitely "Caught Him Giving"

Please make sure he gets the appropriate accolades for definitely going above and beyond!

Other Nominations:

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| ABM |
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Kenneth Guy ABM

Sorry to send this so late but we were traveling out of town and just getting to this. He met us at the door (my husband is handicap and has a hard time walking) and took us to the gate. He made sure of the comfort of both myself and my husband. He took pride in his job and made the start of our trip enjoyable. He had an exceptional attitude. Thank you Kenneth.

Jasmine Gibson ABM

Such a happy and helpful lady. She knew right Wi-Fi site. She knew when Dunkin Donuts open. It was too fun for me not to be sure they were open.

Jasmine Gibson ABM

As soon as I opened the passenger door at drop off in front of main terminal, Jasmine was right there with my wheelchair along with my baggage handler. Big smiles. As I said in the 37 years I have been flying and now I am 75 years old, I need more assistance. I have flown all over the world but in more recent years needed more assistance. Jasmine was so sweet & happy & talkative & pleasant. I love young people who want to better themselves along with being so very nice. This girl has ambition & is willing to work hard to achieve.

Jasmine Gibson ABM

Jasmine met me with a wheelchair and I had an emergency problem that she helped me take care of. I then requested a cup of coffee. We stopped at Starbucks. I offered her a cup. She refused it. She very carefully took me to my airplane where she introduced me to Jimmy who would be escorting me on to the plane. She is a joy to be around. A very asset to the airport. I certainly think she deserves a reward. Her smiling face and kind words gave me a good start to my trip to NC

Laticia Mack ABM Aviation

On 20 November I was flying American Airlines from St. Louis to Charlotte, NC. There was no curbside check in, so I had to go inside the terminal to check in. I am 84 years old with two bad ankles and had with me one suitcase and one carry on. I would never have been able to and the check station or get through TSA inspecting without the steady and dependable help of Ms. Mack. TSA inspection was slower than normal because they were using my suitcase to give training to new TSA employees. Ms. Mack stayed with me and my wheelchair and got me on the plane and seated. She even sent word to Charlotte airport for them to have a wheelchair for disembarkation.

Dearest Wynn ABM

So polite, considerate of my condition. Mr. Wynn is a very good asset to Lambert, and people who need W/C service. Thank you for employing such a nice person. I look forward to seeing him next time

Jasmine Gibson ABM

Jasmine was my wheelchair assistant. She was personable, professional and very cheerful. I can't think of anyone who would be better. The airport is very lucky to have her! Please feel free to contact me if you need more information.

Jasmine Gibson ABM

Extremely professional, polite, cheerful, strong, (pushed my wheelchair 1/4 mile) quite a flight without caffeine @ 4:30am. A reason to fly in & out of Lambert. Hopefully a candidate for a rise or at least a promotion. Great Lady!

Neichelle Sawyer ABM Aviation

I observed Neichelle being asked by a passenger for a place to lie down. He had extreme back pain and wasn't comfortable sitting for 2 more hours before his transportation arrived. She immediately called her supervisor and they arranged for a place for him to rest comfortably. Very considerate of her and I'm sure made his holiday trip more pleasant.

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| AIRPORT AUTHORITY |
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Prentis Lewis Airport Authority- Building Maintenance

Witnessed Prentis taking the time to help a lady repair her purse very nice young man.

Seria Brown Airport Authority

I forgot my social security card for an application process, and Ms. Brown stuck by my side and did everything she could to try and get me some help with the situation. She went above and beyond, and my entire trip to St. Louis was better for her diligent experience. Thank you Ms. Brown!

AIRPORT SHOESHINE

Phillip White Airport Shoe Shine

Very Sociable, hard-working individual... Very kind ... loves what he does.

ALASKA AIRLINES

Tayon Moody Alaska Airlines

I had noticed that my flight from St. Louis was going to be so significantly delayed to the point of missing all my connecting flights back to Eugene. Tayon spent the time to find me a different flight, get me booked on it, and make sure that I was going to get home on time. Thanks dude!

AMERICAN AIRLINES

Norma Jean King American Airlines

She was so nice and super friendly and super helpful and was a joy to be working with.

Romunda Newman American Airlines

Ms. Newman is a poster child for customer/employee interaction. She was friendly, courteous, and very professional. My brief encounter with her at the baggage check was absolutely positive and it set the tone for the rest of the day! Please give Mrs Newman (no relation) some praise!

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| DELTA AIRLINES |
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Karla Hill Delta

Karla is always so engaging, funny, and positive. I fly out every week and have long noticed her outstanding service and patience. She is outstanding and deserving of recognition.

Karla Hill Delta

She took charge of oversold flights all afternoon. She was to the point yet polite and funny. She made a stressful situation light.

Brandon Watson Delta

After a early morning of flight cancellations, unhelpful phone representatives, and terminal changes, Brandan W was able to help us with an extremely complicated request while maintaining a helpful, polite, and courteous disposition at a time when everyone else isn't he airport seemed on edge. Thanks Brendan!

Karla Hill Delta

I had missed my flight due to some troubles locating my ID, and then getting caught up in security. Karla worked her magic, got me on the next direct flight to my final destination. It was very sweet. What makes Karla stand out is her great personality. There was a choir from the Czech Republic at her gate. She invited them to sing a song for the fuests, they obliged. She led us in applause. I was also impressed to see her genuine car for the military service members each time they boarded. She emulated what customer service should be. Nobody likes traveling through the holidays, but Karla's love for her job and the customers she has been charged with allowed for a potential terrible experience to be the most pleasant airline experiences I've had. Thanks Karla.

Karla Hill Delta

She is positive, helpful, informative, caring and funny. She makes boarding fast, efficient and enjoyable

Zena Dickerson Delta

Zena was able to rearrange a very full flight so my family could sit together

Karla Hill Delta

Karla (w/a K :-)) was the gate agent for my flight from STL to SLC (Flight DL 659)on the evening of 11/20/17. Though, it's been almost a month since my flight, I wanted to make sure that I shared my positive experience with Karla. She has such a warm personality and welcomed each passenger with a smile. My sister and I were flying together, but booked under separate reservations. We wanted to be seated together, but were unable to do so due to capacity and upgrade reasons. Karla worked her magic and ensured we were together on our flight. This was the perfect start to our Thanksgiving, as we were going to spend the holiday with family. I made a special note of her because as she introduced herself as Karla with a 'K' to the passengers when the boarding process began, I remembered that she had been my gate agent on a flight earlier this year. I remembered how pleasant she was during that flight experience as well. It became clear that her kindness, humor, and helpfulness was not a once in a while occurrence. Instead, it is her way of making the airport experience more enjoyable. The passenger seated across the aisle from me on the plane described her and our experience as refreshing. I'd like to tell Karla and extra special thank you and to keep being awesome! :-)

Karla Hill Delta

Karla with a K was great at making boarding a positive experience. She was good at getting people to check in their roller bags because it was obvious that not all of them would fit in the overhead bins. I typically don't like to check in my bag, but she made it an enjoyable and entertaining experience.

Karla Hill Delta

She took charge of oversold flights all afternoon. She was to the point yet polite and funny. She made a stressful situation light.

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| EXPLORE ST. LOUIS |
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Steve Siegerist Explore St. Louis

When we arrived at the airport we went to the information desk where Steve was sitting. I asked about public transportation into the city and _____ . He was very informed.

He stared w/maps, shared us exactly like to cabs metro and how to change _____. He was clear about cost. His demeanor was friendly, efficient and patient. As the first person we spoke to in St. Louis, he set a very positive tone he and other like him are in a pivotal position. He's a credit to the city. Thank him!

G2

Mike Brooks G2 Secured Staff

My name is Pamela and I wanted to let you know how wonderful "Big Mike" is, in case you didn't already know.

Richard Holder G2 Secured Staff

My sister went to Frontier desk after helping me 2 a seat near the entrance 2 the A/P. She said someone would come before long and left. Shortly Richard came, told me he was going to get a wheelchair and would be back. Thought that was good 2 first let passengers know. The wait was short compared to what I have experienced at other A/P's. He always put on the breaks, and in addition help the chair. Asked if I'd like to use the restroom & where stopped and waited for me. Was courteous 2 others very much more helpful at security then others.

Ralph Lanton G2 Secured Staff

Ralph not only greeted us warmly but also took our bags inside so we could get the \$25.00 per bag fee waived when he ran we had an AA ex _____. Then came over to wish us a pleasant trip. What a great face for American Airlines!

Richard Holder G2 Secured Staff

Richard made our trip through the terminal quick & easy he was extremely polite and helpful. Using a wheelchair always makes me feel uncomfortable but Richard made it a pleasant experience.

HALLMARK

Christy Donahue Hallmark/Frontier

My fiance flew to Mexico from AZ and, after dropping my daughter in St. Louis with my mom, I planned to meet him there... a trial run for a honeymoon. Confusing a thick, blue receipt cover

with my passport, I left home at 3:30am not realizing my passport was still on the dresser. I was furiously searching thru my luggage when Christy saw the mistaken passport and asked whether I had gotten confused. Blinking back tears, her gentle acknowledgement of its similarity helped ease my anger with myself. Then, she went into action finding papers for me to get a Land and Sea Pass in Chicago in case I couldn't find my passport and moved my flight till the next day. She also informed me that I want to be here 30 minutes earlier for a stress-free TSA experience. Luckily, I didn't have to race to and from Chicago. When I made it back today, she welcomed me again with a laugh and a smile and I made my flight with plenty time to thank her here!

HMS HOST

Eyrusalem Nega HMSHost Chilis-T2

We got stranded at the airport when our flight got delayed and our only solace was Eyrusalem. she made us feel welcome when we were so far from home and exhausted from traveling, even on Christmas when you know she had better things to do. Thanks Eyrusalem! PS nice hair

Krystal George HMSHost- Mike Shannon's

Krystal was one of the best servers I've had on the road ever. She had great suggestions for dinner and her service was outstanding. She deserves a promotion :).

Latroy McDaniel HMSHost- Pizza Studio

Very kind and helpful to all Customers. Great attitude. Made sure everyone enjoyed their meal. I was coughing and he mentioned he hoped i felt better and to make sure to take my vitamins. Nice guy!

Damien Wiley HMSHost-Schlafly

One of the most personal bartenders I've met in my travels. Made you feel like a friend from the start.

Damien Wiley HMSHost- Schlafly

Best bartender I have ever encountered. Treated my Dad and I like family from the moment we sat down till the time we left.

Shannon Williams

HMSHost Schafly

Shannon was professional, pleasing hostess wish everyone was as super as her! Outstanding individual.

Shannon Williams HMSHost Schlafly

Shannon is a ray of sunshine. Her personality lifts your spirits and washes your troubles away. Believe me when I say you don't come across people like Shannon. She remembered my name and always asked with a great smile if we needed anything else. I hope you know you have a great employee who cares about people. Shannon really made my day. Thank you.

Dionte Moore HMSHost- Mike Shannon's

Our flight was delayed and we were hungry, we began to look for restaurant but majority had closed. i went into Shannons and was told they were closing and the cook Dionte came forward and stated that he understands and would gladly prepare a meal for us n he' ll speak with manager and so he did and prepared us a delicious meal and we boarded our delayed flight well fed and happy. He showed great kindness, professionalism and customer service.

Jason Nicholas HMSHost- Chili's (C)

I had a very specific food need, and was not sure if it would be possible for me to find what I was looking for. Jason approached me unprompted with an immediate solution, and also offered follow-up answers. I appreciated the timely service.

Kevin Cook HMSHost- Chilis (C)

Great attitude, great service, pride in performance

Carl Moore HMSHost – Burger King

This morning, I sat at a table, very slowly eating my breakfast and doing things on my phone. Carl was very thoroughly cleaning the floors, and cleaning and adjusting tables. He surprised me by offering to throw away my empty food bag. I sat here for about an hour, and the entire time witnessed him hard at work cleaning, offering to take the trash of other people who were done eating, warning a lady to watch her step after he cleaned the floor behind her seat, etc. I was really taken by his excellent customer service and diligent work ethic. This kind of attentive, unexpected customer service is rare to find.

Chatterra Holmes HMSHost- Chili's

Chatterra was smiling, calm, cheerful and delivering our food and brought mustard for our burgers with no complaints. She demonstrated the best attitude of all the servers. I would love to hire and work with people just like her.

LaTroy McDaniel HMSHost- Pizza Studio

LaTroy was around constantly checking on customers, bringing out pizzas, cleaning up, and just having conversations. He hands down provides the BEST airport service I've had. What a way to leave home...to a smiling, happy face.

Brian Plescia HMSHost- Pizza Studio

2nd time here. The staff is friendly, welcoming and fun. The food is solid and a good value for an airport. I came back for pizza on this visit even though I wanted something else because the guys working there are awesome -brian Compass Airline pilot

Samantha "Sam" Hammock HMS-Budweiser

Sam was a fantastic bartender! She is so nice- facilitated friendship between strangers and made everyone feel special. She's great, and the St. Louis airport is lucky to have her!

Samantha Hammock HMSHost- 1876

She started serving us at 11:30 with such energy. We developed conversation shared photos, made happy times with "airport neighbors!" She is a Gem and efficient, honest and happy about her work and her family.

Donald Larkin HMSHost - St. Louis Brew Masters

Donald did a great job. He was fast, polite and answered all my questions. He kept my drink fill and was very attentive. I couldn't have been happier. Way to go Donald!

Kristian Edwards HMSHost Chili's

Very polite and courteous, excellent service, great experience because of him.

Jason Wiley HMSHost- Chili's

I left my credit card at Chill's Jason found my gate and gave it back to me. Thank you Jason Wiley.

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| HUDSON |
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Faduma Sheikhmohamed Hudson Group

Great service Nice smile Very friendly

Zehara Nureye Hudson News Store

Early morning shopping informative & smiling good eye contact friendly! And Mr. Spa SWA he's fabulous.

HUNTLEIGH

Steven Walker Huntleigh

He was so friendly & polite! Steven went beyond the call of duty helping us through the airport getting my husband in a wheelchair. He then put our things in security holders & guided us through to the gate. He was terrific!

Savannah Martin Huntleigh

Savannah was so welcoming and greeted everyone with a warm smile. I fly often and there are times that the security agents don't even make eye contact with me. Or speak. Savannah was a fresh and beautiful face that made my day. Thank you Savannah. :) Thank you Southwest.

Troy Edmond Huntleigh

Troy was very helpful and extremely polite. He was a client's delight. Thank you Troy for being so nice.

Jordan Anthony Huntleigh

Very, very pleasant, caring thoughtful, nice experience.

Pattie Taylor Huntleigh

I needed assistance getting to the gate, Patti was most helpful, polite and smiling. Great conversation. One of the best I have worked with. I recommend her for her attitude and efficiency with a smile. Thanks

Kevin Townson Huntleigh

I observed Kevin bringing a wheelchair bound Franciscan Nun to her gate as two of her fellow Sisters joined them. The Sisters didn't speak much English and Kevin was very patient with them in trying to impart information to them as to what time their plane left and that some time soon an attendant would be at the gate to assist them with boarding. He carried the Burger King bag of food for the one he transported and stayed with and assisted her until her bags and those of her Sisters were conveniently placed in a chair beside them. His manner assured the

travelers that they would be okay. I'm sure their experience was very positive because of Kevin's manner in taking care of them. The Sisters wanted to tip Kevin but I wouldn't let them and tipped him for them. I would love to see Kevin get an award for his professionalism and his positive demeanor. I'm a 24 year Air Force Veteran and retired out of Scott AFB, IL in 2000 but currently live in and am a business owner in Washington, D.C. I know customer service when I see it and was extremely impressed with Kevin. Merry Christmas and Happy New Year to each of you and to Kevin and his family. Warm Regards, Jan Adams, President and CEO of JMA Solutions, Washington, D.C.

Mike Cannon Huntleigh

Mike picked me up curbside and brought me thought to the gate. Not only was his attitude super positive with a nice smile he was also very thorough. He would explain to me what we were going to do before we did anything in great detail to make sure i was informed. He even went out of his way to take my water bottle back through security so I could keep it. He engaged in honest conversation and was fantastic to be around. Thanks dude.

Frederick Moore Huntleigh

I was stuck at the airport for over three hours waiting on a delayed flight to Omaha. As I sat in the terminal lobby, I witnessed Mr. Moore greeting passengers as they entered the security line. It did not matter if the passenger was smiling or frowning; Mr. Moore greeted each one with a smile, a laugh, and an all around jovial attitude. It seemed to make each and every person smile as they walked past him and brighten their day. I sat there for well over two hours just observing and Mr. Moore made me smile without even interacting with him on a personal level. Mr. Moore made what would normally have been an extremely long wait seem to fly by and just brighten my day without even knowing what he was doing. In an area that can bring fairly high stress to passengers and I am sure airport employees alike, Mr. Moore made everything seem to just go away and I couldn't help but smile. I finally walked up to Mr. Moore and shook his hand and said thank you for making my day and he just chuckled and said well thank you but what did I do? That tells me that Mr. Moore does nothing more than be himself and that can be very hard to find. Please pass along some recognition to Mr. Moore for a job well done, it is more than deserved.

Bryan Bomar Huntleigh

Bryan assisted my 82year old mother obtain a wheelchair and he graciously pushed to each area she needed to reach, from check in , Tsa security check, all the way to the entrance to board her plane. Bryan was very friendly, polite and courteous. We have NEVER received this type of treatment from any other airlines. Not familiar with the Saint Louis Airport and being 2,000 miles away from home, Bryan made our travel experience much less stressful. I nominate Bryan Bomar for going above and beyond! Thank you Bryan for superior customer service.

Bryan Bomar

Huntleigh

I wish to commend Bryan Bowmar for the excellent Manner in which he assisted me at the airport. I am an 81 yr. old senior and was extremely impressed by his professionalism, kindness and friendlessness in getting me all the way to the boarding gate. Thanks again Bryan, your help was greatly appreciated.

NATIONAL

Leonard Wright

National

Leonard stood out as a cheerful, helpful, likeable person. I think this is the first time I have ever taken the time to fill out a form like this but he deserves recognition. A huge asset to National!

OHM

Joann Alogavi

OHM – Pasta House

I do not know Joann's last name. She was the cashier for the Pasta Restaurant at the to go part of the restaurant. The lines were long and people were in a hurry. She was kind, polite had a smile on her face and was always positive, my young daughter was hungry and tried. Our plane was ready to board & Joann very thoughtfully said she would bring the food to us at the gate. And she did. Such a kind young woman. It may not seem like a huge gesturer but when traveling with tried, hungry kids this was a blessing to us. Thank you.

REGENCY

Darin Knight

Regency

I saw Mr. Knight go out of his way to return a lost I-Phone to its owner. I also noticed that he is an efficient and hard-working. During a brief conversation it became obvious that he is a man of of strong charter. He will make a fine supervisor.

Darin Knight

Regency

Darin was great help we were in need of a wheelchair and he found us one and was a blessing to us.

Darin Knight

Regency

Mr. Knight has a delightful & positive attitude about his work and it reflects well on the airport and the community. He is an asset to your operation.

Demelia Scott & Michelle Williams Regency 12.18.17

I am writing to you today to shine light on two employees. As this has been quite a stressful time, I so appreciate their genuine, joyful attitude and great customer care. They acted in a courteous and patient manner. They took genuine interest in helping me solve the confusion of my booking gate. It has been a great lift to my spirits to receive this kindness from strangers to help set the confusing straight w/o making me feel foolish, thank you Demelia and Michele for an excellent experience at St. Louis airport.

ST. LOUIS POLICE

Fabian Smith St. Louis Police

Officer Smith helped passenger Jane Walters (elderly) to find transportation (Go Best___) They were in terminal #1 and she was in terminal #2. Her left arm was in a cast she had been taken to exit 11 and left to board Go Best, but she wasn't able to lift luggage. Officer Smith stayed with her until transportation arrived. He was extremely helpful and so pleasant and kind during the entire ordeal.

SUPERPARK

Bobby Bolden - Super Park

Bobby helped me find the shuttles and then call one for my lot so I didn't have to wait as long. She did the same for tens of other people in the short time I spent waiting. I was also impressed at how she was friendly but still firm to the cars trying to park illegally in the loading zone. That place would have been total chaos without Bobby!

Vanessa Tolbert Super Park

Vanessa was very helpful to serve very confused travelers who were looking for the customs terminal. She was SUPER friendly and smiling the whole ride- EXCELLENT!!!

Terrell Gill Super Park

Terrell saw me taking my bags out of my car (and problely saw me limping) Stopped the bus and invited aboard. Helping with bags and was very cordial. Terrell showed the same pleasant & helpful attitude to all bus riders this morning. Terrell's pleasant demeanor was uplifting to my spirt. His helpfulness was inspiring. Terrell gets an A plus in my book.

Maurice Shumpert Super Park

Maurice was very friendly, nice & helpful. I was stressed, worried & in a hurry. He made me feel better. I forgot to tip him. Thank you!

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| SOUTHWEST |
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Tasha Apella Southwest

I was lost and she smiled and assisted me. She conversated briefly and went her merry way. It was just the kindness shown, which lifted my spirits. Many reason why I love flying with Southwest. She demonstrated the true spirit of customer satisfaction. Please give a shout out for outstanding customer service so early in the morning.

Ryan Nichols Southwest Airlines

We had several delays at our originating airport, and missed our connection flight in St Louis. At the first airport, they had given us new boarding passes, but never communicated anything really. Ryan was a breath of fresh air! He was funny and reassured us about our flight home. When our flight was delayed in St. Louis he was sure to communicate clearly, and was so kind to everyone.

Gail Davis Southwest

I arrived early at your airport for my flight #2042 to Baltimore. I am handicapped, so I allowed extra time. While waiting in the boarding area a man caring a guitar took a seat beside my wife. She asked him if he would play a song for us. What a surprise....he did. Others in the boarding area sang along and clapping when he finished each of several songs. The surprise continues... the Southwest employee, Gail Davis did a little dance to the music and song! But hold on the big surprise continues! Gail came to me and said "Let's dance! And we did- the best I could! For this 81 year old man who has difficulty walking Gail brought joy to my difficult day. I nominate Gail Davis the for the award.

Carl Withers Southwest

He was extremely helpful in rerouting me so I wouldn't have to fly to Kansas City and then New York, he put me on a flight from STL to LGA. He also went above and beyond and provided me a lunch voucher which was an extreme surprise. I'm spending an all-expense paid for Christmas with my best friend and expenses are very tight for me personally so I wasn't planning on purchasing airport food at their costs. Thanks to him I had lunch and a positive experience.

Valerie Lane Southwest

Valene was walking with some balloons (3) along with her coworker. My 15 month old saw the balloons & started babbling loudly & reaching for them. Valene turned around to see him reaching for her balloons & offered my son one while her coworker helped her untie one my son reached for her to pick him up. Once we told her we didn't mind she picked him up & was so sweet and kind. He loved playing with that balloon during our 1.5 hr. break! The sweetest part is they were 1 year anniversary balloons! We originally thought she had them to hand out to children but they were her gift & she shared them with our son! So sweet & kind.

Jackie Williams Southwest

Our flight from DTW was over 2hrs late arriving due to mechanical problems- many passenger had to rebook and it's "holiday" travels. She was patient, kind and very accommodating took her time and addressed all my needs & concerns. SW needs more employees like her!

Kelli Apollo Southwest Airlines

Arriving at the airport for our early morning flight, we were greeted by Kelli. Not only was she friendly and welcoming, but she was professional and funny! ☺ She helped my husband and I get checked in --- both with our luggage and boarding passes. Kelli was polished, beautiful and upbeat. Her sense of humor in the early morning – as well as her warm greeting made a difference in our day. She started our trip off right! Keep it up, Kelli!! You're awesome!! ☺

Stephanie Stough Southwest

The person that checked my bag in did not help me get my wheelchair tagged on gate to Houston. Stephanie was very helpful and friendly unlike the girl downstairs. It's nice to see friendly at 4am! Thank you

Richard Mays Southwest

Very helpful! Resolved issue with texted boarding pass, and, answered many questions patiently! Extremely patient and courteous.

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| TSA |
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Roger Brooks TSA

1. Mr. Brooks was very helpful as I was having my laptop scanned.
2. Roger was friendly & polite helpful w/our property
3. Mr. Brooks made my persona; property inspection respectful & professional.

D. Hayes TSA

Officer Hayes helped me with a handoff of a drill set (prohibited item) that i received for Christmas, to my little sister, on the other side of security, so i wouldn't have to throw it away. I didn't want to pay \$75 to check a third bag and didn't want to throw the drill away , so i had my family come back and sent my little sister in to pick up the items. He was kind and i really appreciated his assistance during this stressful time. Thank You!

UNITED

Christine Hamilton United

Our plane had a four-hour delay. Despite dealing with passengers that were frustrated and grumpy. Christine was full of cheer. She found an appropriate flight for us quickly and sent us on our way. She was courteous, helpful and full of good cheer.

Christine Hamilton United Airlines

Thanks to Ms. Christine's Attention to detail and a heart of consideration she saw that one of my connecting flight was cancelled. At the very moment was checking in for my flight to get to Naples Italy Ms. Christine noticed my check bag processed through but, not my boarding passes. She further investigated & made some call to find out my connecting flight was indeed cancelled. I would have been stranded in Texas when I need to be back in Italy. She helped me & my colleague get another route and even diverted of from bad weather. I am so impressed * so thankful that she was quick to find a solution for my colleague and I on her gut instinct & expertise. She remained calm, collected & focused & got us rerouted w/in 10 min. Thank you, Thank you, Thank you!

Justine Robles United

Justin was quiet and efficient as he found seats for my family and I on a booked flight. I was worried because the airlines website didn't allow me to book all four seats online (it only booked two) I have two small boys and was concern one of them would have to sit alone. Justin quickly put my concerns to rest and allowed my rest of the time at the airport to be relaxing and stress-free. He was also able to seat us all, near each other. Thanks Justin!

WHELAN SECURITY

Scott Sparks Whelan Security

When I arrived in the lobby of the Renaissance Airport Hotel, I noticed that my silver pin was gone. Yes, it was a handmade piece, but the real value was that it was a gift from my husband. I knew I had it on when I got up from seat on AA flight 1102 (ORD>STL). So that means I lost it somewhere between standing up and getting to the lobby--most likely in the cab. I didn't have any info on the cab as I was traveling with co-workers and didn't pay attention.

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I had a time before we had to leave for our meeting, so I called the Administration office at the airport and asked if there was a number for the taxi dispatcher. The nice lady gave it to me.

I called and Scott answered. I explained the whole story. And he said since our ride was short, most likely the cab driver was back in the holding lot. He didn't hold out much hope for finding it but he'd look.

45 minutes later I get a phone call. From Scott. He asked if I was still at the hotel and could I meet him in the lobby. I was. He arrived (he had someone driving him) and he had my pin!!! He said he found it in the little hole between the captain chairs of the mini-van that's used to lift the seats. Not only was it in the hole, but it was face down, with just the pin part showing.

I was amazed!

I must say...only in St. Louis!!! I can't imagine anyone going to that effort in ORD, or LAX or LGA! Scott made my day -- I definitely "Caught Him Giving"

Please make sure he gets the appropriate accolades for definitely going above and beyond!

WORLD MANAGEMENT

Willie Dantzler World Management – C Concourse

I was just sitting around and Willie said hello as he was sweeping. We struck up a great conversation, and he was very kind. A very positive experience for me.

Today he helped me get my aging Father through the airport stress free and on our way to Raleigh, NC. My Dad can get very confused and anxious, but Big Mike made sure everything

went smoothly.

I also need to praise all the wheel chair/assistance staff who got us through the airport. There are fabulous people here in St. Louis!

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 Contact

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