



CATCH US GIVING NOMINATIONS: July 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.

July 2017 Catch Us Giving Winners:

Laneisha Motley & Stephanie Thurman **TSA**

Our daughter is hard of hearing and has cognitive delays. Going through security can be stressful for her and us. Many times when traveling, we are met with staff that appears to dread us coming through their line. This morning, we were met with just the opposite with (I think her name is either Bethany or Stephanie - she is African American with red, curly, shoulder length hair) - she was extremely friendly and accommodating. She took the time to ask what would be the least stressful for our daughter while still meeting her requirements. She treated us with dignity and as real people. She also asked Laneisha to help with getting us through security and hand swabbing. Both of them accomplished this in an expedited manner and with HUGE smiles the entire time. Both of these ladies exude compassion and happiness. Thank you, thank you, thank you!

Other Nominations:

ABM

James Rush **ABM**

James Rush was so wonderful, polite & knowledgeable of what I needed to know. About calm _____ airport. One of the best I've ever worked with.

Kevin Holman **ABM**

My bottle water (Klean Canton) was left on the plane by my friend who was in a different _____ than me. We did not realize it till we were in the terminal. Kevin went back and found it for me. He was very nice and I was glad someone like him was there to help us with this somewhat small task. He was not _____ but, happy & helpful. God bless!

Jasmine Gibson ABM

1. Jasmine was an absolute doll the entire time she helped us my son to be step grandmother had surgery and needed help getting around the airport. She helped us with a huge smile on her face while making jokes the entire time. She connected well with my family and made the whole airport experience less stressful.
2. You were so kind and helpful to us all thank you so much!!
3. We had a large party and she treated us fantastic.
4. Jasmine treated our party of 7 people and was amazing.

Kenneth Guy ABM

I am a senior citizen with some debilitating medical issues. I was on my way to Murrayville, Illinois to visit the gravesides of my parents and grandparents. I met my first cousin in St. Louis at the airport, rented a car and drove to this special destination. Because of the tremendous size of the airport, I couldn't manipulate it by footage. Mr. Guy pushed me in a wheelchair wherever I needed to be. He was very professional and efficient. I so appreciated his service! Thank you Mr. Guy! You helped me to get to a very special place! Hopefully, I have the name correct. If not, please feel free to call me.

Laticia Mack ABM

I want to let whomever is the supervisor that this individual was incredible. Caring, helpful calming & made my experience here soooo much better. I could hug her a hundred times.

Kenneth Guy ABM

We arrived at airport and he took me in a wheelchair to American Airlines counter with our luggage, we booked in and then took me through the TSA security area and then to the gate area. Kenneth was very nice personable, and efficient we are most appreciative of his excellent attention.

Kenneth Guy ABM

Kenneth was ready & waiting for me friendly & polite.

Jasmine Gibson ABM

Jasmine went above & beyond her duty of wheeling me to the gate. She asked if I needed to use the restroom & get something to drink. She greeted others employees. She is warm & friendly. She deserves an At+ for Customer Service.

Jasmine Gibson ABM

Jasmine was phenomenal! She helped 2 of 3 people in our party in wheelchairs- She made it very pleasurable, she's very professional & had no idea how much it helped us. She has a wonderful attitude & personality is very caring. We would like Jasmine to be recognizes for her amazing job she did with us.

Jasmine Gibson ABM

This was the first time I have travelled since becoming disable and Jasmine Gibson was so wonderful with the wheelchair service. She had a bright smile and wonderful customer service. Getting through security was easy and painless. Jasmine is a true asset to your organization and was so pleasant and happy. Thank you Jasmine!!

Jasmine Gibson Air Serv

Jasmine is quite a girl! Very energetic, very friendly very helpful with everyone she meets a real professional. Always happy and cheerful

Kenneth Guy Air Serv

Mr. Kenneth Guy was very attentive and understanding explaining everything along the journey the airport. Very respectful young man. We will always look forward to seeing him as we frequently travel through St. Louis Airport. He was a gem to have and I thank he is an asset to this airport. Thank you.

Kenneth Guy Air Serv

Kenneth Guy was very patient and above all I appreciated how respectful he was with me. Yes mam, no mam for the whole time he addressed me as ma! Nothing wrong with that. Please consider him as employee of the day!

Kenneth Guy Air Serv

Very helpful, polite, pleasant very good.

Jasmine Gibson Air Serv

Was concern about check-in as I have 3 replacement ____ Jasmine greeted me with a wheelchair as I walk with a cane____ she was so pleasant made me laugh. I felt like more than just a job to her but because she is a people person she loved helping people. I would ask for her again if needed. She is a plus to Air Serv.

Jasmine Gibson AirServ

Jasmine had more energy than a comet! She was amazing. She came right out of the airport when my wife and arrived from out shuttle bus. I am in a wheelchair and she came helped my wife with our bags, helped us get check in and escorted me through security. She told the security guards to take care of me I was a nice man. She was just incredible. She made our experience a whole lot better and I wanted to make sure she was recognized for being not only an incredible worker but just an overall great person!

AIRPORT AUTHORITY

Dannice Hall Airport Authority

To our St. Louis Angel, Eddie and I thank you for all the kindness you gave to him. You will- always be in our thoughts and prayers, and will NEVER be forgotten. Warmest regards.

Dannice Hall Airport Authority- PR

My son Eddie was lost, confused, frustrated, scared, traveling with a kitten, had no money, and couldn't connect to wifi to get ahold of me. I still don't know how he found her, or maybe she found him, but she got him in contact with me, helped him on his way, and called me to check on him. She asked me if he was alright, and really even though he told her he was, he wasn't. She calmed me down, kept me posted on his flight, and even bought him lunch. She was an angel to both of us yesterday, she is warm and

wonderful and such a beautiful woman with such a heart of gold. Many, many thank you's to her from the both of us.

AMERICAN

Kimberly Keener American

Her smiling face and helpful attitude; went above and beyond and kept her sense of humor when challenged by computer & printer. (30 year employee)

Gayla Zerr AA

Gayla went above and beyond to help me when I missed my flight. She was extremely helpful and made a very stressful situation a lot easier. She is an exemplary employee.

DELTA

Karla Hill Delta

Great attitude. Kept mood light and enjoyable. So refreshing!!

Karla Hill Delta

She had such a positive attitude that everyone was smiling. She went out of her way to show appreciation for military members

Karla Hill Delta

Karla with a K! Karla made a 4 hour flight delay a fun experience! I find it insane I'm actually saying it. But in all seriousness, this woman has passion for job, charisma and a whole lot of spunk. It's clear making people happy and finding ways to help others and improve their day in turn makes her happy. And man, this lady should be in sales! She was funny and made people laugh... on a flight delay! Who does that?! If I could board every flight with Karla... I would! Not to mention I heard multiple people say, "I love her!" I truly believe there are great things in store for this woman. It takes true talent to successfully manage a full plane of unhappy, agitated passengers... and make them on top of it all.

Thank you, Karla! You made my experience fun and stress free... which is a true miracle. I hope to see you around... and at the same time I don't... because I wish great things for you. All the best!

Karla Hill Delta

Our flight was delayed by 4+ hours but Karla took great care of us. She was so positive and friendly and did a great job of keeping everyone updated. There would have been a lot more frustration and angry

customers if it were not for Karla!! She saved Delta by delivering excellent customer experience during a difficult situation.

Jacqueline Walker Delta

She was patient, efficient, sweet and funny. Wonderful customer service. Just fantastic. Another reason I will happily fly Delta again. (I hope I didn't spell her name wrong!)

Michele Bradley-Doyle Delta

We are waiting in an hours-long line after our plane has been delayed so far by 5 hours, and this woman is working the desk BY HERSELF this entire time. The slowly moving line has been 20 people long for hours on end and she is still cheerful and kind and patient with all of these very flustered customers. She is a Saint.

Olivia R Jowers Delta

Olivia was very courteous & helpful, she checked in my bags to my final Intl' destination (on a _____ - but a different reservation). She provided service with a smile with exemplary St. Louis service!

Karla Hill Delta

My flight was behind schedule but Karla made the wait pleasant with her great sense of humor! When it was time to board she effectively coordinated boarding so it was fast & efficient. Loved her personality & passion! * Team work makes the dream work!* P.s. Sorry it took so long to mail it.

Michelle He Delta

She was very patient in searching for my Sky miles number. It took her about 15 minutes. She was calm and very nice as she tried various search options No line as at the time, so we were not holding up others. She was very understanding and very, very nice. Good rep of Delta Airlines

G2 SECURE STAFF

Eric Robinson G2 Secure Staff

Eric went out of his way to assist my wife from the gate all the way to the rental car shuttle. He was kind, courteous, and genuine. When we returned to go home he was near the check in for service assistance. Once again he helped us all the way through security and to the gate. He made our travel so much easier with his great customer service and positive attitude.

Victoria Hoang G2

Victoria exhibited professionalism, efficiency & genuine kindness assisting my 86-year-old mother with her travels today on flight #2791 from STL to PDX. Victoria went above & beyond to help relieve my mother's stress of flying solo in several ways & insured mom a comfortable flight. Victoria made it possible to accompany mom to her departure gate which was great piece of mind. Thank you for recognizing Victoria as an exemplary employee with remarkable abilities to relate to the general public. Our family loved the Alaska Airlines direct flight between PDX & STL. Ms. Hoang has assisted me w/ travel before & always courteous, patient & helpful. She is Awesome.

Victoria Hoang G2

I want to let you know what a nice person Victoria Hoang is. I am 86 yr. old and she helped me get my things needed to fly!! She also helped to let my daughter set with me while waiting for boarding. She also gave me a seat unused in 1st class. Very nice lady!!

Mabel Williams G2

I had a bag that did not make it onto my airplane. As I waited in line I heard the lady in front of my had gate checked her bag (as told by the airline) and it had not made it to St. Louis with her. The poor lady was upset and Mrs. Mabel was so kind and helpful in reassuring her that her bag would be located and brought to her. The lady was in St. Louis so her husband could have surgery at the local hospital. I can't image what a stressful situation that was alone and Mrs. Mabel was so kind. When it was our turn she apologized that we had to wait and quickly helped us. Losing your bag is no fun but Mrs. Mabel we felt like this would be solved and it was a really quick process!

Frederick Rootz G2

1. Frederick processed our party of 7 bags quickly and was very nice while doing so
2. Frederick checked our bags in for us and was super funny and made the wait in line just fly by (no pun intended) he made the whole process just so easy and if I wish I flew more often to run into more people like Fred__
3. It was very easy to check in our suit cases and you were very kind and helpful.

HALLMARK AVIATION

Dominic Matczak Hallmark Aviation

He was very nice, courteous, and made us laugh!! You always need to laugh

HMS HOST

Shannon Williams HMSHost

Served us when it was time for her to go home because we really needed a lift due to a long flight delay. Super nice person.

Jamar Coleman HMSHost

Super pleasant, professional, young man waiting on the customers. He made it happen with a smile!

Darius Dixon HMSHOST

I had a special request due to dietary needs and the young lady behind me had a tight timeline. Darius

stayed positive, provided excellent customer service and made sure we all were taken care of in an efficient manner. As he noticed the line growing he engaged each person waiting to see how he could expedite the process as they approached the register. Great job, Darius!

Claude "CJ" Forney HMSHost

Claude is the nicest and most positive person my family has encountered in an airport in a very long time. He is kind and was very attentive to our table. It seemed as though our requests were no trouble. He genuinely was happy to be at work and it showed! St. Louis Airport is lucky to have Claude, he's truly a gentleman.

Khadiga Mohamed HMSHost

Very pleasant and prompt (but not rushed) service for our table of four. She helped me to "customize" a TBLT sandwich by offering to bring the Turkey and Bacon on the side so that my meat-eating co-travelers could eat my meat and I would get a meat free sandwich. Will go back to this restaurant next time that I fly STL!

Tearra Joyner HMSHost

Tearra went out of her way to be friendly when I was clearly frustrated while traveling with an infant. She took interest in my day, my travel plans & my order. After a long day with 6 hours in delay she Brighton my day. When I proceeded to spill my daughter's milk all over the counter she cleaned it without a grumble of irritation. I hope Tearra treats all customers with this level of service. With more employees like her, airline travel would be a much more pleasant experience.

Chaterra Holmes HMSHost

Our server, Chaterra was so kind and helpful. Her attitude was positive from the moment we walked in to the moment we left. She always smiled which made me think she enjoyed working at Chili's. Chaterra was efficient and accurate. I hadn't planned to fill out this survey, but after I got coffee at a different location later I could tell the person was only there because she had to be. I wanted to let someone know what a pleasant experience we had due to Chaterra!

Shirley Carruth HMS Host

Mama Shirley was a breath of fresh air at Burger King, she was nice and pleasant.

Isaac Prince HMSHost

Busy evening and Isaac remained positive & helpful. In fact, he took excellent care of me. The most amazing his incredible light came through as he helped a traveler's w/young kids & toddlers. He was friendly helpful, funny, entertaining... making what could have been a challenge for the family. A great dinner. Thank you Isaac for shining your light!!!

Malik DK Tumer HMSHost

Malik has a sunny disposition, & gives kind words and gracious customer service. Nicest person to ever wait on me out of all the Starbucks across this nation that I've visited for the past decade. I travel often in & out of airports so it was especially appreciated to be treated so kindly by Malik. Tell him to keep up the good work!

Vaneshia Edwards HMSHost

As I sat at gate C-19 waiting for my flight I observed her (Vaneshia) waiting on each customers. She always smiled and was so polite and pleasant. She just seems to be a very good person and a valuable employee. I saw the stand holding these cards neat the gate & felt I should ask her name & nominate her. She was very gracious.

Darius Dixon HMSHOST

I had a special request due to dietary needs and the young lady behind me had a tight timeline. Darius stayed positive, provided excellent customer service and made sure we all were taken care of in an efficient manner. As he noticed the line growing he engaged each person waiting to see how he could expedite the process as they approached the register. Great job, Darius!

HUDSON

Kevin Johnson Hudson

He was incredibly friendly and helpful!! He made our experience exceptional!!

Belinda Vaught Hudson

I had time to waste so I walked around and went in the candy store. I asked where I get a bag to put candy in _____ she showed me and really made me feel comfortable and welcomed. I was amazed how friendly she was, I have been traveling since 6:00am today and all the airport employees I have encountered Not One even said Hello Good morning or afternoon. Great job Belinda.

HUNTLEIGH USA

Donna Pringle Huntleigh USA

My daughter was traveling from St. Louis to Omaha, NE. We had driven 3 hrs to get to the airport and we were running late. My daughter had a stroke last October which affected her left side. She could walk, but was slow. Donna took it upon herself to get a wheelchair for her, stayed with her and helped her get through the "patting down area" and pushed her to the gate she was to leave from, which was a long way. She was so pleasant and thoughtful to my daughter. We appreciated her help so much, without her help my daughter would have missed her plane. It is so refreshing to have great customer service like Donna Pringle provided. She is a wonderful employee.

Hakeem Bilal Huntleigh USA

I was traveling with my 92-year-old grandfather and needed assistance taking him through security as he was in wheelchair and I needed to use a different (Pre-check) line. Hakeem (I hope I got his name correct) not only made sure my grandfather got to where he needed to go, he did it a second time in less than an hour when we had to leave the airport to get a forgotten item in our car. We nearly missed our boarding time, but Hakeem was willing (although he did not need to) hustle my grandfather to the

gate to get his chair checked while I got everything else squared away. Hakeem did everything graciously and without even a hint that we may have inconvenienced him by having him do this twice. I honestly did not meet anyone else at the airport that had the drive and willingness to do what he did. I thanked him in person, but believe this is the best "thank you" I could give him.

Trejure Moses Huntleigh USA

Trejure pushed my wheelchair from the Southwest Airlines Check-in at the front of the airport to the Southwest gate where my plane departed. She was very kind and caring and careful. She helped me through the security check area. My knee brace made the machine go off, so I had to have some additional screening and she was very helpful and patient through the process.

Gary Holt Huntleigh USA

We 3 sisters travel together. Gary greeted us and provided excellent service getting us through all the boarding process from front door to departure gate. He was very friendly, caring and very helpful- We all really appreciated his services.

Frederick Moore Huntleigh USA

I exited the SW plane from Cleveland and thinking I was in Tulsa my final destination I went down to baggage before realizing I should have stayed in the gate area. I am 80 yr. and didn't know what I had to do. Frederick was the guard at the entry to security. He was so cheerful and empathic with my plight. I could have hugged him. He had someone help me quickly and effectively get back into the gate area and was concern about my welfare – EXTRAORDINARY Service with a smile! Many thanks

Mary Welch Huntleigh USA

She was nice and she was working hard.

Natalie Jordan Huntleigh

Had a great and caring Gal take care of me due to disability, she was professional & courteous I would recommend a raise for such a great employee.

Christopher West Huntleigh

Chris assisted me all the way thru security to me gate and asked me about any stops along the way I may need, he was very professional all the way. I was pre-board, this is new to me, needing assistance. I really appreciated Chris for him doing such a great job, I will carry him a long way taking pride in his work.

Trejure Moses Huntleigh USA

Trejure pushed my wheelchair from check in to the departure gate. She helped me through security she was very sweet, kind, caring.

Trejure Moses Huntleigh USA

Trejure assisted a _____ in a wheelchair to our gate with friendly grace. Her cheerful personality had our little group smiling non –stop. Thank you Trejure for helping us that day.

INFORMATION & PAGING

Pearletta Malone Evans Info & Paging

I'm a Trans States Airlines Flight Attendant (regional for American Airlines). I accidentally left my apron, with money, in my jumpseat after the last flight of my day. Upon arriving at the hotel I realized I didn't have my apron and immediately called customer service. I reached Pearletta. She kindly advised me that I needed to contact American Airlines baggage claim and gave me their number. I called the number that I was given several times but was unsuccessful in reaching a live representative. I then called customer service back and again got Pearletta. Without abandoning her post, she contacted the correct person and relayed my information. The next day when I arrived at the airport, I was able to retrieve my apron (with the money still in it). It was wrapped in a paper with the information I'd given her. Without Pearletta's assistance, I probably would not have had this positive outcome. After it was all over I realized it was probably the very end of her shift, however, no one would have known. She was very professionalism. patient and genuinely concerned. I am so fortunate that she was the one who answered the phone not once, but both times that I called!

Millie Ocasio Info & Paging

Great help @ getting around the city! Thank you!

Brie Lotts Info. & Paging

1. Great support from Ms. Lotts who led us in the right direction. Thanks again for the assistance.
2. Great Information Resource!! Not only did she direct me to my baggage/claim area, she went above and beyond by recommending a lunch spot as well as calling a location in Springfield, Mo since she knew that is _____ we were flying out in a few days.

OHM

Michael Cogshell OHM

Michael was so accommodating and was going over the top for every single customer. He even opened a lady's soda who was having a tough time twisting the cap off, and was so kind to her.

Carl Matthews OHM

I was stressed from traveling and was greatly relieved to see the DD near my gate. Carl took my order and what I noticed first was his pleasant smile. It was genuine. That made me smile. My coffee and donut was wonderful.

Ayanna Skinner OHM

1. Ayanna was extremely nice and helpful explained everything thoroughly. It is nice to have someone with personality and a caring attitude, it makes the airport experience much better!
2. I have been traveling for 16 yrs. And she is the nicest person who has ever waited on me. She smiled cheerful & looks like she loves her job. She is a keeper.

Shamika Davis & Brianna Colbert OHM

Pleasant attitude, awesome teamwork despite having line of customers, they both remain pleasant & positive.

Deioche Bickley OHM

I was reading the unusual & creative menu. She noticed my interest & invited me to try one. She went right to work answering my questions & then mixing the unique drink. She is like sunshine. Nice to others also.

Ladonya Legrone OHM

During the FAA AOA compliance review the FAA team stopped at T2 for lunch and decided to eat at Pasta House/Schelfly's. The employees were very accommodating especially providing assistance to FAA personal with disabilities and service overall. The server took the time to read the menu and constantly checked up on our visitors.

REGENCY

Darin Knight Regency

I was trying to manage my two young boys and I spilled my iced coffee all over the floor. I got his attention and informed him that I had made a mess. He was very kind and understanding. He could tell I was flustered and gave me some words of encouragement.

Darrin Knight Regency

Asked if he knew where I could get my water bottle filled and he kindly directed me to a nearby Starbucks. He was very respectful and pleasant.

Chloe Collins Regency

Chloe was very pleasant kept the ladies room cleaned and fresh which is very difficult in such a busy place. She went out of her way to greet me with a cheerful smile. This was very Welcoming to St. Louis. Please consider her for this reward. Thank you.

Tiffany Hodge Regency

Very good worker, polite & courteous spoke and asked how I was doing and if I needed anything. I limp and it was much appreciated! She was concern Very Good Customer Service!

Tiffany Hodge Regency

She was so quick to help me figure out the hand towel machine. I watched her move very quickly to the other end of the bathroom and was right back with soap refill container. This woman is a worker! She wasted no time and the bathroom itself is clean & inviting.

STEELO CLEANING

Patricia Norwood Nichols Steelo Cleaning

My first experience at your airport and we were a bit lost (couldn't figure out how to get to our terminal) pat went above and beyond to assist us and recommend dining options. Excellent customer service.

SOUTHWEST

Jessica Rounds Southwest

Our flight to DC was cancelled. Jessica was able to get my husband and I on 2 different flights into Baltimore the same day. She then called us to the counter 30 min later because she was able to get us on the same flight. Jessica went above and beyond, with a smile, to care for us. Thanks so much!

Glenda Williams Southwest

While I was there she handled a number of interactions with passengers, some difficult. She did so with patience, courtesy and gave just the information needed. Great smile, too! I've made my living in customer service as a branch manager in a very busy urban library. I know a champ when I see one!

Brittany Bell Southwest

Brittany was the supervisor for Southwest that had to deal with a group of frustrated flyers who were going to miss their connection flights in Chicago from St. Louis. Many people were upset that due to "weather", Southwest was not going to put anyone up in a room since many people were not going to get home until the next day. She was very kind and considerate to everyone including me when she rerouted me to a new flight. She is awesome. Also, the rest of the staff who worked on helping the customers that night should be commended for a job well done.

Kerrie Keane Southwest

We flew in from Wichita with a connecting flight to Orlando. We had forgotten to place the Disney luggage tags on our suitcases. I asked Kerrie if there was any way possible to get them attached before the luggage went on to Orlando. She was so nice and gathered our information to try and catch our luggage before it got boarded on the next flight. She saved us so much time and trouble because our luggage would not have arrived at our Disney resort. Kerrie is awesome!!

Angela Mainieri Southwest

Amazing customer service & so friendly.

Ryan Nichols Southwest

Ryan was super nice & very professional. I am an older woman & he saw me just standing there not knowing what to do. He asked me my name & got me right on the plane. For a young man he was genuine in wanting to take care of me. God bless him.

SUPERPARK

Vanessa Tolbert SuperPark

Vanessa was so happy & positive – It was so hot in the van but she remained happy! Each stop she informed us of. Very pleasant! Very much an asset to Lambert!

TSA

TSA Employees TSA

Great to see TSA employees doing a job & keeping positive/smiling. Makes a huge difference to passengers! Should be role models to rest of airport screeners. Keep up the great work!

United

Odeth Horsford United

We accidentally booked our tickets for an international flight under my wife's maiden name, and Odeth did everything possible to ensure we knew all we needed to do to correct the issue. Despite our extreme stress and frustration, she continued to deal nicely with us all while assisting other customers. She stayed with us over 3 hours of telephone calls and check-in to see if we'd sorted it out, and even spoke to our travel agent to provide additional assistance. Her pleasant attitude and Constance concern was very calming and much needed for us. Thank you Odeth

Mary Sage United

My flight to New York was delayed which, causing me to miss my connection to _____. Mary _____ to reroute my through IAW and I was able to make my connection to. Much appreciated the extra effort.

Anita Gunter United

We were having a very trying travel experience and Anita made it much better by being Kind, compassionate, professional and effective. Big Thanks!!

Douglas Woods United

Flight to Chicago was delayed causing us to miss our flight to Rome. He was not working our gate but he responded to our request gave us several options and quickly rerouted us and gave us our options if we still miss our flight. Improved my mood a lot to have fast action competent help.

Stanley Goodwin United

I saw Stanley help out a woman with a younger child, who didn't speak much English and was waiting to have her bag checked by TSA. She had gone through standard security and needed an additional bag check. Stanley recognized that this woman was late for her Denver flight and he called ahead to let them know and then as soon as he could, immediately escorted her to her flight. An added experience I witnessed of Stanley, flight attendants and police officers at the airport, I was a passenger on United Airlines 5899 to SFO where a passenger caused a security breach and was eventually detained. I was sitting in the first row and overheard what this father had done which was run past security to grab and bag and did not get re-checked and ran through security. I do not think it was premeditated or malicious, but in the eyes of the law, he broke many rules. I think everyone involved handled this quickly and professionally. I can also speak to Stanley's patience as onlookers judged with aggressive comments without knowledge of the situation. I think in a time where airline employees can do no right, I was very impressed with his courtesy and professionalism. Kudos to STL airport, United employees, police officer and most importantly Stanley (don't know his last name, but nice suit man!)

WHELAN SECURITY

Marianne Rohan Whelan Security

Security officer was very professional, yet nice, to passengers and she kept departure lanes moving.

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
Jeff Lea, STL Public Relations Manager
jrlea@flystl.com 314-426-8125

