



GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

2020 Winners

Nominations have not been edited for grammatical accuracy or typing errors.

QUARTER 1

Krystal George- HMS Host

On Friday, January 10, 2020 I fell in the terminal while trying to get to my plane. Krystal George saw me fall and immediately came to my aid. She took great care of me until the EMS arrived and took me to the hospital. While everything was going on, she kept me calm, cared for me with great care, spoke to my husband on the phone and kept him informed of what was going on as I was travelling alone back to Toronto. She took the initiative to rebook my flight for me not once but twice and sent all of the information to my husband. I unfortunately did not get out the Friday evening and had to spend another night in St. Louis. Krystal called my husband on the Friday evening to inquire as to how I was doing and to see if she could be of any further assistance. She also called us on the Saturday evening to make sure I had arrived home safe and sound. This in my mind is more than catching us giving, in my opinion this lady went above and beyond just helping out a stranger in need she was a guardian angel for me that day. Therefore, I would like to nominate her for Employee of the Year 2020 at the St. Louis Airport and I trust you will agree with me that she highly deserves this recognition. Please feel free to share my comments with Krystal. Thank you.

Theo Kaafidh - Garda

It's not often that the actions of a single person are recognized, but today I wish to give acknowledgement to the efforts put forth by Garda Security Officer Theapolis "Theo" Khaafidh. On December 06th, 2019 a suspect was observed stealing luggage from baggage carousel #6 in Terminal One.

On December 12th, 2019 Security Officer Khaafidh recognized a subject that resembled the baggage thief, wanted for questioning by this department. Khaafidh, followed his department procedures and also notified the on-duty Police supervisor. During this time, two separate victims responded to the police station and stated that their luggage was missing from the baggage carousel. They had just arrived in St. Louis from an inbound flight, but their bags were not on the carousel.

After receiving this complaint, officers responded to the alarm center where Khaafidh had located the previously mentioned subject in-route to the Terminal One Metro Link, with 2 pieces of luggage in his possession that he did not have when he arrived at the airport. Because of S/O Khaafidh's heightened awareness while off-duty, officers were able to locate and apprehend the suspect and return the stolen luggage to the potential victims of this crime

Victoria Sommers and Vikki Bryson- TSA

When I started to grab my laptop out for security, I realized I left it at work. It was imperative I have it. I immediately called a coworker. Vicki overheard my panic and asked if someone was bringing it up. They were. She said she would talk to her manager, Tori, to see if there was a way for me not to go back through security. The fact that she even offered, and didn't have to, was so incredible. She followed up with me and spoke with Tori. Tori follow up with me and when I got the call, Tori went out and got my laptop so I didn't have to go through security. Everything went without a hitch. Having had a bad day, I didn't expect security at the airport to be the shining light in my day. All thanks to Vicki and Tori.

Kelli Grimes - Southwest

On a 3-hour drive to Lambert to meet my daughter who had a 4-hour layover between Hawaii and Boston I discovered to my horror I had left my phone at home. I continued to the airport unsure of what to do. She had sent ALL of her information to my phone, so I had no clue as to flight #, arrival time, gate #, originating airport, her phone #, etc. You get the picture. Unknown to me at the time, my daughter had been frantically texting me and receiving no answers she thought the worst scenario. I got to the ticket counter nearly in tears, and told Kelli the entire story. She said there were several flights that originated in Hawaii and were coming in from California. I had NOTHING. She checked and checked and said she had her phone number and asked if it was ok for her to call or did I want to text her. I was overjoyed. I texted her (on Kelli's phone) and told her I was ok and was at the terminal waiting for her. Kelli said there were certain rules as to what she could tell me, but said if I would stand at the place she pointed to, my daughter would be there about 3pm. At 2:30 Kelli found me in the terminal and said that my daughter had just called her and said they were landing early and since Kelli didn't want me to miss her, she hunted me down! Sure enough, a few minutes later my daughter appeared!! She told me that she and Kelli had been talking and texting to work out the details and make sure everything was in place for her to find me. I cannot thank that ticket counter angel, Kelli, enough for helping "Amanda's mom" through one of the most stressful times EVER. Kudos and Hugs to her.

Jo Ann Van Deven – Explore St. Louis

After arriving in St. Louis from San Diego with my 8 year-old and 6-month old granddaughter we learned our flight home was cancelled. We were rebooked for the following morning. Joann helped us find a hotel and get diapers because we were out. She even went out of her way and brought diapers and wipes and brought them over to the hotel after getting off work. She went above and beyond to help us and we are forever grateful to her.

QUARTER 2

Barb Hamilton – Explore St. Louis

A man traveling from Australia, following a 24 hour trip, arrived for a three month job training. He had a hotel reservation at an extended stay property and had a phone # to call for a shuttle. The shuttle transportation was scheduled as part of his reservation. He didn't have a phone and asked if Barb could call for him. The phone messaging system at the hotel was not working correctly. When Barb finally reached someone at the hotel, they said there was no shuttle and they weren't able to help him. He was very frustrated and exhausted by this point. Barb even offered to drive him when she got off work but he was anxious to get there to rest.

As he tried to call the hotel again, Barb decided to try a nearby hotel to see if there was any chance their shuttle driver was at the airport and if there was a chance they'd be willing to give him a lift. (Apparently he didn't have any cash on him and had pre-paid for a shuttle). The front desk clerk at the Crowne Plaza Hotel St. Louis Airport and the shuttle driver discussed it and the driver said he'd be happy to come and pick the traveler up and deliver to another hotel property.

Thanks to Barb for her perseverance and thinking outside the box to assist a traveler in distress!

Turwin Brown - Huntleigh

He was absolutely a wonderful positive gentleman!! He was able to transport 2 wheelchairs at once all the way from Southwest C gate to the baggage claim. Then he escorted us, my sister in the wheelchair and myself, and 3 suitcases out to the sidewalk for the shuttle to take us to Terminal 1 for Cape Air. He stayed with us for the entire time, he conversed with us and laughed with us, shared his story of his 1 year old baby boy who is celebrating his 1st birthday today and is cutting teeth. He also helped my 80 year old sister onto the shuttle. I can't say enough about his kindness. I hope your company realizes this gentleman's potentially and outstanding customer service!!! We are grateful we had him as our wheelchair escort!!

- Turwin saw me putting my bags on the sidewalk. When I said goodbye to my family, he asked me if he could help me bring my bags inside. I said, oh yes, thank you. He had a smile on his face, and he was being very friendly. He not only brought my bags into the building, but he also brought me and the bags over to the counter where I needed to check in. He continue to be friendly and nice. Because of what he did for me, he helped me, not to be so sad leaving my family, and to help me get a good start for my day's travel. While I was in the airport I noticed the sign that said you could nominate a person for great customer service. I saw another employee and I inquired the name of my helper. - Dmargueritem@hotmail.com on 10/7/20, 8:10am

Anthony Mosby - ABM

Anthony was very nice to my mother-in-law. He helped her off the plane and helped with her luggage. My mother-in-law couldn't speak English but Anthony understood what she was saying. My wife and I appreciate Anthony so much. What a great guy!

Francois Steele – Huntleigh

We were carrying a lot of luggage (two car seats, two walkers, etc.). We had just spent five days at St. Louis Children's Hospital while my younger granddaughter had SDR – they opened up her spine and up the nerve causing the spasticity allowing her to walk. Both grandchildren are handicapped. Francois rushed to the front with a luggage cart and wheelchair and followed us all the way through check in and into the terminal. He was so kind and helpful! I'm 63 and was very grateful for his help. I was very impressed by his compassion!

Watosii Shurn - Huntleigh

Shurn was very professional and polite. He assisted me with the use of the wheelchair and he was both thoughtful and considerate. He demonstrated concern for not only myself but also for my 6 year old granddaughter.

QUARTER 3**Byron Miller – ABM**

Last night my mom was at your airport for a flight home to Houston. Unbeknownst to her, the flight was cancelled. The third party did not contact her. She is a disabled senior citizen in a city alone standing at the gate. A young gentleman named Byron Miller saw her standing there alone and came to her aid. He let her know her flight was cancelled and walked her to the booking desk. Two ladies helped her get a direct flight this morning. I knew I needed to find her a hotel nearby with a shuttle services. Byron stayed with her and helped me find a hotel. He stayed with her until her shuttle came, he made sure that when she got there this morning they would have assistance for her to get to her gate. As her daughter, he will never know how grateful my sister and I are for being so kind and taking care of our mom when we couldn't. He is an angel. Thank you Byron from the bottom of my heart for treating my mom like she was your own.

From: Leslie Brown Wettermark Towery 9/17/20

P.O. Bradley Henry – Police

Dear Chief Collins...Yesterday, the 16th of September, I managed to lose my car in the garage at terminal two. I saw Officer Henry helping another person so I thought maybe he would be kind enough to help me find my car. He was so patient and kind. We drove around for about 20 minutes looking for my car and finally found it. Needless to say, I felt really stupid and very grateful for his help. You are lucky to have him on your staff because he represents your department quite well. Again, a big shout out to Office Henry for his help.

Many thanks Harva Kennedy

Date/Time: 9/16/20

Submitted By: Harva Kennedy <kennedycatcrazy@aol.com>

Ronald Macon - Huntleigh

First off I'm a 100% disabled vet with Multiple Sclerosis a horrible disease that is invisible. I had so much anxiety just going to the airport. First person I spoke with I explained my "weird behavior" as I usually explain. I have MS I said and she asked if I would like a wheel chair and said it would be an easier experience for me and sure enough she called her uncle (Kind of cool that Ronald was kin with her). I wish I would have gotten her name too because they both deserve an award. I have so much anxiety and because of the way they handled me it seems to be all gone. Thank you so much! I really hope Ronald and his Niece receive a good word. They deserve it. Thank you all!!

Date/Time: 9/5/20, 11:05am

Submitted By: pokervibe@gmail.com

Christianna McCall – Southwest

I had to put my kids on a flight to go see my sister in Ohio and I was a wreck. She took them under her wing and ensured they were seated and let me know that the notes reflected my sister's name and that the flight attendant was aware of them flying for the first time. She saved this mama from an utter meltdown and kept my children super calm with her sweet no nonsense attitude. I can't thank her enough!!!

Gayla Zerr – American Airlines

The kids were flying out to California and we escorted them to the gate. We ate at Chili's and I forgot my debit card there. I only discovered it when we went to leave the parking garage. We went back to departures and I asked Ms. Gayla Zerr how I could check. She took it upon herself to go to Chili's and check for me. It was there! She went over and above to help. She's a valuable asset to the American team. I will remember this when I book my next flight. Thank you so much, Gayla!!

Date/Time: 8/1/20,

3:30pm Check-in

Counter

Tamike68@yahoo.com

QUARTER 4**Pearletta Evans – Info & Paging**

Praise for Pearletta

Hello -

Last night, my husband received a frantic phone call from my mother-in-law, Dena. She'd flown into Lambert from Oregon but was stranded at the airport with no ride home (which is three hours away).

I don't want to get into why she was stranded, but I *do* want to praise Pearletta, an employee at the information desk who went ABOVE and BEYOND to help us. My mother-in-law is disabled and frequently has seizures, and Pearletta was able to locate her as she waited for her ride, brought

her inside to keep an eye on her, and even took her to the restroom.

As the night went on and my husband and I attempted to manage the situation from several hours away, Pearletta stayed beyond her shift time to help us get my mother-in-law on a shuttle to a nearby hotel and called me to let me know once Dena had left the airport.

We are BEYOND grateful for everything Pearletta did, and cannot begin to express our gratitude for the amazing help she provided.

THANK YOU, Pearletta, for everything you did! We will never forget your kindness!!

September 10, 2020 10:13 AM

Brooke & Corey Morgan Normal, Illinois, 309-826-8112, brooke.a.morgan@gmail.com

Samantha Hammock – HMS HOST

I visit your STL International Airport location every week and always see Samantha! She is the best hostess/bartender I have ever encountered. She is personal able and makes me feel like we are old friends! She is fantastic at her job. As an HR Manager, I wish I had employees like Sam! Please give this woman a raise if possible! Restaurant experience:

10/23/2020 5:19 PM

731-845-4508

Shlafly

Jette Christensen Diaz, Theodora Walker, Lalesia Bell, Amanda Dunbebin - Southwest

I was booked and waiting at the gate to board Flt. 4470 to Milwaukee from St. Louis. I got a call from my husband and there was an emergency and I vacillated whether or not to board the plane. I decided to cancel my flight and went up to the desk and Jette canceled it as well as being very compassionate because I was so distressed. My meds and everything was in my suitcase, and it was too late to retrieve it from the plane. After talking w/ my husband, I decided it might be best if I went to MKE after all, and went back up to the desk to get a new ticket. When I tell you the three ladies mentioned above did EVERYTHING to try to get me back on that plane. They held up the plane (probably 20 minutes or more making lots of calls; my ticket was w/ points and that was the delay in rebooking flight). I believe AMANDA DUBIEN was also involved and held up the plane for me (so graciously!) and I want to add her on to my OUTSTANDING EMPLOYEES OF SWA! After much ado, they were not able to get me back on the flight, but not after working so hard and diligently at it. I apologized profusely, but they insisted that it was 'ok' and they were more concerned about my stress and making me feel better. I have ALWAYS loved SWA and basically, we don't travel a lot and when we do, it is on your airlines. I just had to tell you about your team in St. Louis that I mentioned here...I would say they were above and beyond EXCELLENT!

December 13, 2020, 4:00 pm

At the Gate E18, Southwest

rhonnieg@sbcglobal.net

Valerie Blaylock – Delta

I was trying to add my mileage plus number to my account however I had the wrong number. She worked very hard to try and find my number. Definitely went above and beyond to try and help me. In addition to just being very friendly!

reynoldsclan@ymail.com

10/9/2020, 1:03

Delta check in counter

- She went out of her way to help anyone who was confused or looked like needed help after flight was cancelled. She also tried to get a restaurant to stay open for us when it closed early. Thanks, Valerie. - 10/14/20, 7pm by Christi Atkinson, 612-871-2545