



## CATCH US GIVING NOMINATIONS: June 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.

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### June 2017 Monthly Winners

**Veronica Bohlen IBS, LLC & Pearlie Coleman G2 Secure Staff** An elderly lady came into the airport who was not able to make it to the restroom in time. She left a trail from exit 14, past the Information Booth to the bathroom. Veronica with a good and helpful attitude, cleaned the airport floor then went to the restroom and assisted the woman in cleaning herself, while Pearlie searched to find some clothing for the lady. Pearlie was able to find her a pair of pants she could wear when departing from the airport.

**Jacqueline Williams Southwest** I was going back home to Den after my son died and she recognized something was wrong. She was very kind and compassionate and even went around the counter to hug me and hand me my boarding pass. What a great reflection of this company that I already really like. I only fly Southwest. Thanks for being so compassionate Jackie!

### Other Nominations

<b>ABM</b>
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**Dearest Wynn ABM** Yesterday, I had to travel with a boot on my foot. Mr. Wynn was assigned to push me through the airport. He was AMAZING! He went above and beyond as I worked through ticketing issues and tried to print out various work documents. You have a true gem in Mr. Wynn. I hope that you can let those "in the know" know about Mr. Wynn and what an outstanding employee he is to the company.

**Charles**                    **ABM**                    We had been traveling since 9:00 am from Playa del Carmen Mexico to Nashville, to Chicago, to St Louis and were very tired. I am disabled and we had a wheelchair waiting. Charles was very friendly and helpful. He went way out of his way to even help us with our bags and called for our transport. He waited with us until they came and got our bags on board. What a nice man who took his job to the 110th percent. Thanks again Charles! Christy Delarber

**Corey Smith**                **ABM**                    I wanted to let you know that you have a wonderful employee named Corey Smith 117226 at STL AirServ. He was fantastic, helpful, kind, competent and followed through. He pushed me in my wheel chair prior to my Delta flight 6/8/17. I needed to go to TSA pre-check office, then Security, Then my Delta Gate. Not everyone is dedicated to providing great customer service and Corey Smith is!! He is a great representative for your company!

**Jasmine Gibson**            **ABM**                    I was dropping a friend off, we had 3 roller bags and a small dog in a carrier, but no cart. I was trying to maneuver the 3 bags with much difficulty. Jasmine saw me struggling and hurried over to help. She took a bag off my hands, led us to the correct counter. While we checked in, she got a cart for us to use for the dog carrier, and stayed with us in line, helping with more bags. Jasmine saw passengers struggling and took the initiative help out our asking, and she stayed with us until we were completely checked in, and all with a friendly, welcoming smile and great attitude. Thank you! Jasmine- you saved the day!

**Jasmine Gibson**            **ABM**                    Jasmine was great assisting my brother –in-law, John through security and assisting me to obtain a gate pass. This all took more time than I thought it would (at no fault of Jasmine) She remained very positive and helpful at all times. She is a STAR!

**Rayna**                        **ABM**                    Rayna was prompt extremely courteous & thoughtful when took my wife via wheelchair. You need to have more employee like her.

**Fredrick Moore**            **ABM**                    Great assistance in locating Lap-Top. Great info!

**Cory Smith**                **ABM**                    I was in my wheelchair & he walked over and offered to help. He pushed the chair while I did the TSA pre-check office process security process and to the gate. He was gracious, helpful, kind and very competent he is a great representative for your company- Great customer service.

**Corey Smith**                **ABM**                    My daughter Monicia Menser was traveling in her wheelchair departing St. Louis for Salt Lake on Delta flight 4611 at 7:00pm. Corey Smith saw that she needed help and asked her if he could help us. He first took us to a TSA office and then to Monicia's gate. He was uncommonly kind, patient and resourceful with complications we experienced going thru security. His work ethic was impressive.

**Terrence Toran**            **ABM**                    You are very professional. C Paradise

**Charles**                      **ABM**                      We had been traveling since 9:00 am from Playa del Carmen Mexico to Nashville, to Chicago, to St Louis and were very tired. I am disabled and we had a wheelchair waiting. Charles was very friendly and helpful. He went way out of his way to even help us with our bags and called for our transport. He waited with us until they came and got our bags on board. What a nice man who took his job to the 110th percent. Thanks again Charles! Christy Delarber

**Dearest Wynn**                      **ABM**                      We had our every expectation met. He went above & beyond to care for my mother & my 95yo grandmother. He deserves all the praises in the world!!

**Elmo Coleman**                      **ABM**                      Very friendly & helpful. Interesting in making our experience pleasant.

**Kenneth Guy**                      **ABM**                      Very friendly, professional service. Wheelchair ready to accommodate elder visitor.

### **American Airlines**

**Carlton Smith**                      **American Airlines**                      Our flight 4659 is late due to late arrival of inbound aircraft. Carlton used the time to check connections for customers, speaking with customers with tight connections and briefed all passengers about how we may organize boarding to have a chance of shorter delays. His manner with customers is calm, polite and caring. Superb customer service!

**Jyotika Patel**                      **American Airlines**                      She gave me the correct info. After another employee had told me (incorrectly) that I had to stand in line for stand-by. She was friendly & very helpful.

**Jenna Goodwin**                      **American Airlines**                      We were delayed going on AA2101 to Miami and Jenna was very helpful and positive. Giving us information and always with a smile. In the end of the evening when the flight was even more delayed some customer were not so nice to her which was not her fault. We like to thank Jenna for making our day a bit more easily and for trying her best!

**Thomas Johnson**                      **American**                      I had an eleven-hour layover from 6pm until 5am. I was laying on the floor when an American Airline employee approached & asked if I would like a bottle of water of cold water. He returned with 1 for me & for the other passengers at the gate. How Kind!!!

**Kimberly Keener**                      **American**                      American Airline employee who checked us in super friendly, quick and efficient, Positive attitude. She Rocks!!

**Sandra Martin**                      **American Airlines**                      Ms. Martin took time (in a friendly empathic way) to explain how I can still make my connecting flight in Dallas after my flight to

Dallas was delayed by two hours. I am 75 and was walking around Lambert concerned until she set me at ease. Her manner was extremely cordial and encouraging

**Kimberly Keener**                      **American**                      Kimberly was extremely helpful and equally polite. She answered all my questions and ensured that my travel was correct all the way through to my destination.

**Kourtney Childs**                      **American**                      After American cancelled our flight to Philadelphia and we missed our connecting flight to Munich, Ms Childs was on our group's case immediately. We are traveling with 17 students and 4 chaperones and she worked for 5 hours trying to find us flights to get us to Munich at about the same time. She had to do other work of course, for different flights while she was helping us, but as busy as she was, she was always so kind and sweet, and very apologetic for what we've had to go through. Unfortunately, we had to get on a flight the next day, but the chaperones ended up in 1st class to Philadelphia. (And I began writing this before that flight.) Kourtney Childs is deserving of a reward and recognition for this great service.

**Gary Grotegeers**                      **American**                      Very professional, knowledgeable and patient.

**Norma Jean King**                      **American**                      Amazing employee! Spent well over 2 hours finding my family a flight to go on vacation. Extremely patient Talanted with research & computer                      Well mannered & very kind (we were not happy & she was so patient w/us)

**Peggy McKinnon**                      **American**                      After finding our rescheduled flight & connection flight only had 1 minute between them Peg patiently searched for 6 available seats for our group – she called all around, worked on hotels & meal vouchers because the only available option was for a next day flight. Prg was patient, persistent, and pleasant as could be she should get a raise. She was wonderful & all rioted a lot of stress.

<b>Delta Air Lines</b>
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**Karla Hill**                      **Delta**                      Karla rocked it. Disgruntled travelers as plane late and had to settle the outgoing passengers and provide reason for tardiness with safety first. She provided amazing customer service with humor, grace and kindness but most importantly respect. I would hire Karla for any position. You can tell she loves what she does and does a great job for her company and city.

**Ashley Washington**                      **Delta**                      I wanted to know if I could catch an earlier flight to MSP and keep my first class seat and she took the time to look it up and be honest that on this flight I would be upgraded but not if I switched my connecting flight and she recommended I

wait and ask when I arrive and decide then. I really liked how honest she was and friendly and courteous.

**John Cheatham**                      **Delta**                      We had a weather delay. He was so very helpful, cheerful, understanding, and determine to help everyone get boarded and headed out as quickly as possible. His communication we clear and cheerful. Great employee with great customer service.

**Karla Hill**                      **Delta**                      She definitely had a joyful attitude & fantastic sense of humor. My group really appreciated her. She was courteous to others and recognized our servicemen & women prior to their boarding over the sound system so they received our applause. Thank you Karla for the great experience!

**Karla Hill**                      **Delta**                      I've never seen an airline employee with such a positive attitude. She truly made peoples day with her upbeat style and sense of humor.

**Zina Dickerson**                      **Delta**                      Amazing customer service with a beautiful smile last time i flew in to STL wasnt a pleasnt time but Zina managed to change that this and id like to thank her from the

**Karen Jones/Karen Robinson**                      **Delta**                      Karen was collecting for Relay for life. Larger than life – positive personality. Brought a smile applause from everyone at the gate. Such a joyful woman, made an impact!

**Dan Palozola**                      **Delta**                      Dan had our boarding passes ready and greeted us with a cheerful smile. We flew Delta for years out of Chicago and loved your company- Dan reminded me of how flying can be when folks are so great to you. He is professional and smart! Thank you

<b>Explore St. Louis</b>
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**Barb Hamilton**                      **Explore St. Louis**                      I received this email from Barb detailing something that happened on Saturday, June 24...

"Well when I arrived at T1, a folded paper was on the upper counter. I opened it and it was a birth certificate from Colorado for someone named Danetta Lynn Deibel.

I went on Switchboard.com and found a Danetta Lynn Koch who was the correct age with a phone number and address in Colorado. I called the number and got a young girl. Mom was not home. I tried to explain who I was and what I was calling about without alarming her when I asked if I could have a cell phone number for her Mom. She confirmed Mom was on a trip and

gave me the number. Yeah! I called the woman and left a message on her voice mail. She called me back.

Very nice lady. She had just gone through a life change (divorce) and was trying to get her name changed back to her maiden name (Deibel). She had been carrying the birth certificate for identification purposes. She didn't even realize she had lost it. She had come through Lambert on her way to Peoria, IL. and is going back to Colorado this coming Thursday. I offered to leave the birth certificate at the booth for her to pick up then or I could mail it to her home in Colorado. She said if I didn't mind, would I please mail it. So Monday it's going in the mail.

### **G2 Secure Staff**

**Angie Pieper**                      **G2 Secure Staff**                      Angie was at the check in desk when we arrived to learn our flight had been delayed. \_\_\_\_\_ we got to gate C15, there she was bearing a big smile, with the news that another flight was arriving sooner than expected. She made a “negative” a very “positive” because of her positive pleasant and almost enjoyable. Thanks for having such a great employee and Angie thanks for being cool.

**Tony Mosby**                      **G2 Secure Staff**                      Tony was a great help, he help me to my gate. People are very grateful to have Tony as a worker. was very polite, very good customer service! He is to be commend for a job well done!

### **HMSHost**

**Katie Byrd**                      **HMSHost**                      Observed Katie turn around what seemed to be a negative customer service experience at another location into a great experience at her bar. And this was in the midst of what seemed to be a rush period for the airport. Glad to have seen such well provided service in action.

during the process, these two were the most pleasant TSA officers we've ever encountered.

**Rodney Britton**                      **HMSHost**                      Rodney was the most positive and caring waiter I've ever had. Our band travels a lot and he took great care of all 7 of us. What an awesome guy, made my day. Shannon's is lucky to have him.

**Aleah Moore**                      **HMSHost**                      Having a lay-over is always a drag. But walking into Starbucks I was met by a upbeat pretty young lady name Aleah. Kept a smile on her face while helping me and even made me a great drink! Keep up the good work Baristas.

**Hirut Tekalign & Joya Brown**                      **HMSHost**      I am really not an avid Starbucks drinker. I love sweet coffee but I can never remember the crazy names. Well today while I'm the terminal C 10 awaiting my flight I decided to try a Starbucks because there was no Duncan Donuts. I asked the customer service representatives at the counter to pick a drink for me, (after I butchered the names of your coffees). I accepted the recommendation from my first Customer Service Rep. it was a Moca something something something. Lol. But it is really good. I received my order of large Moca something then asked the second Customer Service Rep what she would have recommended. She said this crazzzzy name that sounds so good. I said can you make me a sample little tiny cup. She smiled and after a little explaining why I don't drink Starbucks she made it. All three of us enjoyed the little cup together. All three of us chatting over a cup split 3 ways and we all shared our taste buds experience. It was a true selling moment for Starbucks. Because of those two ladies I am switching to Starbucks something's something's. I must point out while sharing my moment with me, customer service never wavered. They served others engaged with them, some joined our conversation recommending their favorite. I just had to do this after that experience. That was the perfect start to my morning.

**Rochelle Goree**                      **HMSHost**                      Wanted to give a shout out to Rochelle (prepared mysandwich) at La Tapenade Mediterranean Cafe in the C concourse. I travel a bit and frequent this cafe in particular. Most of the employees act as if you are inconveniencing them by giving them your order, etc. Rochelle was truly the exception today. She was not only cheerful but went above and beyond to prepare my meal "just right" so I would be pleased. She even made a suggestion regarding the sandwich which was very much appreciated and made the experience much more like dining in your hometown deli. I wanted to nominate her for your employee of the month program but was unable to find out how to do that. Please make sure she is recognized for her efforts!!!

**Isaac Prince**                      **HMSHost**                      Isaac had a great attitude, and seemed like he really cared. He seemed like he wanted to be there, and made my day by being so kind.

**Samantha Hammock**                      **HMS**                      Very positive attitude and very accommodating.

**Employees of Auntie Annie's**                      **HMSHost**      While heading to my gate, a young man delivering water & soda was weaving in and out of the moving traffic with little regards for the traffic or hazards presented as people moved to get out of his way, the water & soda fell off his cart as he arrived at Auntie Annie's. He was not compelled to rush & cleared his mess. But one of the employees quickly started thanking all of Passerby and those in the front of the line picking up the items. My nomination is unnamed but they worked Auntie Anne's and 1 employee came out to thank those who helped. The person who created the unsafe environments need training in safety and basic courtesy.

**Staff at Starbucks**      **HMSHost**      The women working @ Starbucks were positive, fast and so friendly! One called everyone baby, sweetie, etc. and it was very nice. They all made eye contact w/customers, smiled the were loud and clear and overall made for a pleasant experience with the long lines.

**Phyllis Griffith**                      **HMSHost**                      Phyllis was an extraordinary find. She was positive, helpful and exuberant in her service to me. I hope that she will be appreciated for who she is.

**Aaron Rickmon/Aaron Williams**                      **HMSHost**                      Employee was very welcoming, professional & accommodating. Employee met my request & exceeded by going next door to provide jelly for my sandwich. Exceptional, promote Award, acknowledge \_\_\_\_\_. Great STL Experience. God Bless

**Hudson**

**Hayat Elemo**                      **Hudson**                      Exceptional customer service. A great sense of humor after a rough day. She was great

**Bessie Carter Kinkade**                      **Hudson**                      Bessie is a bright light. She engaged me in a thoughtful conversation, for which she was very pleasant. What a nice surprise!

**Leroy Spates**                      **Hudson**                      Leroy was amazing! Helpful, polite, knowledgeable & patient. He was on break & the only person working didn't know the answer to my question and suggested we ask Leroy. He ended his break and came to help. Best service Ever.

**Huntleigh**

**Shannon Boland**                      **Huntleigh USA**                      She was wonderful! Very friendly and sweet. She also has an amazing haircut!

**Anthony Dockett**                      **Huntleigh USA**                      Tony was very positive and upbeat for such an early morning flight! He made the check in very enjoyable with even a few laughs!

**Lisa Douglas**                      **Huntleigh USA**                      My mom & I really appreciated the assistance Lisa provided us getting me & mom into the terminal, through check-in and security and down to our gate. Lisa was attentive, anticipated our needs and made the whole check in process easy for my wheelchair bound mother. I would like to recognize Lisa for her kindness and dedication to those she helps. BZ Lisa (that's Bravo Zulu in Navy terms)



**Damon Tyson**      **Huntleigh USA**      We accidentally left my backpack with two laptops worth \$1600, Damon expect fully called my cell phone, left VM, he went the extra mile. He is a and

**Gary Polk**      **Huntleigh USA**      Gary thought ahead about what we needed. He took my husband in a wheelchair through all the security & made sure we got everything as we needed. He was thoughtful and careful.

**Michael Cannon**      **Huntleigh USA**      Michael was so, helpful considerate and patient. I needed assistance and he was very helpful. He is an asset to the airport.

**Darrian Cutts**      **Huntleigh USA**      06.27.17      Excellent service from rental shuttle with all luggage thru check-in security & to pre-board gate with me in wheelchair & aged companion making us \_\_\_\_\_ very appreciated.

**Phyllis Griffith**      **HMSHost**      Phyllis was an extraordinary find. She was positive, helpful and exubergh in her service to me. I hope that she will be appreciated for who she is.

<b>Information &amp; Paging</b>
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**Brie Lotts**      **Info & Paging**      Brie was very knowledgeable and helpful and went above and beyond to assist me. Great Customer Service Brie!

<b>OHM</b>
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**BreAsia Thomas**      **OHM**      In today's world we hear a lot of negativity and I wanted to take a moment and applaud your location at the St Louis terminal. I stopped to eat here while on a layover to meetings in MN. I ordered your omelette and it was delicious, one of the best I have had at an airport. Then you have the waitress Breasia, I so enjoyed her service! She was friendly and efficient. In the end she made me feel that my service meant a lot to her personally and she closed the end beautifully. I noted her smiling and making other customers smile. She is quiet in her manners but definitely a Rockstar! Also the gentleman attending the bar and the other waiter service was refreshingly on point and they acknowledge everyone! Well done and kudos to the culture you showed me this morning. Thank you

**OHM General**      **OHM**      I'm writing to inform you of the great customer service I received on Saturday 6/3 at The Great American Bagel Bakery in the St. Louis airport on the C-Concourse. I was there at approximately 1:40pm and hurrying to catch a tight connecting flight. Both young ladies at the counter were delightful! They were both courteous, friendly, efficient and helpful. What a refreshing experience while I was in hurry. Unfortunately, I didn't catch either of their names put please extend my thanks and recognize them for providing such great service!

**OHM General**                      **OHM**                      Was just passing through and needed food. Great sandwich and even greater fast working service team at 1:pm JUNE 3. 2017. Thank them for me please.

**Charisse Lacy**                      **OHM**                      She was extremely friendly and pleasant. She waited on our table in a very timely fashion and engaged with us. She didn't make it feel rushed. We had very nice and relaxing meal between flights thanks to Charisse.

**Kajal Patel**                      **OHM**                      Kajal Patel from the great American bagel kept looking until she found my phone! She really went above and beyond. I am so grateful!

**Kajal Patel**                      **OHM**                      I lost my cell phone somewhere in the E gates the day before. I reached out to the airline, the airport, the airport police, and TSA. It seemed like a dead end. I emailed the restaurant where I had picked up a bagel to see if I left it there. Although no phone had been left there, Kajal emailed me and helped me look all day long. She made calls and provided me with suggestions, to help me. She tracked down my phone by mid afternoon. I can not begin to expressed how appreciative I am of her help. I feel she went above and beyond in helping me locate my phone. Truly a shining star in customer service!

**Kimberly Downar**                      **OHM**                      Our flight was delayed 4 hours. We can into The Pasta House down & irritated Kimberly Downar's calm, professional \_\_\_\_\_ but \_\_\_\_\_ linger without a \_\_\_\_\_ her service was imputable. The Pasta House is lucky to have an employee like Kimberly.

**Adrianna Valley**                      **OHM**                      She was very nice & helpful with me picking out a great smoothie. She greeted us with a smile.

**Jade Pettus**                      **OHM**                      Jade was excellent. She was prompt, courteous & helpful. She made suggestions for my dinner. She served it hot & delicious. She followed up during the meal to see if needed anything. Then offered a to go box. Exemplary employee.

**BreAsia Thomas**                      **OHM**                      Pleasant, professional, polite service gave lots of thank you's and excellent eye contact.

**Ruth Mitchell**                      **OHM**                      Ruth waited on me at Great Wrap. She was very friendly and courteous to me as well as other customers. She even went above and beyond the norm and offered to fill my water bottle when I said I was going to get water from the fountain. We need more outgoing & friendly workers at Lambert like Ruth!!

**Tina Bolton**                      **Southwest**                      Our flight was delayed which would have caused us to miss our connecting flight. Tina was SO nice and patient and helped us find new flights so fast. Her kindness made our experience with Southwest that much better! I'm so glad she's the one who helped us out!

**Sherri Bakalar**                      **Southwest**                      Sherri is a Customer Service Rep for Southwest Airlines and she does a great job provide customer service. I travel Southwest a lot for work. Sherri always has a welcoming smile on her face everytime I enter the Terminal. Her fellow employee are always in good moral when she is working with them. She has helped me and my family get our luggage through the bag check process without fail, I've witness her help fellow traveler get their boarding passes and answer the hard questions from worried traveler trying to get through with connections or where to go through processing. Sherri's presence in the Terminal always put me in a good mood when I begin from travels leaving my home in St. Louis. She is a great plus to her Employer, Southwest Airlines and the great home of Lambert International Airport here in St. Louis, Missouri. I travel out of the East Terminal each time I leave and return home from St. Louis. She's like a warm hug each time I fly! A big plus in my travel experience. I'd like to reward her for her warm, helpful service. Thanks!!!

**Beth Thieda**                      **Southwest**                      We got to the airport and discovered my husband's ID was in our luggage that we had sent home with a family member who was driving back to Dallas. Beth helped us !!! She was kind, helpful, considerate, and absolutely wonderful to us. We are both senior citizens-- flying back to Dallas after attending a wedding in the area. She reassured us that " yes , you will fly back to Dallas today !!" We had plenty of other ID information on us. She put us on Pre boarding which was a great help ( My husband is 89 yrs old !!). Please thank this wonderful employee for us. And thank you Southwest Airlines for hiring this outstanding employee. We got home on our scheduled flight. THANK YOU, BETH THIEDA. I think giving her a raise would be in order !!! Rita Mannas 4447 Myerwood Lane, Dallas TX 75244

**Vernon Taylor**                      **Southwest**                      I'm an amputee and asked Vernon if it would be possible to pre board. He agreed but that's not what impressed me. It's Monday morning and he's friendly, smiling, and providing great customer service. I've been flying a lot recently and his great attitude stands out from the many many people I have encountered over the last couple of months. I just really appreciated the very pleasant encounter this morning.

**Andre Turner**                      **Southwest**                      A bit complicated to explain. At 3 am on 6/20 our arrival was very late , missing our connection and stranding us in the airport. we wanted to get our bags so we could rent a car and drive the rest of the way. she went out to retrieve the bags (she had lots of tired gripey customers to deal with and was cheerful and charming the whole time) and had them waiting for us later in the morning just as she promised. By later in the morning plans had changed again resulting in our having to leave our bags at baggage claim. When she came back for her next shift she noticed that we had not retrieved our bags and found us via phone and asked what had happened. We explained that we Had to leave them there all day and would have to come back down to retrieve them before our flight, check them in (4 big

heavy ones) and go back thru security etc. she said She could take care of that so we wouldn't have to do all that. She took our info and Made sure our bags got on the new flight we booked. Saved us a BIG pain.

**Jessica Rounds**                      **Southwest**                      My best friends flight has been cancelled, she was on driving on her way from Joplin MO to catch the flight in Kansas City. I was leaving from St. Louis and we were meeting in New York to take a cruise of the New Englands and Canadian Coasts. My friend Patti who was in transit was not able to make any changes to her cancelled flight. I arrived early at the ticket counter in St. Louis and Jessica Rounds was able to rearrange my friends flight that was cancelled. My friend has tried to do this on-line and it showed no flights available and we thought we would not be able to make our cruise and all would be lost. Jessica took it upon herself to get Patti on a flight to Chicago and then another flight to New York and the day went from a disaster to a complete blessing. Jessica showed true mid-western hospitality and went above the call of duty to take care of a passenger in an entirely different city. I want to truly thank Jessica Rounds of Southwest Airlines for her committment to true customer service.

**Jackie Williams**                      **Southwest**                      Jacqueline was very concerned of my wellbeing (2 in 83year old) and answered my numerous questions politely with a loving sense of humor & smile. She's the greatest!!

**Autmn Bonner**                      **Southwest**                      Just a wonderful happy, upbeat person. Sometimes it's not big things just being nice.

<b>Super Park</b>
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**Antoine Clark**                      **Super Park**                      We had the joy of riding with Antoine to and from the D parking lot. He was so kind and friendly, just completely engaging and making everyone feel comfortable. Literally the nicest customer service worker we've had since living in the Midwest. You can tell that he's really invested in caring for people.

**Sue Bresler**                      **Super Park**                      I work security at T1 arrivals drive. Sue consistently goes above and beyond helping customers. As soon as they come out where they need to be, even if they aren't needing Super Park services. Excellent customer service day in day out!

**Ralph Barth**                      **SuperPark**                      Ralph was very helpful & friendly, has a wonderful sense of humor.

## TSA

**Steven Stuckey**                      **TSA**                      I travel often for work and pass by many TSA agents on my comings and goings. Today I was traveling through the St Louis International Airport when I came across the happiest most friendly agent I have ever come across. It wasn't even so much that he said something to me he was kind and greeted me with the kindest smile. All too often we are plagued with negativity and bad comments. His name badge read Stuckey. He deserves the compliment at doing a great job with a smile!

**Byron Clark**                      **TSA**                      After attending a wedding in the area, we got back to the airport to fly back to Dallas. My husband unfortunately did not have his drivers license with him ( other family members drove to St Louis and took our luggage in their car for the trip back to Dallas. ( His drivers license was in his luggage). After getting excellent help from Southwest Airlines, we were sent to the TSA people for some questions and a pat down. ( WE are both senior citizens - my husband's age is 89 yrs ) Mr. Clark took care of us and we were able to board our flight on time. He was kind, efficient, well mannered, and understanding about our situation. Please offer our thanks to Mr. Clark for helping us. He was wonderful.

**Charles Friedeck**                      **TSA**                      Charles Friedeck-was positive and warm. I don't fly often and the checkpoint system is quite intimidating. Charles cheerfully provided instructions, inserting little jokes to lighten the mood. I also interacted with him when my necklace set off the alarm. He was very friendly and overly patient, a great person. He made my day! I would like for him to be recognized as an outstanding TSA employee.

**Charles Freideick**                      **TSA**                      My youngest daughter was leaving to go back to Florida. My older daughter & myself were dropping her off there were tears as she left us & traveled through the check point line for TSA. This kind gentleman pulled out some tissues from his stand & told my daughter to run up there & give this to her younger sister. How sweet of him (heart, smile) made it one more special moment.

## United Airlines

**Alice Richmond**                      **United**                      Alice went above and beyond to try to solve a very complex baggage issue caused by an incoming flight. My baggage never made it yesterday, due to some short connections, and because I'm flying all the way to Singapore today, it was quite urgent. Alice did everything she could, not rushing, but working diligently to solve the problem. Her effort is hugely appreciate.

**Mike Brennan**                      **United**                      I had lost baggage coming in on another flight which arrived 10 minutes before my flight departed for Chicago, then Tokyo, then Singapore. Mike coordinated the re-tagging of my baggage to ensure that it made the flight with me to Singapore which GREATLY simplified my life. He then came onto the plane to let me know that the baggage would be at my final destination. His customer service is exceptional.

**Jenny Bacon/Jenny Black/Jenny Orlando**                      **United**                      Flight to Newark severely delayed. Many international passenger trips involved. She talked with the pilots and recognized that it would be a longer issue than the 1 hour initial delay. By the time it became a significant issue, She had 90% of the passengers booked on later flights. Hopefully it will work out for us but she did an exemplary job.

**Steven Whaley**                      **United**                      Great attitude! I was changed flights due to a computer glitch. Steve did some quick checking and sorted the issue. Helped me get back on schedule! I watched him interact with a dozen other customers...super polite and courteous to all. Well done!

**Douglas Woods**                      **United**                      Our flight from St Louis to Chicago got delayed by 4 hours. Douglas immediately changed our tickets to a direct flight to Houston that actually got us home faster! We both could have come across the counter and hugged him!!

**Odeth Horsford**                      **United**                      I was in a bit of a crisis frenzy the morning of my flight and on my way to a short business conference. I hit a deer that morning and missed my first flight. I was quickly rebooked charged fees and would have missed 75% of my conference had Odeth not been there to help. She went the extra mile to get me out in the morning so I didn't miss more than the first session of the conference. She was extremely helpful in getting me where I needed to do and where I needed to be and explaining exactly what I needed to do and where I needed to go. I can't speak highly enough of Odeth and wish there were more people like her.

**Jackie Price**                      **United**                      Jacie offered and extended the most incredible kindness to me and my friend who had never been to St. Louis before. She helped us problem solve an issue with our luggage and offered so much help to our one day visit. She went above and beyond. Thank you!

**Jennifer Black**                      **United**                      Jennifer was such a great help to me. She did everything in her power to figure out my flight situation. When my seat was given away. She went above and beyond her call of duty in order to make sure I left comfortable & confident. Thank you Jenn, keep shining your genuine light!!

**Odeth Hansford**                      **United**                      Accommodating, kind, compassionate. I had to return from security to check a 5<sup>th</sup> bag, left my wife at A19, too late to make flight. Odeth called the gate & rebooked both of us for a later flight. During our stressful time she was very kind, worked

quickly to resolve the issue. She treated us like people not a number or livestock, she remembered our names from helping us out earlier thank you Odeth.

**Marlene Srouji**                      **United**                      Polite, courteous, considerate, helpful with nervous customer. Customer checking in for International flight connecting at Ord- Chicago

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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.

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