



## 1st Quarter 2021 Recommended Nominations

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

### **ABM**

#### **v Anthony Mosby**

I cannot express my gratitude enough here. I will be email a review at a later date on Anthony Moby. Thank you, Anthony for helping my mother. Anthony is a great person and we appreciate him

1/16/21, 1134

Matthew Beckman, 636-295-3261

#### **v Anthony Mosby**

Excellent service, very patient with me when I took forever.

12/12/21

Tiffany Young, tiffjyoung [2017@gmail.com](mailto:tiffjyoung2017@gmail.com)

#### **v Anthony Mosby**

Great job, Tony, for picking up my aunt.

1/26/21

Evan Mueller, 618-975-5545

## **v Rashaad McCall**

My mother, Jane Van Zile, who is 85 and heard of hearing was fearful of connecting with me with the chaos of finding luggage and getting to her ride home. Rashaad was calm, attentive to her – he found me and then got us a cart for her luggage. Mom is difficult elder and he made her feel special. Helped us to our vehicle and loaded luggage. Great guy!

1/30/21, 3:30pm

Cindy Burroughs, [cburroughs@gmail.com](mailto:cburroughs@gmail.com)

## **AIRPORT AUTHORITY**

### **v Claralyn Bollinger – Security Badging**

Help with badging beyond normal requirements, effort to secure badging by whole staff! Excellent! I have 10+ badges and STL was one of the best experiences.

12/8/20, 11am

Craig Macina, [cmacina@echflow.com](mailto:cmacina@echflow.com)

### **vAmori Turner**

### **vKathy Vermillion**

### **vMendi Dillon**

### **vJessica Akers**

### **vClaralyn Bollinger**

On arrival at Badging Office for annual renewal, one piece of paperwork was missing requiring signatory. I was provided the paperwork and was told badging would be ready on my return with the signature. At Boeing, I work at the same office and all the signatories and when I tried calling, discovered no one was working in the office. I was able to track down the signatory on duty but he was at home. I went back to the badging office and told them and they got out the signatory list and went tough asking if any available one were available. The office manager came just to assist and said she could scan the document and email to signatory which worked. All in that office bend over backwards to serve and get job done. Thanks!

Mike Schmank, [Michael.j.schmank@boeing.com](mailto:Michael.j.schmank@boeing.com)

### **vKathy Vermillion**

She was extremely helpful and happy so early in the morning! She had problems with the copier and I watched her patiently work with a coworker to get it fixed. She didn't get upset and she didn't let it affect the customer. She accommodated a request that I had for a copy. Very pleasant individual.

1/20/21, 7:42am

Denise Camel, 314-714-8951

### **ALASKA AIRLINES**

#### **v Sevell Robinson**

Sevell was very helpful while traveling with our infant. He assisted at check in and at the gate. His foresight and generosity was very thoughtful.

2/2/21, 1 pm

[stankee15@yahoo.com](mailto:stankee15@yahoo.com)

### **AMERICAN AIRLINES**

#### **v Casondra Lewis**

I couldn't check in online the day before flying to Rome because the directions were that I needed to see an airport agent. The next day, I arrived two and one half hours before boarding, Cassandra, an agent at the check-in counter, informed me that I needed to fill out a Visa/Immigration form that I could get online using my phone or iPad. She was very patient and encouraging as I tried over an hour to find and fill out the form. As she waited on other customers she would occasionally check back with me to see how I was doing. Never a feeling of impatience, only encouragement from Cassandra. Using technology is not my gift, but she was knowledgeable to help me find the Visa form and fill it out. I am VERY grateful to CASONDRA for her assistance. Upon completion of the form I was able to get my boarding pass, go through security and run to my gate. The passengers of my flight were already boarding. I want Cassandra to be commended for her patience and encouragement with customers.

[Stoverinkj@adorers.org](mailto:Stoverinkj@adorers.org)

December 16, 2020, 7:30-8:30 a.m.

## **v Scottie Wright**

I came to St. Louis for my daughter's funeral. My grandmother was away to her father. I was so upset. Ms. Scottie spoke some comfort words to me and I would like to thank her for that. I was out of control.

Melford Wilson, melwiffell@gmail.com

## **ATS (FRONTIER)**

### **vTyler Deaton**

I believe his name was Tyler. He was super helpful and went above and beyond to try to help us solve our issue, hands down the nicest check in person I have ever encountered at any airport I've ever been to. On the ticket he printed out for me it doesn't have his name, but it does have an agent number. That number is at40733.

02/09/2021, 5am  
[J.leach5@yahoo.com](mailto:J.leach5@yahoo.com)

## **DELTA**

### **v Denice Boyce**

Denise helped us add a lap infant to the boarding pass.

12/26/20, 4pm  
[colleen.dickherber@gmail.com](mailto:colleen.dickherber@gmail.com)

### **vLoretta Jones**

Loretta speedily verified my extensive documents and had me on my way in minutes.

12/29/20, 5:30, Check-in counter  
[robertcschrader@gmail.com](mailto:robertcschrader@gmail.com)

### **v Jacqueline Walker**

She was helpful and quite positive despite long lines and a very busy morning.

2 January 2021, 0500

[servaya@gmail.com](mailto:servaya@gmail.com)

### **vSherry Fuqua**

I was on a flight to the Netherlands and regulations around covid had just changed. There was confusion as to what documentation was needed to get me on board. Sherry went at length to get clarity on what was needed, to help me get the necessary forms. She even called the next airport to make sure everything was in order. All of this took a considerable time, all the while Sherry was extremely friendly, helping me manage stress levels and very patient while decisive in this whole thing. I was truly impressed. Sherry is an asset to the Delta team!

7 January 2021, 10.00

[Maartje.vandenbogaard@gmail.com](mailto:Maartje.vandenbogaard@gmail.com)

### **v Kathleen Coyne-Gallow**

This agent really helped me at the gate area when no one else would. She went above and beyond to make sure I was taken care of properly.

August, 2020

Belle Cooper, [BellC9723@aol.com](mailto:BellC9723@aol.com)

### **v Kathleen Coyne-Gallow**

I was short on change for my meal and she gave me some money to cover my meal.

10/1720

Bethany Aaron, [Baairom14241@gmail.com](mailto:Baairom14241@gmail.com)

### **v Kathleen Coyne-Gallow**

There was a delay or problem at security checkpoint. It was a real issue and she told me to go to the front of the line so I could make my flight. I made my flight. Thanks!

Kathy Gallow

Jack Rusoe [JR847422@gmail.com](mailto:JR847422@gmail.com)

## **v Kathleen Coyne-Gallow**

Ran into Delta Agent Kathy on my way to check in and she helped direct me where to go and what to do.

11/11/20

[JJJones7@emu.edu](mailto:JJJones7@emu.edu), Jasia Guals

## **v Kathleen Coyne-Gallow**

There was an issue with my reservation. She helped figure out what the issue was and got me on my way all with a great attitude and smile on her face.

9/2/20, John Hamn,

[Johnhamn1977@aol.com](mailto:Johnhamn1977@aol.com)

## **HMS HOST**

### **vMonique Moore**

Although the employees of the airport were exceptionally kind and warm to the soldiers who came to STL to fly out for HBL, the barista named Monique was very kind, sweet, and professional to the many customers who visited the Starbucks this morning, myself included. Her positive attitude was a refreshing experience while waiting for my flight.

12/20/2020, 7am

[nghill2017@gmail.com](mailto:nghill2017@gmail.com)

Starbucks, A4

### **vMonique Moore**

We stopped to grab a coffee before catching our flight. Monica took our order and was so sweet and happy, her attitude was a highlight to our morning

02/04/2021, 7:30 AM

[ashtonragdale18@gmail.com](mailto:ashtonragdale18@gmail.com)

### **vMonique Moore**

Starbucks was very busy at 5am and Monique was very friendly and cheerful toward every customer. I was impressed.

02/04/2021, 7:30 AM  
[ashtonragdale18@gmail.com](mailto:ashtonragdale18@gmail.com)

### **vJanice Whiting**

Budweiser Brew House

I was sitting alone at a table a little confused about how to order. Janet approached and asked if I needed any help. She was able to take my order while straight up being one of the nicest employees I've ever met at an airport. My Christmas was a little rough this year and Janet definitely made my day. The Budweiser Brew House has a PHENOMENAL employee on their hands. Many thanks from me.

[austin.j.schumer@gmail.com](mailto:austin.j.schumer@gmail.com)  
12/26/2020, 11:37 AM

### **vJanice Whiting**

Budweiser Brewhouse

Janice gave me phenomenal customer service while I waited on a delayed flight. She kept up with me and my meal. But more importantly, she helped give me a positive twist on a frustrating travel situation. She was relational and fun to be around. Fingers crossed I run into her again in the future!

1/8/2021, 8:00 pm  
[jack.bentley627@gmail.com](mailto:jack.bentley627@gmail.com)

### **vJanice Whiting**

Budweiser Brew House

She was so funny and such a joy to wait on me and my coworker. She was really attentive and friendly.

3/25/21, 5am  
Eric.Marcus.93@outlookmc.com

### **vSusan Bell**

Burger King

Super friendly, joyful, positive person. Brought joy to my day

02/07/21, 2:30

[Jj\\_lane@mac.com](mailto:Jj_lane@mac.com)

**vSusan Bell**

Burger King

She was super kind, joyful and positive. Easy to work with.

02/07/21, 2:30

[Jj\\_lane@mac.com](mailto:Jj_lane@mac.com)

**vVera Taul**

St. Louis Brewmasters tap room

Vera was the only employee working the bar and front of the house when I came in. She was amazing! She took care of all the customers with precision and grace. She recited the on tap menu to me verbatim while filling other customer's orders. Despite her attention being pulled several ways, Vera remained calm and composed. Stepping into Vera's work space, I immediately felt warmth and relaxation emanating from the bar, and I'm very glad I got the chance to grab a beer from Ms. Vera!

2/22/2021, 1:30p

[blythe667@gmail.com](mailto:blythe667@gmail.com)

**vKatie Byrd**

HMS Budweiser 1876

Stopped for a beer. Katie was friendly, professional and efficient. Welcomed everyone entering the bar. Thanks, Katie for starting our vacation on a positive note.

3/13/2021, 3:00pm

[Jleart@hotmail.com](mailto:Jleart@hotmail.com)

**vKajal Patel**

Urban chestnut

Great bartender, accommodating and very friendly! She's doing a great job



03/01/2021, 6:18  
[tracey\\_v36@yahoo.com](mailto:tracey_v36@yahoo.com)

## **vKrystal George**

Blue Note

Crystal was the bartender and was one of the friendliest people I've ever met. She made us feel comfortable and was so upbeat.

[brooksey8989@gmail.com](mailto:brooksey8989@gmail.com)  
3/13/2021, 8:45 am

## **vTom Bub**

Starbucks

Tom was awesome at calling me by my name. He was relieving a girl when she was on break. But he was super friendly and funny. He was interacting with the customers and his presence significantly boosted not only the morale of the employees but the traveling customers as well. Please pass on my compliments

10 Jan, 11:18  
[arlenegutierrez05@yahoo.com](mailto:arlenegutierrez05@yahoo.com)

## **vAlexis Booker**

Burger King

Helpful, pleasant, friendly, went out of her way to help. :)

Just a friendly employee. Attentive and respectful.

2/7/22 10:35am  
[tankboi619@gmail.com](mailto:tankboi619@gmail.com)

## **vAnna Brewer**

Chilis

Anna was diligent about taking care of all the customers. Thanks.

March 4 2021, 13:00  
[BOB@BOBSAAR.COM](mailto:BOB@BOBSAAR.COM)

## **HUDSON GROUP**

### **v Kerubel Gebru**

The gentleman working there was very nice. This was my first time traveling since Covid. I work in customer service and with masks I often find it difficult to show people I care. I'm not able to share my smile, so communication has to come verbally. So having an employee be pleasant and nice using words was wonderful. He asked us how we were doing, made conversation, and told us to "stay healthy". I appreciated the kindness especially when there is so much dear right now.

1/22/2021 10am

Julie M Little, [Echohairstudio.10@gmail.com](mailto:Echohairstudio.10@gmail.com)

### **vDonna Criedhton**

I didn't have exact coin change and Donna covered it for me! She was so kind and generous. Thank you Donna. :)

3/4/2021, 5:35am

[sarahlinker10@gmail.com](mailto:sarahlinker10@gmail.com)

## **HUNTLEIGH**

### **v Turwin Brown**

Turwin helped my mother pushing her wheelchair and was a delightful man. He was energetic, enthusiastic, personable and very very kind. My mother wants to trade me for him. He was great.

01/05/2021, 10 am

[Lshorter@integratedcomponentsinc.com](mailto:Lshorter@integratedcomponentsinc.com)

### **v Turwin Brown**

On Tuesday, Turwin went the extra mile escorting my daughter, who has a broken foot, safely to the taxi. Highly personable, like an old friend. On Wednesday after

our flight to Omaha was cancelled, he met us with a wheelchair and assisted her through security, checked that we had all our possessions. Thank you, Turwin!

2/16-17/21, am

Sandra Roach, [superma60@gmail.com](mailto:superma60@gmail.com)

### **✓ Turwin Brown**

Young man greeted us upon arrival and noticed we had someone who is handicapped with us and got us in a wheelchair. He helped us through the lines and security. Very personable and pleasant. Great experience. Thank you so much! On our return flight, "T" was at the gate and helped me. It was a wonderful experience. He made my flight to and from Orlando, FL.

2/10/21, 8am

George Jentsch, [geo9819@yahoo.com](mailto:geo9819@yahoo.com)

### **✓ Ronald Macon**

I feel like Ronald deserves praise for heling me through the Airport process. I have anxiety and he navigated me so well. Absolute gentleman and class act.

9/5/20, 11am

Kerri Dorsey, 228-369-0566

### **✓ Ronald Macon**

He was the greatest help with me physically handicapped. He was so kind, friendly and uplifting in spirit. He took my sister and me through security very capably. Great experience.

3/7/20,

Patricia Bake, 636-891-3435

### **✓ Ronald Macon**

Very polite, very helpful and efficient

2/27/21, 11am

Bernie Greens, 954-347-0631

### **✓Ronald Macon**

Ron relieved my anxiety trying to get my 91 year old mom through the gate with a

wheelchair. Mom's ID was expired, and I thought it was going to be a huge problem. He was calm and assuring! Thank you Ron!

2/27/2, 6:05am  
Dennis 404-374-5105

### **v Ronald Macon**

Ron carried a bag for me and walked Ma all the way through. His eyes were smiling, helpful and very friendly! Went above and way out of his way to help. A fantastic guy!

2/24/21, 9:56am  
Cynthia Shark, 636-219-6423

### **v Patty Taylor**

We recently flew Southwest airlines from Ontario, via Las Vegas and St. Louis. Everyone was so nice and helpful, especially Patti Tylor. They just couldn't do enough for us. I am handicapped and everyone I dealt with was very helpful to me. I just couldn't imagine that anyone was so caring. Thanks again for everyone at Southwest. You are so nice.

10/13/20, 11:30am  
Charlotte Hicks, 780-608-7690

### **v Patty Taylor**

I am disabled and need wheelchair assistance. Patti came to help get me to the restroom and get a drink. Patti was very professional, handled me very carefully, and was polite and very friendly. Anyone who needs help at STL Airport should have Patti. Thank you.

720/20, 2:09pm  
Marybeth Koreman, [mbkoreman@gmail.com](mailto:mbkoreman@gmail.com)

### **v Patty Taylor**

Pattie was very helpful and strong. She pushed me with care and was safe. I was very happy to get her help. Please let her know how much I appreciate her.

11/16/20, 7pm

Jeanette Lovett, 918-640-3356

### **v Patty Taylor**

Great Service! Great Personality! Strong Black Woman!

11/16/20, 6pm

Charlotte Harrison, 972-693-1603

### **vWatoshi Shurn**

My husband and I checked in at counter and David required wheelchair assistance to get through the Airport. Watashi assisted us. This was Thanksgiving Day and we appreciated everyone that was working. Watashi was very personable and extremely helpful. Lambert Airport should be pleased to have him.

11/26/20, 8:15am

Vicki Amsaltz, [duamstz@charter.net](mailto:duamstz@charter.net)

### **vFrancois Steele**

He assisted me to baggage. I am a senior citizen alone and no one to assist me. He kept me relaxed and comfortable. Excellent customer service! A great asset.

2/18/21, 4:40pm

Brenda Bolfig, [brendabolfig@gmail.com](mailto:brendabolfig@gmail.com)

### **vKatrina Flakes**

There was a woman in the Terminal who was hysterical and couldn't speak English. Katrina came into the Administration Office and tried to seek help for her. In fact, she insisted on help for this woman. She stayed until I was able to assist her. She was off work and on her way home when she saw this woman and stayed until she was helped. Katrina is a good caring person and she went above and beyond her job. Thanks, Katrina!

3/24/21, 4pm

tchoare@flystl.com

### **vShantell Gibbs**

She is amazing and so nice. She saw me limping and offered me a wheelchair before I could even ask for one then came back and helped me into the plane. She was lovely to talk to and a real lifesaver. It would have taken me forever to get to the gate and a lot of pain. I wish everyone was like shantell!!! I already told you how she spotted my wife limping and helped us through security to the gate

expeditiously. Then she came back when the plane was boarding to help my wife get on the plane. She is absolutely the winner winner chicken dinner of the day! We love Shontell!

3/25/21, 10am

[csinks@wdwlawoffices.com](mailto:csinks@wdwlawoffices.com)

## **OHM GROUP**

### **vKajal Patel**

Kaygal was very positive, polite and helpful I observed her dealing with several customers and her kindness never wavered she is a great role model for her company and all of the airport and the St Louis region her heart is the real thing

[pgm4417@aim.com](mailto:pgm4417@aim.com)

Saturday January 16 , 2021, apx 5 am

## **REGENCY**

### **vHana Gebrekirstos**

Unbelievable! Clean, immaculate bathroom! Never in my life did I see such an immaculate bathroom! Thank you, Hana!

3/3/21, :45pm

Jane Penchookeen, 401-252-6585

### **vDiedra Savage**

Darlene was a bright and cheerful person. She made me feel welcome and blessed to be in her presence. The restaurant was sparkling clean and everything was in good working order. Feel free to contact me for more positive feedback if desired. Thank you and happy holidays.

12/28/2019, 1400

[toni\\_yvon@yahoo.com](mailto:toni_yvon@yahoo.com)

### **vAshley Davis**

Women's restroom east terminal between gates 16&20. Ashley was working as the restroom attendant.

My daughter is scared of public bathrooms (they're very loud) and Ashley was so sweet talking to her, complimenting her, and telling her how it made her day to see my little girl. It was so lovely to run into someone with so much joy and good cheer this morning and I love that she was passing it on to others.

01/12/2021, 8:20am

[carrie@planetspork.com](mailto:carrie@planetspork.com)

### **v Sherrail "Stormy" Hunt**

Stormy was very polite and helpful. I asked for information where to find correct water bottle filler. She was personable, friendly and gave great information. When I came back to get her name she was busy cleaning and stopped to address me.

2/3/21, 8am

Joely, [landrethoely@gmail.com](mailto:landrethoely@gmail.com)

## **SOUTHWEST**

### **v Vhan Reeves**

We have had an incredibly long Covid travel day with two young kids. First time traveling to see family since March. Our kids were crabby, we were ready to be done with the day, flight delayed, and Vahn turned our day around. He went through the boarding process for our flight to Milwaukee with the most enthusiasm I have ever heard from a gate agent. I travel a lot for work, he was amazing.

Thank you, Vahn. My wife and I and our kids all enjoyed your work. Keep it up!

12/26/20, 3:00PM

[Kricchio84@gmail.com](mailto:Kricchio84@gmail.com)

### **vChristianna McCall**

Christianna has been my agent multiple times over the last few months when flying and she's always been an amazing joy- she's so kind, friendly, goes above and beyond, and is really good with conflict resolution and deescalating possible issue passengers. I appreciate her so much and she puts a smile on my face every time I see her at the airport!

01/22/2021, 1050

### **vChristianna McCall**

She talked to us and our 1yr old baby and was SO NICE, positive, and outgoing. She made us feel really good. We shared stories about Kids and life and it was fantastic. Thanks!!

2 Mar 21, 1215

[Rob.Consiglio@gmail.com](mailto:Rob.Consiglio@gmail.com)

### **vChristianna McCall**

She announced everything for this flight. She was wonderful. Great personality. We talked to her after our grandson took off. What a great person to have. Keep her because you have a wonderful employee!

2/23/21

Linda Beebe

### **vJoseph Koester**

Joseph was very polite, friendly and very helpful during our check -in. He had a great personality and made you feel like you were special.

2/11/2021 Approx 1 PM

[jmeehansr@gmail.com](mailto:jmeehansr@gmail.com)

### **vJoseph Koester**

Mr. Koester was a very happy, cheerful, and helpful agent. He made the check in process very enjoyable. I was glad he was at the counter we checked in at.

2/11/2021, Approximately 1:15 PM

[namsr2@gmail.com](mailto:namsr2@gmail.com)

### **vAlexandra Wirick**

She was very professional, friendly and hands down the best check in specialist we have had to deal with.

2/17/21, 9:45am

[jshownes1@yahoo.com](mailto:jshownes1@yahoo.com)



## **vMary Bonkoski**

Mary is the best, her positive attitude makes traveling feel effortless.

3/10/21, 7:30

[jonathan.tylka@gmail.com](mailto:jonathan.tylka@gmail.com)

## **SUPERPARK**

### **Henry Ford**

Airport parking shuttle, Picked up in lot c

Henry was courteous and positive. He enforced mask rules well, and with kindness!

[Simonv5591@gmail.com](mailto:Simonv5591@gmail.com)

3/9/21, 10:30

## **TSA**

### **vAlexander Zukas**

For context: I am a 23 year old who uses a cane, and have had difficult experiences in the past when going through TSA - my cane often gets stuck in scanners, I'll struggle attempting to maneuver the environment with only one free hand but be met with blank stares, and (due to a lack of any additional help or support) this has lengthened and complicated the time I have had to spend unpacking my bag before getting scanned, holding up lines. Overall, bad experiences.

In sharp contrast, however, Alexander Zukas was the single most helpful person I have ever interacted with during a TSA scanning process. He knew exactly what to do with my cane so it wouldn't get caught in the machine, he offered assistance when needed, but was still actively helping the other people behind me, and I was able to move quickly and smoothly through TSA without a single hitch. Not only that, but he was kind, empathetic, friendly, and made my experience a pleasant one. When I had packed up my things, I stopped to thank him, and to make sure he knew how much of a difference his help had made. And I am very glad that this is a more official avenue for me to express how appreciative I am that Alexander was so helpful, and made my experience so straightforward, quick, and overwhelmingly positive.

1/4/2021, 11:40am

## **UNITED**

### **v Carmen Bespín**

She helped fix an issue on my account involving my birthdate and made sure my TSA precheck showed up. She also changed my husband's and my seats so that we were sitting together without us evening requesting.

1/03/2021, 3:15

[Stefaniochessher@gmail.com](mailto:Stefaniochessher@gmail.com)

### **vJennifer Black**

#### **vBryan Johnson (RETIRED)**

Bryan and he ticket agent (woman, forgot her name)

I was flying Delta with three friends. Our Delta flight was cancelled and we were rebooked on United. Jenny, Ryan and ? Went out of their way to track down and physically move our bags from Delta to United. Without their help, I have no doubt our bags would not have been transferred. United employees were fantastic and much more helpful than Delta.

1/13/21, 9am

Lois Small, [L.Janesmall@gmail.com](mailto:L.Janesmall@gmail.com)

### **vJennifer Black**

#### **vBryan Johnson (RETIRED)**

The whole staff at the gate from STL to DEN was wonderful helping us get our luggage from Delta and also upgraded us. They were all wonderful. Bryan even went on the tarmac himself to track down our luggage. They deserve praise!

1/13/21, 9am

Kandi Davis, Jane Small, 314-239-2832

### **v Ivy Goodlow**

The 21<sup>st</sup> was my 73<sup>rd</sup> birthday, flying from Orlando, FL on SW Flight 2838 into STL. I had been up since 3:3am to catch my flight. When I arrived I wasn't familiar with the Airport. I walked up to a SW employee, Ivy. She was so kind and walked me to the departure door to find my ride. Thank you!

1/21/21, 10:40am

Judy Swinson, [JudySwinson1948@gmail.com](mailto:JudySwinson1948@gmail.com)

### **√ Richard Mays**

Richard went out of his way helping with my husband and I travel standby back home to Virginia. He was very kind and personable. Great asset to Southwest Airlines!

2/15/21, 9am

Amy Papish, 757-672-2626

### **√Mike Moore (RETIRED)**

Being someone who works in aviation, great customer service isn't always easy to come by. My wife and children were traveling alone, Mike was extremely polite and helpful dealing with several issues. He's an outstanding employee and wanted to give him a shout out!

[Bennett.kyle02@outlook.com](mailto:Bennett.kyle02@outlook.com)

2 March 2021, 1440

### **√ Sharon (Sherry) Meier**

Sharon went above and beyond helping me figure out how to get home after multiple canceled flights and delays. She was professional and pleasant to work with, and she seemed to genuinely care about helping me. Sharon is a ray of bright light in the STL airport, and I very much appreciate her.

3/15/2021, 5:30pm

[aborges023@gmail.com](mailto:aborges023@gmail.com)

### **√ Lynda Clements**

Lynda went out of her way to assist in helping me understand and meet specific travel requirements for my destination. She helped provide the health screening document that was required and assisted in printing it to allow me to continue with my travel plans.

[Flyhi4af@hotmail.com](mailto:Flyhi4af@hotmail.com)

17 Mar 21, 0900

### **United gate agent**

2-26-21, 8:30am, It was the gate for a STL to Denver flight leaving at 8:57 am. Two people in our party of 9 were running late, VERY late! My husband and I are the grandparents. We had the five kids. We were ready to load the airplane with the kids. I told this lovely gate agent about my fear that the two missing people were

going to miss the flight. She asked me where they were and we called to find out they were nearly at the airport. The agent took charge. She called someone at the counter to help get their luggage to the gate. That person had baggage tags printed and ready for security! They made it through security and literally ran to the gate. We boarded with the kids and were SO relieved when we saw them board the plane shortly after.

I asked the agent for her name and she simply said she was part of the STL team. How commendable! I wanted to give her a gratuity but she declined. I sent her a virtual hug.

That agent is a true asset to United Airlines! Congratulations on having her on your team!

I may not have all the details Correct but I know they would have missed the flight without her help. Thanks! Joanne Bittick