



GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

Third Quarter 2019 Winners

Adele American Horse – United Airlines

I want to recognize Adele for her excellent customer service. My flight to STL – IAD - Newark was delayed due to mechanical failure which meant I would miss my connecting flight. I had brought it up to Adele and she went above and beyond in exploring all possible options. However she couldn't find a route which can get me to Newark the same day. She proactively went on to look at all possible flight out from STL the next day to propose me if I would opt for it. She gave me news of not making to Newark the same day but also gave me alternate options, hotel reservation etc. I was impressed with her preparedness and the way she handled the communication. To add to all this was all done in a very very short period of time (less than 2-3 mins). It was a stress free change of flights. I would like to thank and recognized for great customer service. Definitely more associates like her to interact !

Francell Bain – SuperPark

You have multiple shuttle drivers who are friendly, quick to assist. But last night after weather delays, a very long work day then traveling home, Ms Bain was like a friendly host at a home one visits. Not only friendly, but it's evident she cares about each person, insuring they got to their vehicle safely, and wishing them well. It really sounds like she cares! It goes beyond her words, many drivers are kind. But she comes across as if she means it. She has the type of personality us frequent travelers love to see when we are arriving home, a caring and friendly person. I fly on average 26 weeks out of the year. I couldn't help but smile last night, I was the last to be dropped off so was able to see how she assisted everyone on the shuttle, how she catered to each passenger. That made my night, my week! Thank you...

Marilyn Ackerman – Delta Airlines

I was called to STL because of my husband's medical emergency. Wasnt able to enjoy your city because I spent the entire time at Barnes Jewish hospital. My husband was discharged late Thursday afternoon. Unfortunately I booked a 7:00 pm flight (To ATL final destination CLT). I

meant to book the 7am flight. It was the last straw and I fell apart. Marilyn was able to rebook us and get us home. Not sure what I would have done if she wasn't able to help. Kudos to Mariyn!

Debbie Reisinger – HMSHost

I used to fly to STL every week for work for approximately 3 years and got to know the team in the Admirals Club pretty well. As a frequent traveler, it is AMAZING to feel recognized and welcomed, which happened every week when I would see Debbie on Friday afternoons. Unfortunately I only make it to STL now about once per quarter. I stopped in today, and Debbie still remembered me and made me feel special. I feel like I'm catching up with a long lost friend. Thanks to Debbie for making me feel "at home" while on the road!!!

Antonio Clark – Southwest Airlines

Not only did Antonio go above and beyond to ensure all of the passengers understood our delay and how apologetic he was for the inconvenience, but he made dreams come true. I was very interested in seeing the mechanics of a plane, and as the plane was grounded, wondered if I could get a tour of inside. He talked to the First Officer and made it happen!! He allowed me to check something off my bucket list, making the 2 hour delay well worth it! Throughout the rest of the night, he continued to update all passengers and willingly answered people's questions and showed us the storm tracker. He even personally said goodbye to our flight before take off! We all knew that the delay was in any way his fault (it was just Mother Nature) but he ensured that we all felt safe and as comfortable as possible during stressful times. Thank you Anthony!!

Karen Robinson – Delta Airlines

I'm praising Karen so much because my husband and I are on military orders to Germany and we had complications with my passport and the tickets. It took an hour to fix but Karen was completely professional and steadfast in handling the situation and finding the right answers. My husband and I are very grateful for her and just could not thank her enough in a situation like this! Please continue to send our appreciation to her, thank you 🙏😊

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