



CATCH US GIVING NOMINATIONS: FEBRUARY 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.

Winning Nominations:

Jamsine Gibson AirServ

On February 17, 2017 I had the pleasure of meeting Ms. Jasmine Gibson who is employed by Airserv. I was at Lambert-St Louis airport with a destination of Ottawa, Ontario. I was 8 days post op from back surgery. I had flown to St Louis to watch my son play in the first NHL game with the Blues. I was in a fair amount of discomfort and just wanted to get home. Lines were long and I was certain I would miss my plane. Enter Jasmine! She put me in a wheelchair, I expressed my concern of missing my flight. Her response, "not on my watch Mrs Scott". Jasmine not only got me to my gate on time but she stopped at an ATM for me AND stopped to get me a coffee, added the cream and sugar all with concern and care for my well being! Jasmine is a tremendous asset to the Air Serv! Well done sweet Jasmine, I won't soon forget your kindness!

Cathy Hatten HMSHost

Today at 11:55am a guest came into Starbucks C2 and asked the baristas working if Cathy was working. They told her she wasn't in yet but would be in a few minutes for her shift. When Cathy arrived I let her know this guest was asking for her. Cathy approached the guest at the counter who was so happy to see her. The guest wanted to thank Cathy, again, personally, for what she did for her when she flew through last week. Last week when she flew in to St. Louis she came into Starbucks asking for a carton of milk. Cathy offered the poured milk we have in Starbucks but she said she would keep looking. When this guest was in it was obvious to Cathy that she was distraught and upset over something. Soon after the guest returned back to Starbucks to get a cup of milk. She told Cathy she couldn't find any anywhere else. Cathy noticed how seriously upset and sad this woman was so she gave the cup of milk to the guest. When the guest offered went to pay Cathy said she would take care of it, it was a small cup of milk (Cathy reported to manager that she had done this and it was approved). When the guest was leaving she kept telling Cathy she would pray for her.

Brandi Scott **Air Serv** A woman was going up the escalator when her luggage began to fall. Brandi saw the situation and immediately went to get the luggage. Then the woman started falling, Brandi caught the woman helped her to be upright, then got both pieces of luggage and went up the escalator with the woman.

Jasmine Gibson **Air Serv** Jasmine was cheerful, caring, helpful & could not do enough for us. Great employee.

Jasmine Gibson **Air Serv**
I needed a wheelchair and Jasmine was the good help. She took care of my needs & I had a seat way in back of plane. She was able to get me up close to the front. She took me down and helped me with my bags in the overhead. She is a special lady. So, I nominate her.

Jasmine Gibson **Air Serv**
Jasmine picked me up @ curbside check in immediately. She checked to see if I needed anything else before leaving me at the gate.

Terrence Toran **Air Serv**
Terrence picked me up at curbside check in assisted me through security & made sure I was comfortable at the departure gate before he left me. He was very kind and respectful.

Darren Gill **Air Serv**
I left a special diabetic lotion in my purse Bo went above & beyond & took me to retrieve my bag, so I could place my lotion in it. He was so polite & helpful. I was so impressed. He made my day! Thank you

Jasmine Gibson **Air Serv**
Had Jasmine take care of my father waited to get scanned she was very informed about what was happening my father was in a wheelchair she helped with bags and check in wonderful employee. Would recommend her again. Thanks Jasmine for all you do.

Gary Hilarid **AirServ**
This gentleman assisted my disable husband and I to gate C23. He noticed my husband cane, and stepped in to assist. Was cheerful and attentive. Such a great impression thank you for your assistance Gary ☺ Keep up the good work.

ALASKA AIRLINES

Devon **Alaska Airlines**

Great customer service at both the counter and the gate from the whole Alaska team, but especially Devon that helped check in and took my ticket @ the gate.

AMERICAN AIRLINES

Susan Haller **AA**

I often spend hours in operations waiting for my son to pick me up after work. I watched Susan as she interact with everyone. Always helpful and very friendly. She thinks of others with what they may be dealing with in life and always asks how things are going. I've seen her work past her shift, to get things accomplished before going home. She goes above and beyond what she is to do!

Richard Carvel **AA**

My wife when traveling from STL to DCA traveling by offering alternative routing suggestions due to traffic & weather concerns. He is helpful & a dedicated employee with 25 years of service.

Raymond Banks **AA**

Mr. Banks was very pleasant and approachable one month ago trying to locate my final destination. I had to take a detour to get back to DCA and he was more than happy to assist me with this, early in the morning without hesitation. When I saw the nomination card, it reminded me of this particular day and I'm glad to acknowledge him

BAGGAGE CLAIM

Ashiya Salvage **Baggage Claim** **02/06/2017**

I arrived on flight 1705 from Los Angeles Monday afternoon and was in seat 4C in first class. I accidentally left a plastic magazine bag with personal items in the seat back pocket. When I realized about 5 minutes after de-planning I went back to the gate and asked for them to look for my bag. No one could find anything and I was told to go downstairs to baggage claim. Ashiya, was in baggage claim and assisted with filling out necessary paperwork and supplied me the necessary numbers to call back to check for my lost item. She went a step further and spoke with a Security staff member Pearlie Coleman and asked for her assistance for me as well. It was because she reached out to Pearlie that I was ultimately able to locate my missing items and for that I am very thankful. I would like for any and all accommodations be granted to Ashiya for going above her job duties and helping a AA passenger.

Jeremy Townsend **Baggage claim** **02/06/2017**

I arrived on flight 1705 from Los Angeles Monday afternoon and was in seat 4C in first class. I accidentally left a plastic magazine bag with personal items in the seat back pocket. When I realized about 5 minutes after de-planning I went back to the gate and asked for them to look for my bag. No one could find anything and and I was told to go downstairs to baggage claim.

Jeremy, was in baggage claim and assisted with filling out necessary paperwork and supplied assistance from a security individual to ultimately locate my missing items and for that I am very thankful. I would like for any and all accommodations be granted to him for going above her job duties and helping a AA passenger.

DELTA

Yolanda Dunnigan Delta

Ms. Yolanda Dunnigan provided superb service and helped me solve a situation with my flight to Paris that in reality was Expedia's fault. Had Ms. Dunnigan not had the patience, people skills, quick problem solving ability and huge heart, I'd never been able to depart on time to meet my sister!

Janet & Cindy Delta

Janet at the gate. Cindy from Delta counter.

Marilyn Long Delta Airlines

My original flight was delayed considerably, I changed flights to one that later was delayed as well. Ms. Long helped me get on a new flight and seeing that I was having trouble walking, changed my seat to accommodate my difficulty. I appreciate her quick thinking, experience, and hospitality. Thank you Marilyn Long! God Bless You. I still fly Delta because of her!

Mr. Marzola Delta

Upon reaching the gate Mr. Marzola treated me with great respect and care. I was not having a good until that point and he made a significant difference!!

Barb Howalett Delta

She saw how tall I was and gave me an exit row with more leg room. How nice!!!

G2

Pearlie Coleman G-2

A young woman came to the Information Booth stating she left her black vest which had been given by her grandmother on their last shopping outing together. I made several phone calls to no avail. I then contacted Pearl. She went to the area where the cleaning people put items taken from a plane and bought the vest to the very appreciative young lady. When the need arises Pearl does everything she can to help.

HMS HOST

John Wyatt- Porter HMS

From time to time I run in to him when he's working always on the go, very hard worker. I've watched him for a few years, when I see him & I want him for to be acknowledged for his efforts in keeping airport up to par. He works at Budweiser Brew House.

Linda HMS

Linda was just wonderful, warm and friendly, great smile and great service

Teric Bunting HMS

Erica helped me get an order and dinner when those around her were distracted. She went above and beyond! Thank you Erica.

Jennifer HMSHOST

2/16/2017 Guest states she was at the location and Jennifer 333062 was her server. Three separate tables that was discussing how great she was. She was amazing. She was enthusiastic and fantastic. Guest says she was hustling and following up with every guest to make sure they were OK. She was asking about their flights to make sure their food in a timely fashion. She was all around great and should be working in a five star restaurant. Guest says because she did such a wonderful job, she definitely deserve a raise.

HUDSON

Cel Hudson

Cel is an awesome employee with a positive attitude. She is a great person to talk to, get information from, and just to get a laugh from. I wish every store has a person like Cel!

Cel Hudson

My experience was very nice. She made the transaction an experience *want forget* and will always remember when I go to the airport. Even has a good _____. Over all good experience.

Cel Hudson

Very nice. Fun to talk to. Made my experience very fun. Call her the magic lady. Love the conversations with her. Talked with her for a while before shipping out. Very friendly.

Cel Hudson
Gave me a military discount.

Cecilia Razon Hudson Group
She was very helpful and acknowledgeable about the sunglasses and also what military was allowed for that wear.

Kevin Johnson Hudson Group
A passenger came to the booth asking if she could buy a card to and minutes to her cell phone. I saw Kevin Johnson and called him over to ask. He said no and the woman panic she came from out of state & needed to contact her husband. Kevin pulled out his phone and turned it on. He only had 5% power & let woman use his phone. She thanked him repeatly. He went above and beyond. Outstanding customer service. The Electrician working on our lights commented on how nice he was & that people don't help others enough. It's nice to see that happen.

HUNTLEIGH

Marcus Huntleigh Very friendly he was professional, helpful to all of us that were traveling together. Very delightful. He is a good man for the job.

Marcus Huntleigh
My husband and I was greeted with so much enthusiasm and a big smile. He was very attentive and took care of our every need. He is a true attribute to the company.

Michelle Conner Huntleigh
Michelle is very friendly and helpful. She has a nice smile and I appreciated her help. I was hobbling along and she insisted I get in the wheelchair. So glad I did. Thank you again Michelle.

Jordan Hamm Huntleigh 02.08.2017
Jordan was so pleasant. He asked if I needed to make stops before taking me to my gate. As I am handicapped, I greatly appreciated stopping. Jordan also carried my bags for me while also pushing my wheelchair. He helped me thru TSA and was just plain kind. Please let him know how much I truly appreciated his help.

Zach Howard Huntleigh 02.19.2017
I had several pieces of luggage getting off the shuttle to the airport & this young man offered to carry my bags. He is very kind!

INFORMATION BOOTH

Pearl & Kim Info. Booth

To: The two wonderful women last night thank you for your help: probably saved my life.
From: The guy flying anywhere.

Brie Lotts Info. & Paging

She was wonderful, magnificent friendly & helpful.

Doris & Pearlette Info. & Paging

Doris & Pearlette went above and beyond to help me hunt down something I left on the plane.
They were friendly, helpful and knowledgeable and they tracked the item down!

Loretta Info & paging

She is the “Bomb” The essence of to die for customer service keep her!

Roxie Info & paging

Strong Leadership. Great Team. She works we feel at home

OHM

Jade OHM

Service was more than expected. Great Attitude! Team Player.

Sydin Ingran OHM

Sydni have a very positive attitude she smile every time she take an order from and she is very polite.

Sydin Ingram OHM

Well liked young lady good worker always on time.

Sydin Ingram OHM

Sydin Hughes (Bagel shop) She was real helpful lost my keys and she found them and found me and returned them.

Hemaxi OHM

Hemaxi gives me great customer service every morning. She always greets me with a smile and makes sure she goes above and beyond to fulfill my needs.

Hemaxi OHM

She always has a smile when she helps customers.

April Williams **OHM**

April kindly gave us our order and gave us ice to cool our drink. Thanks to her kindness we were able to sit and enjoy ourselves while waiting for our flight.

Carl Matthews **OHM**

Kind young man, gave eye contact and smiled. He worked well with his peers and promptly gave us our order.

A_____ Mathew **OHM**

Helped me pick up my fallen things

Vicky **OHM**

Very pleasant and cheerful this morning,

Merica **OHM**

Very helpful & pleasant and this early morning

Michael Cogshell Jr. **OHM Concession Group**

I nominate Michael because he kept a Great Attitude while taking my order he was patient and very sweet I work in customer service management and I would definitely hire this gentleman without a doubt the Airport is very lucky to have Michael on board!

Charese **OHM**

Charese was the most pleasant airport waitress I've ever met. She has a lovely demeanor, patient, well-spoken and welcoming. A delightful human.

REGENCY

Lahonda Geasnes **Regency**

I met Lahonda early in the morning. She was extremely helpful and friendly. She assisted us by giving explicit directions. She was courteous and was conscientiously performing her duties in a professional manner. Employees like this are hard to find.

Lahonda Geans **Regency**

We were early arrivals (2:45 am) and Lahonda was a bright cherry face. She was willing to answer all our questions & was very helpful. She is a great asset to you!

LaHonda Geans **Regency**

Very helpful with direction & friendly A+ ☺

SOUTHWEST AIRLINES

Antonio Clark **SWA**

I have flown weekly for over 40 years. Antonio Clark is maybe the most caring and competent airline employees I have ever met. On Jan. 20 our flight was cancelled and our bags were checked, we re-booked on a connection through mid-way arriving early after-noon. Our bags would have likely been on the next non-stop arriving late that night after we left the area. Antonio overheard a conversation with a gate agent, recognized the issue and without being asked called baggage and had them switched, he not only helped us. He used it as a training opportunity for the new gate agent. Antonio represents the best travel through STL! He should be recognized and rewarded!

Tony **SWA**

I am confirmed on a 230pm flight to Denver today but showed up at 4am in hopes of getting on a 6am flight. My son is in the high school hockey playoffs in Denver this afternoon so I'm hoping to get home in time for his game. Even though my ticket only allows for flight changes within 2 hours of departure, Tony was able to get me a seat on the 6am direct flight home to Denver...thanks Tony!!

Karla **SWA**

Going back to NH for a family emergency, was hoping to get on an earlier flight. She was very helpful and understanding. She helped ensure I got home ahead of the time I hoped.

Timothy **SWA**

Timothy at the Southwest counter was amazing. I was flying with my cat and was very nervous, since last time I had a bad experience at the Southwest counter. Instead, he was very nice and walked me through the process, putting me at ease. He is a great employee

SOUTHWEST SECURITY

Corine Johnson **Southwest Security**

Extremely friendly and helpful to all.

TSA

John Dasilva **TSA**

Officer dasilva did a great job at the TSA check. He was very clear and helpful. At the same time he was very kind to me and other citizens. He should be rewarded for his high quality service!!

UNITED

Carmen United

She went out of her way to help me with my Canada eta. The first person that tried to help me didn't run the extra mile. After waiting for 30min and not getting the eta online, I met Carmen and she was very proactive and knowledgeable about the eta needs and process. She realized my process was taking long and called a number and solved my problem. While waiting for her to solve my issue, I was happy to see how customer satisfaction oriented she is. She was asking her colleague to call someone on the back to make sure that the other premier passengers wouldn't have to wait. She is a keeper! Thank you

Jacie Price United

Most helpful and encouraging employee ever at an airport. Please reward her for her customer focused and service.

Tim United

Weather caused delays that would have prevented me from making a connection in Chicago. Tim worked diligently to find an alternative and book me on the last seat. Made my day as a frequent business traveler.

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 Coordinator
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