



GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

First Quarter 2018 Nominations & Winners

Nominations have not been edited for grammatical accuracy. Nominations are sorted in alphabetical order by employer name.

Quarterly Winners

Jasmin Gibson – ABM

I requested wheelchair assistance for my Aunt, Julia Heise. Luckily, Jasmine was inline to be our assistant. She assisted my aunt through security while I went through the TSA pre check. Once through, Jasmine informed me that my Aunt passport was expired, she had a valid drivers license and was able to continue. Our dilemma was proceeding to Fort Lauderdale and boarding the ship we were planning to cruise with. Jasmine, smiling while reviewing options, stayed very calm and informative while I was ready to cry. We live approximately 65 mile from airport. Jasmine explained that if I could get someone to drive with my Aunts current passport and meet her at the passenger unload area, she would gladly get the passport to us. After ensuring my sister was an her way with the passport, Jasmine settled us at our gate. She assured us that she would call when she was on her way to us with the passport (I had given her my number). We were in line to board, when Jasmine came, smiles and all, and handed my Aunt her passport! My Aunt is 80 years old, I don't know what I would have done if Jasmine hadn't given us options and offered her assistance once we discovered our problem. Jasmine is a true asset to your company. Everything she did, she did with a smile and a true sense of dedication to her customers!!! Please recognize this kindness and dedication to a young employee who truly enjoys her position!

Scott Veneziano – American Airlines

I recently had a lost bag that I needed to find at Lambert Airport in St. Louis, and Scott Veneziano the STL BSO Supervisor went above and beyond to help me. My bag was lost by Air France, and even though he works with American Airlines he helped me look for a record of my bag when no one else would. He called me with updates and treated me with kindness. My bag was missing for several days and no one at Air France would give me a clear answer on its whereabouts, I was so frustrated. However, Scott could not have been more helpful and pleasant to me. He is truly an asset.

Laureen Edelstein, Tessa Pratt – ATS

I am writing to make sure that three members of the WingTip's staff are recognized for going above and beyond their call of duty. On January 26th I arrived at STL off a flight from Oakland, California. I'm 72-years-old and was frantic as I had a tight deadline fax a letter to a judge, the District Attorney and Public Defender's offices in Albuquerque, New Mexico. This was regarding two court hearings for my 32-year-old daughter. I got no help from SW agents or anyone else in the airport as to where I might find a fax machine and assistance in sending the letters...*UNTIL*, I happened upon three extraordinary women working at WingTips. **Laureen Edelstein, Morgan Marshall** and **Tessa** (sorry, I don't have her last name) came to my rescue. And I do mean "rescue." I was so upset I could hardly think. But due to their understanding, compassion, patience, and professionalism, they were able to help me get the faxes off in time to make a difference in the outcome of my daughter's hearings. I will not ever forget their collective kindness and effort...ever! I'm sending them each a small token of my appreciation - but, wanted someone "in management" to be aware of their outstanding service. **CUDOS to Laureen, Morgan and Tessa!!!**

Angie David – Information Booth

Angie has been such a huge help yesterday when I came to the airport to pick up my parents. My parents flew about 18 hours from China and they do not speak English (and they are in their 70's). When they asked Angie for help, she gladly helped them to reach me by phone. Later on, when I was at the departure entry and somehow wasn't able to get to the terminal where my parents were waiting for me, Angie came all the way to find me, and later accompanied my parents to come to me again, with luggage (they have a few big pieces). Angie was very happy when she helped my parents to find me, I gave her a hug, and wanted to give her a gift from China to appreciate her help, but she said "no, all I've done is what I'm here for". From Angie, I see calm, kindness, excellent services, and willing to go extra mile and help people. My mom said last time when they came to visit me (last year), it was also Angie at the information booth who helped them, and they remembered when they saw Angie again yesterday. I'm very grateful that Angie helped us out, she is truly a great help, and very agreeable airport associate.

Elison Williams - TSA

I'm not sure if this is the correct area to contact, but I wanted to provide some feedback about a TSA agent that was working at A gates tonight. He was the only agent checking IDs when I went through the line. The regular and PreCheck lines were both coming by his checkpoint and there were quite a few people in line. Yet, this agent took the time to address every passenger by name. He acknowledged passengers for waiting patiently. He thanked every member of the military for their service to our country. He let a woman know that her drivers license was about to expire, in case she didn't know. He conversed in Spanish with a passenger who did not speak English. Through these things, he demonstrated care and concern for others, patience and calmness during a busy time, and his positive attitude spread to those around him. I hope this feedback can be shared with him, so he knows the positive impact he has

All Nominations

ABM

Brandi Jackson

She is very nice. She is awesome! ☺

Cerira Vaughn

Outstanding Service, very polite, smiling, took extra care for my father. Employee of the month.

Cheryl

Cheryl went above and beyond to help. However, it was more than what she did... I appreciated her kindness and kind attitude. My husband lost his passport while traveling and she walked to the gate where he departed to determine if the passport was left in that location on the ground where he had been sitting. While the passport wasn't found, I found a compassionate woman who represented herself and her employer well.

Corey Smith

He helped my grandfather walk to the terminal. He had a great attitude and was very helpful with my aging father he was awesome

Jasmin Gibson

1. (Wife with, broken ankle) We (wife &I) had never traveled with special service, so, we were totally blown away by the exceptional service provided by Jasmine. She picked my wife up curbside, got us through check in and got us to our gate with efficiency and very courteous/friendly service. Thanks to her what we had dreaded became a wonderful experience!
2. This gal is enthusiastic, dedicated, caring and quality. We certainly single her service out as extraordinary.
3. I required transportation assistance and Jasmine was so professional in navigating me through airport on 12-29-17 so I came to visit my grand girls in Florida. However, she went above and beyond on my returned. I was escorted to baggage & was left after securing a "buggy" for suitcases. My spouse had to go to bathroom. Jasmine saw me attempting to catch my baggage. She helped me catch & stack all our suitcases. Jasmine also showed us the best exit to go out for "The Spot" shuttle. This happened on 1-4-18. I was afraid to travel since my accident in 2016 & now require assistance. Jasmine made my traveling so easily. Jasmine is so professional & caring.

Kenneth Guy

1. Ken was warm, friendly great! Give him a raise
2. Two of the best we have had

Laticia Mack

I was traveling to Philly on crutches with a straight leg brace and all of my “luggage” on my back in a kicking backpack. I had already landed on my back outside when my crutches hit a slick spot. Ms. Mack kindly got me to check-in thru security and to my gate with compassion, professionalism and a great attitude. She deserves some kudos for her great work and helpfulness.

Niesha Wiggins

Ms. Niesha “was” surely a delight/quite courteous, patient & truly professional!! Ms. Wiggins really represent Lambert very well. You see our luggage was lost, she took the time to make sure ___ trouble was resolved before leaving in addition, she was extremely manner able and we could fully tell she enjoyed her job that says a lot about your companies. We so appreciated “her” service. Please take the time, to “Appreciate” excellent her workers.

Rita Clover

Thank you! Thank you! Thank you for having people like Rita. She was the biggest help when I couldn't help myself. Please give her a raise!!!!

Sonny Wagoner

Two of the best we have had

Tony Mosley

Tony was very personable & friendly. He was very knowledgeable & helped us through the whole process. Thank you for having such a wonderful employee!!!

Air Canada

Lyndsey Zangenen

I had a problem with my bags being overweight. Lyndsey was very helpful and patient, she made different suggestions on what we could do we took her advice and bought another bag which saved us \$200.00 on overweight fees. She is an excellent employee and appreciated all of her help. Thank you Lyndsey.

Air Choice One

Angela Smith

I was checking luggage and I forgot I could only check one bag. My second bag was very heavy due to too much shopping. She could see that I was struggling and offered to take it. My layover was 3 ½ hrs. so that made a big difference to me. I'm 72 yrs. Old so that was really considerate! Much appreciated! Glad you have these forms- some people deserve extra credit. Kudos to Airport.

Airport Shoe Shine

Ed Johnson

Ed, Mr. Johnson was very positive individual. He was prompting the friendliness of And was very proud of his St. Louis heritages. I really enjoyed listening to him and his positive attitude. St. Louis & particularly the airport. He gave me several recommendations of restaurants to visit downtown And was very proud of his St. Louis heritages. I really enjoyed listening to him and his positive attitude.

Phillip

Very efficient, skilled and friendly. He was hard-pressed with customers waiting and did not wish to lose them. As I was standing close by with my wife and luggage he insisted that I sit back down in order to do a little more work on my boots. He is a true craftsman!

William Thompson

Nice to have an experience happy service. Good job!

American Airlines

Arinna

Arinna helped me check-in. She was friendly, helpful and professional. She helped me feel peaceful in a stressful moment.

Belinda Wilborn

1. Belinda was very helpful getting my daughter checked in and a very nice person. Evident that she has a great attitude and enjoys helping others. She must have a stressful job, but she has such a great attitude!
2. I along with my brother Dilip Parulakar were checking in at AA kiosk for our flight to Auckland, NE. This young lady went out of her way to help us. She was new at her job but for Visa questions she immediately went to her supervisor to get clarification etc. She did everything with a pleasant smile on her face and we were done in less than 10mins. Service with a smile.... What a pleasant beginning of our trip.

Colleen

My AirChoice One flight was delayed and so I missed my other connections to make it back home to Phoenix. I had asked another lady for help but she gave me incorrect information which led me to purchase another flight for over \$300 one way. When I went to check in to said flight and had planned to stay the night in the terminal, Colleen looked into my ticket and reassured me that she could just snag me on the next flight out for only the \$75 charge of same-day flight changes. Super relieved, she started talking about how this happens all the time and apologized for the false information I was given. She handed me my boarding passes, and then said "actually, those are middle seats. Do you prefer window or aisle?" Seriously above and beyond. She was 100% my guardian angel that night. I'm young and not well travelled so this was pretty much a nightmare for me. Thank goodness for Colleen!

Don Quallers

Mr. Quarells was very accommodating and friendly. He went beyond his job description to make our trip easier. He needs to be acknowledged and commended for his personality and efforts.
Thank You

Ellie

Our flight had to be rearranged due to weather or our trip to Ireland. Ellie was very accommodating in moving our seats so that we could still sit together while traveling. It was so appreciated!

Frank Payne

Frank was personal and nice. He is a great employee.

Janette

Our travel agent failed to complete my ticket & Janette was very helpful, even letting me use her personal cell phone. Thanks Janette

Jyotika Patel

Jyotika supported me in my check in and weight luggage policies in the best way!! She showed a high customer centricity and made me feel confident and happy to choose American Airlines. Very nice job!!

Linda Springs

Very positive & so helpful! Great Gal! Excellent!

Linda Welch

Last flight to Phoenix was oversold. Linda gave us advice for overnight stay. Outstanding customer service. Linda is a great agent.

Mary Joiner

Mary was very helpful getting us checked in and just nice, evident she is good at what she does and enjoy helping others. I am sure a very stressful job at times.

Norma King

Helped me with ticketing issues and was extremely kind about it. Great attitude and eased my anxiety having her assistance. Sweetest airline employee I've met yet.

Regina

Ms. Regina at the AA ticket counter is a hard worker with a contagious attitude. She was immediate in her customer service and bantered back and forth with us, even in the early hours of the morning. She thanked my fiancé and I for our service and got us on our way in an expeditious manner. We appreciated our experience with her :)

Tamika Pack

I needed help with my phone to look up an E-ticket for different flight. Tamika went out of way to help me set up my phone. My exposure with Tamika's outstanding personality made my day. Thank you for your outstanding customer service.

Delta Airlines

Dan P.

My wife and I had an international flight with the legs. Due to weather in another airport, we were not going to make the connection to our final destination. Dan spent at least 20 minutes finding us a new flight path for the next day that eliminated one of our legs entirely, making out a much easier and more pleasant trip for us. Dan was also there the next morning to check us in. We are so grateful for his help and cheerful attitude. He was able to minimize the stress of our situation and seemed genuinely happy to help us.

John C.

1. Our flight was delayed and John was very helpful and patient. His announcements were clearly spoken and easy to understand.
2. He was so helpful, friendly and positive. Needed to mail some valentine cards that I forgot to put in mail. Really helped me.

Karla

1. I have taken this flight 2 times to Detroit in the early evening. Both times Karla has been the attendant at the boarding gate....usually it is a large full plane so she has a lot of people to move in a timely manner. She says what needs to be said in a fun, cheerful, direct manner. You can see people relaxing and smiling as she greets everyone and gets them boarded. She has even come back onto the plane to wish us all a good flight. This is what customer service is all about...being a servant leader to those you are working for...with a bit of caring, and humor. Thank you! I look forward to my next flight with Karla.
2. Our gate agent was amazing. Her positivity and uplifting welcome message made people smile and feel so amazingly welcome. Then our jet bridge froze and broke so our plane had to move to gate A6. She walked us over there and made sure all the flyers who were boarding plane were all set and large bags checked in and everyone was ready for a speedy boarding process. I want to commend her as much as possible!

Kelly Rankin

Kelly went above and beyond trying to find me new flights when mine continued to be delayed. Although I ended up spending the night in the airport, she was so sweet and was able to get me out on a 6 am flight to return home soon. She was dedicated to helping me and kind and considerate while doing it. She made what was a stressful night - less of one and more accommodating. Thank you! Kelly is great at her job!

Marilynn Emsly

I volunteered for a voucher since an flt was overbooked and Marilyn was theone r who provided everything I needed for my first time to volunteer for this. She made it easy, so I also made

Mark Baldwin

Mark was very courteous very helpful and informative.

Willie Harris

Willie went above and beyond his call of duty. I flew in on Delta flight 4163 and had a short turn around as I was scheduled to be back on the same flight to return to MSP. I had dropped my young son off with Grandpa and Grandma and quickly made it back through security only to get to my gate to realize I had left my car keys in my diaper bag. He was standing at the gate and overheard me upset. He took it upon himself to run to meet my father and get my keys then ran back through the airport to give them to me so I wouldn't miss the last flight of the evening. I hugged him and thanked him for making my day. Not only did he go above and Beyond he did it with a smile! That's what every airport needs friendly service and going out of their way to make your day great! Thank you Willie!

Winnie C.

Winnie was a ray of sunshine for my already challenging morning. When I left my wallet behind after helping me with a ticketing issue she not only had me called over the PA but was walking down to TSA check in to bring it to me. She saw how distressed I was and offered me a hug. Those little gestures meant the world to me on this rough day. Thank you Winnie!!!

Xzabria Martin

She was very helpful with great customer service and a wonderful smile

Zina

Due to plane issues and schedule changes, my plans needed to quickly change for the day. Zina worked through the changes quickly with a great attitude and the diligence needed to not only accommodate the needed changes for my day, but to make sure she could change my flight so that I could get on a plane going to my second destination that left 30 minutes after I started working with her. Because of her work in making my change I was able to still schedule two successful meetings for today when it nearly became a wash. Thank you Zina.

Explore St. Louis

Connie Frankovich

Ms. Linda Kaylee called me personally to tell me about her positive interaction with Connie and Sandy. Linda is a resident of O'Fallon, IL and was flying into St. Louis Lambert International Airport. Her cell phone died and did not have a way to reach her driver that was picking her up. She stopped by the Explore St. Louis booth in Terminal 1 and spoke with Connie and Sandy. Unfortunately, our land line phone at the visitor center does not allow calls outside of the (314) or (636) area codes. So both of them tried to reach her driver via their own personal cell phones. Linda stated that these women created a positive experience for her and it was a perfect example of the friendliness and warm hospitality of the region and are great ambassadors.

Sandy Resnspurger

Ms. Linda Kaylee called me personally to tell me about her positive interaction with Connie and Sandy. Linda is a resident of O'Fallon, IL and was flying into St. Louis Lambert International Airport. Her cell phone died and did not have a way to reach her driver that was picking her up. She stopped by the Explore St. Louis booth in Terminal 1 and spoke with Connie and Sandy. Unfortunately, our land line phone at the visitor center does not allow calls outside of the (314) or (636) area codes. So both of them tried to reach her driver via their own personal cell phones. Linda stated that these women created a positive experience for her and it was a perfect example of the friendliness and warm hospitality of the region and are great ambassadors.

Frontier Airlines

Keith Youngblood

Keith is a friend who I see occasionally. What I admire is how he speaks so highly of Frontier. He is very knowledgeable of times and was helpful on my trip to Cancun. He has many years in the airline industry.

Samatha

Good people still. Samatha is a good hard working person. She always smile with the customers and the employees. Keep up the good work Samatha

G2

Mike Brooks

Hello. I did curbside check in at Lambert airport last Monday, March 26th. 'Big Mike' handled the check in process for me. He was efficient, as well as kind. I told him I had traveled to St. Louis for my sister's 'Celebration of Life' service, as she had passed away a month previously. We chatted a bit about this, and he was sympathetic and kind. You can be proud to have him on your team.

Travis Binford

What a pleasant young man! He and his coworker at Alaska recognized that my kids and I were struggling with the check-in kiosk computer and swept in to save us. He was so friendly, courteous and so professional- and he got us checked in for flight with a smile! It made our evening that much easier. Thank you!

HMS Host

Aaron

Aaron was absolutely a pleasure. I was on my last leg of my 3rd flight of that day. Exhausted/frustrated. More people need to be as pleasant as Aaron was.

Alicia

She was so nice- I was pissed because we had missed our flight, but she made my morning!!

Asia

Stellar service. Fast pace. 10/10 Great bagel

Bijal Patel

1. We decided to have something to eat before our super early morning flight. We were greeted with a smile by Bijal.
2. Service with a smile. Good food.
3. Bijal toasted my wonderful Bagel after I started to leave. She made sure I understood all options, so I could have warm bagel. Her warm smile effort to please the customers were welcome gestures on cold travel day. Many thanks
4. Love these girls! Awesome
5. Extremely friendly- helpful-staff fast- courteous offered helpful suggestions. Very approachable & pleasant.

Breanna Johnson

1. When I hadn't eaten lunch yet Breanna, Bijal and Karia were so pleasant and helpful while they prepared my delicious sandwich. What lead me to fill out this nomination for all 3 was the fact that they worked together as well as a team to quickly serve everyone in line while smiling and making pleasant conversation with all of the patrons. Thanks Breanna, Bijal and Karia for helping my airport experience to be a pleasant one!
2. Love these girls! Awesome
3. Extremely friendly- helpful-staff fast- courteous offered helpful suggestions. Very approachable & pleasant.

Cierra Woodson

Cierra was warm in her attitude. Her welcoming tone & voice and smile were a good beginning of my day. I told her so. Thank you Cierra.

Clinton McKeithen

We ordered a pizza that was cut poorly and overcooked. My wife returned it to be cut correctly but did not mention the burned pizza. Clinton took one look and asked "do you have a few minutes? We can do better than that". He went out of his way to bring it out to us and was very courteous. Thank you Clinton!

Cortese Mitchel

1. The staff at Pizza Studio really take it up a notch. They are courteous and efficient. But beyond that, they are friendly and positive. They were laughing and singing the whole time and chatted with the customers. This is rare in an airport and I hope someone tells them how they made our day!!
2. He asked how my day was going I said "slow". He said, very sincerely "sorry" and, looked down after completing my transaction he then said "but if it goes by too fast,

you'll miss it". It just struck me as so sweet to get a moment of philosophy in the middle of the airport.

3. I needed a book to read on the flight from Minneapolis to St. Louis; not able to locate mine I went into my college age son's room and grabbed a book off of his shelf. It is a book he read and his honors class his freshman year called "The Absolutely True Diary of a Part-time Indian". I do have to admit on the plane I was hiding some of the pages from my flight companions because there were comic drawings. I'm not sure why but I felt a little silly reading this book. However, it is a wonderful book and I'm glad I grab this off the shelves. Cortese was the employee that delivered my wonderful pizza from Pizza studio. When he approached me he saw my book and said he'd read that and what a great book that was. He also offered the name of another book, although he said it may be a little young for me but if I liked the book I was reading -I was sure to like Happy Face, too. I appreciated our quick conversation! Cortese was a refreshing surprise; it was great to speak to an airport employee that was interested in more than what I wanted on my pizza. :) Life is short and that small conversation give me a smile to start my Monday. I may add that he rest of the crew was very pleasant and smiling at Pizza studio you have good employees!

Courtney Wilson

She provided wonderful, fast service and my pizza was cooked perfectly. I fly to STL often on business from NJ and seem to always get Courtney. Happy to finally recognize her for always doing a great job!

Desiree

Friendly service so early in the morning we asked for custom coffee & she was accommodating.

Diamond

1. Quick, courteous, clean, pleasant
2. Diamond is a doll and very helpful. Lovely young woman- clean facility & great coffee
3. Diamond was very pleasant especially for it being 5:30am! She went above and beyond in heating & frosting my milk for my coffee.

Donte Gilleylen

Found person information

Doug Steward

1. Great service & food/drinks. Doug was welcoming & provided world class service and mild entertainment for hours.
2. Great guy happy always checking Above and beyond helped care for a passenger who fell in walkway between Tap House & Kids Work while taking care of customers. Awesome experience.
3. Doug assisted in the care of an injured patron. Immediately provided ice and water. Please commend his character!

Eryania

1. Highly recommend.
2. Love the food love decided to fly Southwest due to breakfast here people friendly, food above fast and good. Thanks
3. Ladies were very friendly. Produced orders in a timely manner. Sandwich was delicious. I will eat here again!!
4. Very pleasant and agreeable attitude. Thank you
5. Very good service
6. Very friendly, very efficient, restaurant area was clean, food was good. Eryania had a great smile & was extremely polite.
7. Store was clean, employee is helpful & polite
8. She was friendly, helpful, polite & patient with me and everyone in line. Its good food & great service. It's people like her that makes me want to come back :)
9. Service was wonderful.
10. Exc service very friendly
11. She was very pleasant and patient. It is 5:30am and I was pretty groggy and she gave me plenty of time to decide. A nice way to start the day!
12. Outstanding service. They were prompt friendly and had excellent customer service.
13. Order was handled properly. I wanted an egg with no bagel. They handled my special request.
14. Great customer service with a friendly face.
15. Excellent service, employee very pleasant
16. Fast, friendly

Grace

1. Excellent!
2. Great breakfast! Excellent service!
3. The staff was very friendly and accommodating. The food is amazing, for they do a very good job and well organized.

Isaac Prince

We really appreciated Isaac positive attitude and smiling face. He was very accommodating to our 3 kids and made our day after a long travel day. If only there were more friendly people like him in this world.

James Mosley

Had a great breakfast. James was my waiter. Very attentive & socialable. Food came out fast, hot & very good.

Jennifer Tyler

Very friendly and accommodating. Filled up coffee more than once! Most places don't. Very prompt service. Didn't have much time that was appreciated.

Kadijah Kaid

She did the work of 3 people, all w/ a smile! What an employee!!!

Karia Shephard

1. When I hadn't eaten lunch yet Breanna, Bijal and Karia were so pleasant and helpful while they prepared my delicious sandwich. What lead me to fill out this nomination for all 3 was the fact that they worked together as well as a team to quickly serve everyone in line while smiling and making pleasant conversation with all of the patrons. Thanks Breanna, Bijal and Karia for helping my airport experience to be a pleasant one!
2. Love these girls! Awesome

Katie Byrd

Christmas Eve morning—burst of energy & she went out of her way for a customer who technically should have been @ a different establishment. But Katie was ever so gracious with her. During a high stress time of the year, she exceeded with bells on! Plus we enjoyed her personality. She made our layover relaxing. She needs to be recognized...

Kristian Edwards

After a day of winter storm delays I think the entire St. Louis airport staff knew they had a lot of upset passengers. My flight was delayed 7 hours, but at 7:30 pm we were given food vouchers. Everyone walked into Chili's at 8pm even though they were closed, and although the staff probably assumed they wouldn't be making good tips since the meals were being paid for with vouchers, and they were working late, Kristian had such a great attitude while serving me. He didn't rush me or make me feel like he was annoyed to be working after close. His friendly demeanor was so appreciated after having a frustrating travel day. A little dose of positive attitude can go such a long way, I was so glad Kristian was such a nice guy on the last leg of my long layover!

Leslie Presnall

Leslie is an amazing server, she went above and beyond and we had the best meal in ages. St Louis will always have a warm spot in my heart because of my experience with Leslie.

Malik Turner

They made me smile. Teamwork a positive attitudes are beautiful to behold. They made Starbucks latte, as expected, but their vibe sets them apart. Welcoming smiles efficient happy Just Good & Great.

Marci Brothers

I was very tired worn out and stressed. She greeted me with a smile and a very cheerful attitude! It totally brightened my day. What a ray of sunshine J

Nick Tyler

Nick was super friendly and helpful. My family of four (plus dog) have been super stressed out traveling during the holidays. Nick helped us also by filling our family water bottles. Great Guy. Great Service!

Pearl Lea

1. She was smiling, very positive & convinced me to buy a coffee w/out too much pressure!
2. I purchased a fountain soda. I drank it. Flight was delayed so I went back in to ask for a refill. I was greeted with a huge smile and told that I could just have another. My travel day so far had been met with delays and setbacks so this simple offer to let me have another drink without being charged was so appreciated. It is the small acts of kindness that matter. Bravo to Pearl!

Remia Hoega

I was unable to fill my reusable water bottle in the bathroom sink or a water fountain so I asked these two friendly women at Total Wraps to fill it. They did so with a warm smile and positive attitude! My interactions with them left me feeling positive about the day. I love meeting kind souls on my travels! :) They deserves kudos for their ability to serve and live by giving!

Rhonda Phea

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Romas

He was courteous, respectful offered samples of ice cream, very pleasant experience!

Samantha Hammock

1. What a sweet friendly person! She was tending bar & was helpful. I will come back!
2. Love her bubbly personality! Always funny and knows how to sell Alcohol! We'll stop in again!
3. She is so happy to work here!

Sandra Lenderman

Sandra was so wonderful in her interaction, very friendly & interactive, a ray of sunshine Thank you

Taronda Johnson

They made me smile. Teamwork a positive attitudes are beautiful to behold. They made Starbucks latte, as expected, but their vibe sets them apart. Welcoming smiles efficient happy Just Good & Great.

Tony Little

1. I was stuck in STL due to a missed connection on January 1. My 3 kids (7, 5 &3 yrs. old) and I were at STL for 11 hours. I we met Tony when getting food at CPK. He immediately introduced himself to my daughter Madison. We wound up chatting with him & he was just so positive & friendly. He remembered their names, Madison; Taylor, & Patrick, and greeted each repeatly while we were there. How nice for Tony to take time out of his busy day to interact with tiny travelers! J
2. Friendly face and talked to grand kids
3. Tony was working in the area we were eating. He was helping everyone, encouraging people, making them smile, etc. All while keeping things moving in the restaurant & making it run efficiently. He is an awesome person!
4. Tony was so friendly & courteous making people smile & laugh as they finished up their meal. He visited with us briefly & just made our stop in St. Louis a relaxed, happy time. What a special customer service rep. Tony is!

Hudson News

Eva Burns

On my way to my gate .I caught out of my eye this gift shop had Papyrus Easter so I stopped to buy one. Eva was a sweet kind employee, a breath of fresh air that put me in a good mood. She greatly tried to up sell but I didn't want anything else. Her sweetness made me smile.

Iran Texmouri

Very efficient and friendly with a long line of customers.

Janet Filker

She made me smile and laugh.

Marilyn Schmidt

Friendly & stopped what she was doing to help me, a customer, find something in the store.

Sayed Abdali

Excellent Customer Service

Tigist

I was on my way home and looking for something to read on my connecting flight. Tigist was so pleasant & friendly. It just made for a very happy moment. It's been over a month but I still remember what a positive experience it was. It is so important for people in public positions to smile... and she did!!

Huntleigh

Brandon Brooks

1. Brandon was so helpful and cheerful and accommodating he even offered to carry my heavy back pack for me. Since our 2nd flight was delayed, Brandon showed us all the restaurants & told us his faves... St. Louis has very nice people, including Brandon!
2. Brandon transported 2 people by wheelchair at the same time.

Bryan Bomar

1. Very nice young man will go far, help things to go far in school and keep up the good work.
2. Great service! Love SWA
3. Great help and nice kid! Thank you
4. Bryan was there on the ball, got me a wheelchair and his manners were the best. Very, very helpful, good personality.
5. Bryan was such an awesome young man, from the moment we had arrived at the airport, through security and to the gate, he was very personable! Please let them know this so they can feel appreciated!!
6. Bryan had the utmost respect for my mother-in-law who was in a wheelchair. He took care of everything for us and got our boarding passes took us to the gate, showed us everything that was around us , i.e. restaurants, stores, restrooms but, most importantly he was very, very nice and friendly and answered all of our questions which was much appreciated since we are not frequently flyers. Bryan was the best!
7. Bryan was a great help and really helped make my first time flying out of St. Louis great! Very respectful kid and was a great help!
8. Bryan was very respectful, kind and very willing to help go the extra mile to help my handicap Mom. There needs to be more people like Bryan!
9. I was traveling with my 92 yr. old mother Bryan greeted us at the Southwest terminal & offered his assistance. What a blessing he was. He totally & respectfully took charge of us from helping us with our luggage – pushing my Mom in a wheelchair escorting us through security, stopping so we could buy coffee & setting us at our Southwest gate to wait for our flight. He was wonderful. Bryan exemplifies excellent customer service. His smile, caring manner, kindness exceeded my expectations. Please honor him for his diligence & be sure Rhonda Hamm- Neiburugge knows.
10. Bryan greeted me with a smile as I entered the terminal! I am disable and he was very considerate of that. He immediately got me a wheelchair and checked me in for me. His smile is quite contagious. Overall Bryan was extremely pleasant!

11. Byron was the most kind, helpful, and patient assistant I've had the pleasure of meeting. He waited for me and was gentle with his services, being careful to go around corners etc. I wanted to thank him for his amazing manners and wonderful person-ability.
12. 5 Star experience with Bryan J Service with a smile. He was such a delight and I feel is such an asset to American Airlines
13. Perfect, prompt, attentive and confident. He met us with the wheelchair, got our papers in order, helped us through security and took us to the gate. Bryan was a great asset to the start of our trip.
14. Bryan went well over and above "good" service. He provided great service. I traveled with my 94 year old father and Bryan pushed his wheelchair and assisted us even after security. He took us to the gate and helped us check in. All of this was done with a smile and pleasant attitude. He is truly an asset to STL Airport!
15. Bryan helped me and my traveling companion so very much! I am an amputee in a wheelchair and Bryan came out to the car with a wheelchair and escorted us to the ticket counter, through security, and all the way to the gate (E8). His attitude for making our experience very pleasant gives me hope for humanity and mankind. He made us feel good in what I anticipated to be a very stressful situation. That is the kind of employee Huntleigh needs and should have at all times. He was professional and excellent. He gave us great customer service and should be commended. Thank you again to Bryan! His positive contagious and respected.

Darren Gill

My husband and I were struggling with a wheelchair and luggage after passing several Huntleigh employees Darren approached us and asked if we needed assistance. We accepted his offer. He was very courteous and efficient. We are very grateful for the support offered by Darren, you should be proud to.

Grant

Grant picked us up at luggage and took us through TSA check in pushing my wife in a wheelchair. I lost my boarding pass so he took us to check in desk and helped me get another. On the way to gate 38 he pointed out what we could get to eat or drink as we passed the concession stands. When we got to gate 38 he explained what would happen when boarding started. Grant was very professional, informative and courteous. He always had a smile.

Jarrett Hammond

Jarrett just randomly appeared with a wheel chair & saw my mom struggling w/her ____ & bag. He made his way over to get her set up in wheel chair then took us through check in to our gate. He had a great personality & great manners. He was very polite & professional. Made our navigation so much easier through the airport.

Mark Baldwin

Mark was the driver of the wheelchair service i used. He was so helpful and kind. What a wonderful and helpful service.

Myron Maxwell

This gentleman was most helpful & positive besides being sort of handicapped myself. His foot was turned a bit & if it ever interfered with his work you would never know it. He was even pushing 2 wheelchairs & baggage plus on the return trip home on Sat. from Tulsa. We had the pleasure of having him also on Fri 01.05.18 for departing flight.

Pattie Taylor

Needed a wheelchair she was so quick to help me the whole way. Lovely person who was extremely nice.

Steven Walker

He met me at the door with a wheelchair and made sure we made it through to the gate with no problems. He was very polite and willing to help me to the bathroom. He made my trip to Florida very smooth.

Townsal Woolfolk

1. My wife has a bad hip and has a severely sprained ankle. Red met us outside the terminal and quickly brought a wheelchair. He got her through the terminal to gate E8. He took care of everything. He was cheerful and energetic. I would love to have him as a neighbor and friend.
2. "Red" greeted our family of 12 going to Las Vegas by the door and asked if anyone needed a wheelchair assistance. Our 90 year old mother was reluctant to use a wheelchair. We knew she needed one but, she was getting mad wanted to try to walk as far as she could on her own. "Red" was so great w/mom. He joked with her made her feel so special and got her to use the wheel chair. He was so good with her and made our travels start out positive. He helped all of us w/ security, boarding passes & luggage.
3. Red did a great job of helping our family get checked in and through security

Troy Edmond

1. Troy was extremely helpful with wheelchair assists for my husband. He was very polite and mannerly. Also, very attentive to all my husband's needs. A real asset to STL. Hope we get him the next time we fly.
2. Troy was great. Exceptional service helping my mother who is 91 and was in a wheelchair. What a joy he was.

Watoshi

1. My mother needed wheelchair assistance and he helped us get my mom where she needed to go, all we had to do was follow his lead. He was very courteous, friendly & professional. We were lucky to have his help.
2. He was excellent, friendly & efficient. The best I've had in years He's a keeper & I'd like all of the transporters were like him.

Information Booth

Milly

1. The nice lady set me up with a very inexpensive shuttle, directed me to the restroom & hot coffee, very helpful 5stars!!
2. After returning from vacation & find ____ weather and snow/ice. We also found our car in the parking garage would not start due to a dead battery. Mind you this was Christmas Day at 6:30 am. No one else in airport offered help, beyond maybe “someone can jump you if you flag them down”. We could not take a cab as we still had an hour and half drive down to Cape Girardeau to return home. Milly was very helpful and called a service to jump with a battery pack, as we were parked in front of pole they were there in less than 10 minutes. Cannot thank the airport and Milly enough for the service provided after the long day we had.

OHM Concession Group

Breasia Thomas

1. Breasia provided quick, efficient service with a positive attitude and a delightful smile. She checked on me frequently even through the restaurant was very busy. Excellent service@ Breasia is definitely an asset to this establishment! Food was also very good!
2. Breasia was one of the nicest most efficient server I have the pleasure of meeting in a long time. Busy- but very pleasant and efficient! If I lived in St. Louis, I would try to hire her away to my company! I travel about 40 weeks per year and very few people do as great a job as Breasia!!
3. We stopped at Schafly for a quick bite before our morning flight. Breasia was our server and from the first word, she was lovely. She made sure our food came out quickly when we told her our flight was boarding soon. She quickly, efficient, friendly, and, professional! A gem in a world of grumpy (understandably) service workers keep up the good work Breasia!!
4. Wonderful Service!! Great Smile!!! Really knows menu!

Emily Lewis

Emily was super helpful & friendly. She was a great help in making my lunch experience a great experience. Please find 100 like her!

LaDonya Lagron

1. So pleasant. Made excellent recommendation options and so attentive to our needs. She is wonderful and made dining experience so pleasant. Thank you.
2. LaDonya was great. Very efficient & friendly
3. Nice folks! Good food

4. Ladonya was great! Awesome! Personable! Very quick to make personal connection. Friendly, accurate and quick service. Give this girl a RAISE!!
5. Extremely friendly!! She was quick and efficient, too. Great job.
6. My experience with LaDonya was just so pleasant. Her compassionate attitude & beautiful smile makes people like me who travel often brighten my day & bring me peace. Thanks LaDonya! Keep it up!!!
7. I'm having such a great time this Xmas Eve at Pasta House. The ambiance and service is terrific. I love it here. So glad I came here I can't wait to come back with my friends
8. Great Customer Service, friendly people above all great!
9. I was greeted by LaDonya with all smiles today. I was happy with her service and composer.
10. Thank you for your welcoming smile on this grey day. Ms. LeGrone you were so very pleasant in providing me service at the Pasta House. My flight being delayed in very frustrating. I absolutely hate waiting in airports but your friendly service brighten my day. Your employer is fortunate to have an employee like you. Have a great week! P.S. Thank you for getting me coffee.
11. Absolutely exceptional service! We will be back, thank you Ladonya!
12. Very good attitude, pleasant, very articulated. Good Service.
13. Pleasant, welcoming, helpful _____ service. Best that we had in St. Louis!
14. LaDonya served us with a warm smile and courteous manner. We never had to ask for a refill or extra napkins. It was a seamless dining experience. We are sure to return and hope to see LaDonya again.
15. We travel quite a bit for work & I believe that Ladonya gave us the absolute best service we have ever had in an airport establishment! She was super friendly, nice, answered our questions in a polite manner & was just fun. The next time we fly through St. Louis we will be sure to eat here again! Thank you for the great service!
16. LaDonya makes the best Bloody Mary's in the world- spicy but not too much! Thank you for making this layover so much more enjoyable!
17. LaDonya was extremely polite and helpful with my meal.
18. LaDonya did a great job serving our table, she was quick to answer all of our questions and gave great suggestions. She made sure our drinks were full and we were happy with our food. She had an awesome attitude and made our visit great!!
19. It was nice to be able to have a peaceful breakfast before a long travel day. My waitress was very kind and her service was excellent.

20. We were absolutely thrilled with the service we received here. You can tell that LaDonya truly care of and every person she is taking care of. It really felt like we got a 5 star dining experience just because of her demeanor, friendly attitude, and attention to detail. Thank you LaDonya and thank you STL! You made our day! ☺

Megan

1. I found myself with an extended layover in St. Louis on my way from New Orleans to Des Moines to visit an ill family member. I had departed New Orleans on a 5:40am flight, requiring me to wake up at 3:30am and on the road by 4:00am the day after an exam for medical school. Upon landing, I found out that my long layover in St. Louis had gotten even longer - from 7:15am to 11:55am. Five hours seemed excessive but I decided to sit at Schlafly beer and have a drink - it was 5 o'clock somewhere... the west coast. Megan greeted me with a friendly face and offered up the breakfast menu. I found that nothing was quite to my liking of simple oatmeal so I decided to opt for the full drink menu. Again, there wasn't an old fashioned equivalent so I decided to go with her recommendations - the large drink menu. I explained my situation, the need to kill 4+ hours between flights. She brought over the beer menu and began giving her recommendations on what I might like. I opted for a coffee stout, the most akin to breakfast as I could muster. Megan not only obliged, she brought over a sample of the similar, but lighter, double bean stout. As she lent an friendly ear during my drink as well as giving me space so as to not rush my slow sipping, she proved to be an able bartender as well as attentive host. I spent the next 4 hours enjoying the craft brews but also watching as she tender bar, took food orders, listened to suggestions by management, and even grabbed the mop & bucket to tend to the floors during my visit. I cannot emphasize enough what a happy and friendly presence she gave during my visit and made my layover not only bearable but enjoyable. I hope that management realizes their fortunes in employing Megan as she provides not only a great experience for customers but also the tenacity and work ethic of someone deserving of advancement within her career choice
2. Megan is the best. My 10:35 flight is @ E33 and I came here just to see her smiling face. Best Bloody Mary's @ the Airport. Food and drinks are always on point. Thank you for an awesome start to my vacation.
3. Megan was wonderful. Super sweet with great service. Smile on her face the entire time we were there. Wonderful experience while waiting for a delayed flight.
4. All three of the employees went out of their way to be kind, helpful, and entertaining. One brought a puppachino to the doggo in front of me; another talked music and songs with people in line; and all three were efficient in their work as they talked to us like actual people, not merely customers. Thanks for making a long layover on an even longer day of travel bearable. I hope that management realizes their fortunes in employing Megan as she provides not only a great experience for customers but also the tenacity and work ethic of someone deserving of advancement within her career choice.

Nikki Dailey

1. Service & food were good!!
2. Service was great! Very personable! Thanks!

3. Nikki was absolutely great. Needed help with Wi-Fi to complete some rather important workload dead line and she helped me when I could do it. Great customer service with a great attitude!! Friendly cheerful made my wait for my flight better and more comfortable. Thank you Nikki and Pasta House!!!
4. Everything I asked for on meal she did it with a smile. Exceptional service especially for an Airport setting.
5. She was very prompt in her customer service. She's dedicated to her job and customer service. She doesn't to help employees around her. STL is lucky to have Nikki
6. Staff was very nice didn't have to wait long to be seated and served. Food took just a little bit longer than usual to get but not to bad. Food tasted great and staff was very nice. Overall great experience.
7. Waitress was fast, respectful, polite and accommodating
8. After starting my day at 4:15 am in another city I slept walked my way to the Pasta House for breakfast. Nikki greeted me with a friendly smile, quickly served me a hot cup of coffee and got my day going in the right direction. She was equally attentive to her other tables. Including some that were grumpy... Thanks Nikki!!
9. Food was good, service was great. Nikki did an amazing job. Keep up the great work.
10. Great Service. Great Food
11. Went above & beyond in her level of service. Friendlessness. Truly an outstanding employee.
12. Nikki was attentive, friendly and a pleasure for an early am flight! She was a pleasure especially w/all my business travel!
13. Niki is a great server! Sweet attentive, prompt and detail oriented. My dad is headed to Mayo Clinic for surgery, so she made his day!!
14. Waitress went out of her way to make us feel welcome very professional.
15. Nikki had a great attitude & her customer service skills were 10 out of 10. We will definitely come back on our frequent visiting to St. Louis. A smile and friendly face go a long way
16. Outstanding service and food. The attitude of good service reflected in all the wait staff- happy, positive. Congratulations. They've made my day!
17. Nikki was extremely helpful answered all our questions about the menu very well. She is sweet, polite and smiles. She will advance in life given the right opportunity. Does her job very well. She made our lunch a good experience.

18. Nikki & Shelly Great service, great fish sandwich great beer & great girls
19. Good Food- service was friendly, quick and came back to check on food and if we needed anything. Thanks!
20. Niki was a wonderful server, very attentive, food was terrific.
21. Wonderful waitress Nikki kind, fast, warm
22. Our flight was delayed so we were able to have 2 meals @ the Pasta House. Nikki our waitress was outstanding! Best service I have had in a long time.
23. Nikki was extremely nice and pleasant during our visit to the Pasta House. It was very refreshing to deal with someone who was generally happy and enjoyed her job. Kudos to Nikki and Pasta House for recognizing her talents. She deserves recognition!
24. Nikki was very friendly, didn't rush me and helped me get everything I wanted on the menu at a great deal price! Always had a smile and the food was amazing!!
25. Nikki was in a great mood @ 7am She consistently checked in on us to kept drinks refilled w/o asking
26. Nikki did an outstanding job!! Cheerful, helpful and a great attitude.
27. From the beginning noticed that Nikki was fast and attentive. Even being fast pace she was still very genuine and her hospitality is very rare, mind you I go out and eat a lot. My meal was about \$7.00 and I tipped her \$6.00. If I had more I would defiantly tip her more. Great Experience 20/20!!!
28. Nikki was impressive as soon as I arrived to the restaurant. She has a contagious smile engaging personality and was very conscientious. She was able to commandeer some green olives from the bar for my made to order (build your own) burger. She was very attentive (refilling my drink when half full, asking if I needed more condiments or salad dressing, etc.) I can tell she loves her job and loves people. This was literally the best experience I've had at a restaurant in years. Especially @ an airport eatery. Not to mention the food was great too!! If I'm ever in St. Louis Airport again, I'll visit this restaurant! Great job!
29. We were on a three hour layover, just wanted to hang out and get something to eat. I ordered the meat lovers pizza and it was amazing with the mushrooms. I also had a couple of bloody Mary's which were very good. Nikki had a great personality. I'd hire her away from here in a heartbeat!!!
30. Great experience-waitress was awesome!!! Very friendly, personable and helpful.
31. Great service.
32. The most positive waitress, I have had in a very long time. Thank you.

33. I walked in to wait staff with big smiles on their faces. The service was fantastic and the food was as well.
34. Best Service ever!!! Omelet fluffy, veggies fresh. Love that breakfast waffle and sausage as expected!
35. Nikki super-efficient waitress. Deserves a 10! Cannoli tasty. Brown Ale mellow sweet, & good. House salad just okay. Could use some bread. Nice restaurant.
36. Very conscience, polite & accommodating.
37. Nikki helped me promptly when I walked up to the counter and answered all my questions. Her happy smile made my experience a joy.
38. Nikki was awesome, food was great! I will be back. Thanks to manager for stopping by my table.
39. Very attentive and caring service. Truly exceptional customer service. Checked back often, responded to questions well. Nice smile. Nikki was a breath of fresh air in the midst of a hectic travel day. I was very pleasantly surprised and very happy that I chose Pasta House for lunch.

Roxanne

Very attentive and caring service. Truly exceptional customer service. Checked back often, responded to questions well. Nice smile. Nikki was a breath of fresh air in the midst of a hectic travel day. I was very pleasantly surprised and very happy that I chose Pasta House for lunch.

Shelly Zurosky

1. These girls redeemed my confidence in Pasta House. The Ellisville location has really gone downhill in service! Outstanding service at the airport location!!
2. I had a wonderful sandwich from the Pasta House. I could not more because I was recovering from a surgery and Shelly was kind enough to hand deliver my sandwich to my chair. The food was good and the service was even better!
3. Awesome! First time to use my Priority Pass, and the Pasta House was super friendly. Keep adding more venues to the list!
4. Shelly was a wonderful hostess today at the Pasta House. I will not forget my visit here in St. Louis because of her! Every time I fly here I will make sure to stop at the Pasta House in East terminal to see Shelly.
5. The food taste is always excellent and by far the best in the airport.
6. After we had to wait down at the other gate for acknowledgement from Chill's I came to Pasta House. I was greeted right away with a smile, and great attitude. Suggestions for food from host & customized sauces optional. Great options and amazing service!!
7. Very good customer service food was fresh and very good I got my food in a timely manner.

8. Shelly was an excellent representative for your business! She was friendly, knowledgeable and energy. You have a real gem in Shelly
9. My wife is on a no-salt (cardines) diet. I talked to Ms. Z at the Pasta House counter, she conferred with the cook, and they still had some fresh chicken that had not yet been prepared, so they grilled it for us with no seasoning, meaning especially NO Salt. My wife's heart will not be _____ by salty food, and these fine employees made our trip much BETTER. THANKS!
10. She was so incredibly nice and helpful make my horrible travel day so much better! She made sure I was taken care of with a smile on her face! Shelly is a person that we need more of in this world
11. Shelly is always polite and makes my daily experience very personable. She's the best!!!
12. (Shelly) Waitress was friendly and attentive. As was the hostess and bartender. We had missed our connecting flight due to mechanical errors, so the hospitality was especially appreciated. Breakfast was excellent!

Supapan

Best Service Ever!! Please thank her. This was a fabulous start to our trip because of Supapan.

Park 'N Fly

Martez

Great customer service- he directed me to a parking space after flagging me down as I, circled the lot. Then met me at the space taking me to the terminal! Awesome service from a very personable young man.

Regency

Bridget White

1. She was cleaning the bathroom and whistling. She was so friendly to everyone that came in. I observed her in the hallway where she greeted multiple people. She made alot of people smile.
2. Bridget is pleasant, wants to help. Has a beautiful disposition, she sings while she works; and has a beautiful voice.

Danny

Needed to use restroom. Danny had just finished servicing the restroom. It was perfectly clean. You can tell he cares about doing his job well. I travel frequently, and the E terminal always has clean facilities no matter how busy it is. I took a picture in case you need it.

Darin Knight

I was using the men's room in the airport, and noticed Darrin doing a great job cleaning. He was happy and positive, up beat while doing his work and it was very thorough. I told him in person, but, I wanted to recognize his as he was doing a very good job and if it's worth doing it right! Thanks Darin! Keep up the good work!

Darlene Savage

Greated with smile, alliwed me to enter 1st, bathroom impeccable. Greatly appreciated after long travel day, already delayed by hours. Thank yoy Darlene for taking pride in yoyr job! Wanted you to know it was noticed!

Dianne Bell

When Dianne is here the ladies restroom is always clean & well kept, she also always has a pleasant attitude. I can tell when it is her day off or when she is scheduled to clean in a different location in the airport as the restroom isn't quit up to par. Kudos to Dianne

Keon King

He was outside the bathroom he had just finished cleaning. He was singing. He was so friendly and greeted everyone that came by. He made sure we were careful due to the floor being a little wet. He put a smile on mine and my mom's face along with others who passed by.

Marcus

1. Colleague noticed a gentleman cleaning seats in the hold room thoroughly (paying much more attention to the job at hand than most). When she stopped to thank him for the good work she saw he is part of a program where people requiring special needs get to come to the airport to do a bit of work. Marcus' work was excellent and attitude wonderful. Please recognize Marcus!
2. Marcus was taking incredible care in the cleaning of the blue seating near baggage claim. He was wiping down the seats and the rails to ensure they were clean. Not many people take so much care and diligence in their work. Please let him know what a great job he is doing and that all of us at American Airlines appreciate him!

Marlon Sykes

Soda machine was not working properly. Marlon was so very kind & found my Pepsi for me would not take a tip. I was so appreciated his kindness & he even wished us a Merry Christmas. Went out of his way for me. Very kind gentleman in every way.

Marnice Purnell

Marnice was cleaning the gate area and I thanked her for cleaning paper by my seat. We started talking about our grand kids and we had a beautiful conversation. This is a wonderful woman who is kind and wise! She was so helpful to me! Thank you for considering her outstanding!

Yolanda Taylor

Very polite gave greeting of the day. Lovely spirit. Smiling & inviting.

Southwest Airlines

Andre

Andre had assisted passengers arriving from BWI that missed their connection flight approximately 1030pm on 3/20/2018. Myself and two other passengers was waiting early on the morning (2:30am) for TSA to open up so we could enter the terminal. She recognized us and asked how were we doing. She told us to come up to the counter. She proceeded to apologize for our inconvenience and provide us with a meal and a compensation voucher. She reviewed our flights again and checked in the two passengers bags. This was very helpful to him because on top of being stranded overnight they had to carry their luggage around. This whole travel experience was awful until Andre went over and beyond to show that she cared about us. Personally I had never flew into St. Louis and I was very uncomfortable and upset because I felt like the agents were very abrasive and did not care. Andre later brought each of us a bottle of water and we kindly thanked her. I would like to thank her for turning a bad customer experience into a better one

Andrew Forest

Andrew helped by assisting my mother with everything. She has had a stroke and was walking with a cane and he got a wheelchair & helped her through security all the way to the gate.

Ariana Perdomo

Our flight from Detroit to Houston was interrupted due to mechanical issues and we had to switch planes and deal with a 3 hour layover. My husband was extremely upset and rude to Ariana as she tried several times to engage in conversation and deescalate the situation. My husband continued to interrupt her and asked to speak with her supervisor. Ariana maintained professionalism during this “conversation” and made several attempts to help, she was continually interrupted by my husband. I did apologize to her when he walked away and again with professionalism smiled at me and said its okay, just a part of my job. She was awesome.

Barbara

Barbara was very helpful to us. She helped us sort through our complications for our next day flight. She promised us she would check in for us as soon as she was able to since it was not working online. She checked us in and came to find us at the Schlafly bar to hand deliver our tickets.

Bradley

Bradley was very compassionate and patient with my situation and went out of his way to try and get me home. I really appreciate his level of concern and helpfulness in getting me home. Thank you!!!!

Brian Wiltowski

Brian took care of getting our luggage retagged with our name, our flight and our destination after mistake when we checked it outside. And he was pleasant the entire time. When bags checked at the outside of airport the bags were being sent to Tampa, under a diff name. My husband was using a wheelchair and we were taken to gate E14, (mistake number 2 person taking use did not look at the boarding pass, just gate written at the bottom) after sitting a few minutes, I looked at the gate info and the flight was to Tampa, I checked our paperwork as we were flying to Newark, our boarding passes had E14 written on also. I checked and we went to E16. Brian looked up everything, checked with baggage, called the couple that our bags were marked as, confirmed that couple only had 2 bags, not 4, he asked what both our bags looked like, printed out new labels and went to baggage to relabel and when he got back let me know, showing me the old tags. Brian was pleasant the entire time, not bothered that he had to leave his post (when someone else came.). I appreciate an employee going above and beyond to correct an error. Brian also apologized for the error but was glad it was found so it could be corrected.

Cheryl Tinsley

This person helped me to buy upgrade, & answered a pleather of questions I had she also smiled & laughed at my jokes! I am most grateful to her, & would not have paid for upgrade without her courtesy.

Cheyenne

I left my beanie and scarf at the pasta house in terminal 2. I didn't realize until after I had exited the terminal. I went to the security guard but he was very rude and not helpful at all. My husband went to the ticket counter and Cheyenne was more than happy to take her time and walk to the pasta house in hopes of retrieving my items, which thankfully get trip was not a wasted effort. She was very nice and kept a smile the whole time. All the southwest employees at the ticket counter ably the St. Louis lambert airport are always so friendly so keep up the good work.

Connie

1. Connie was very helpful and friendly about correcting my precheck number associated with my profile and flight itinerary
2. We had been delayed, stuck overnight in Saint Louis, cancelled, and delayed making us late to a bridal shower. Connie went out of her way to help us to be able to sit together on the plane so that we may get to the shower quicker. She was very kind and courteous! We really appreciate her!

Crickett

Wonderful customer service. Greeted me with a smile, took care of my issue in a polite timely manner.

Cynthia

Our names didn't exactly match our passports & she needed ____ but was very professional & helpful & pleasant.

Jaime Rutledge

1. Jamie was cheerful, pleasant and positive even though it was so early in the morning. She made the start of our vacation a beautiful one! If there are more smiling employees like her the whole flying experience will be a happier one for everyone!!

2. **Tell Us About Your Positive Experience:** I was paged about my checked luggage, and stopped to ask her what I should do. She called to find out the details and found that TSA needed the keys to my long gun case. She cheerfully took my keys down to TSA, and as I'd asked her to please make sure all the small things inside the case made it back inside, if they needed to inspect them. Jaime was good to her word, and all ended up just fine. She went above and beyond in her help to me, and did so with a cheerful demeanor, and a very polite and professional attitude! I called my wife and told her of the excellent service Jaime happily provided, and we have decided to "adopt" her as a new niece! Just kidding, of course, but she did help me as she would her own family, and I truly appreciate her excellent service on my behalf. Thank God, in this day of often very poor, to non-existent customer service, there are still young people like Jaime out there to provide an excellent example for one and all!! Thanks, Southwest, for hiring employees like Jaime!! Take care, and God Bless!

Joyce Pasley

1. Very friendly!! Answered all of our questions.
2. I went to the counter to see about upgrading my boarding position. I had such a nice chat & laugh with Joyce, I had to take a picture to share the experience with him! Considering how early it was, it would have been easy for her to be grumpy and just handle my request, but instead she was kind and personable and completely made my morning! Thanks for the laugh, Joyce! Rachelle

Justin Howard

Southwest employee Justin Howard went above and beyond to help me rearrange travel plans after last-minute weather related meeting cancellation. His kindness and professionalism are a gold standard against which I will judge any future Airline employee transactions. Thank you to Justin for making a challenging situation incredibly easy!

Karla Seymour

Because of an accident on the hwy in Little Rock I reached ck in 45 min's prior to departure. SW said they couldn't guarantee my bag would make it to my layover. Understandable but my medication was in that bag. When I landed I asked Karla if there was anyway to check and see if my bag made it? I explained to her if it didn't I would have to start arranging for a prescription fill now because where I'm going after I land is very isolated. She had a line a mile long, people asking questions, typical behavior of some. She never let it get to her, she took my name and said when this line leaves she will see what she could do. She found me and said they had already moved the connection bags for that flight, but she would go to gate E16 and check for me one her current flight departs. Sorry but I didn't think she would be able to pull that off with all the delays and weather issues. Next thing I know it there's Karla, she said I'm back and I'm going to go check on your luggage. 10-15 mins later she told me your good to go, she found my bag, and even cared enough to ask if I needed my medication because my next flight was going to be 4-5 hours late. I told her no, but thanked her. I have been around the world, not many airports I haven't been at. I have never had anyone go so far out of their way and be truly concerned for my well being. People like Karla Seymour need to be recognized, with today's social media it's all negative. She relieved me of some serious stress, and I can't thank her enough. It's so good to know there are still folks out there who care! Please recognize this true professional, she made a very bad day so much better.

Kelly

Assisted me with reprinting my boarding pass, answering my questions and directed me to the appropriate preTSA GATE and I was in the bag drop only line. Amazing customer service, simply outstanding. Not certain if the initial review was received minutes ago - southwest bag drop only.

Kerrie Keane

Kerrie is wonderful. I left a bag on a plane and she moved heaven and earth to track it down. She did a fantastic job and tracked it down for me efficiently. What a pleasure she is to be a frontline person for Southwest Airlines! Thank you Kerrie!

Madesha

As my wife and I landed we received an email that our daughters return flight has been canceled. We encountered Madesha who with the most degree of attention listened to our situation and immediately went to work contacting the appropriate parties via phone to resolve what it appears was a computer glitch. Her calmness and pleasant demeanor while on the phone, and not only using one computer but a second computer further away than her headset cord would allow, managed to solve our issue and rebook our return from Seattle with our daughter. I even offered her lunch and very professionally she replied that although she was thankful for my offer due to company policies she declined. People who go out of their way as she did with the great attitude she had makes this world and airport a better place.

Matthew

Just a very friendly person who smiled the entire time. We told him our child is being adopted hence the different name and he shared a personal experience with us. Set the mood for the rest of our experience however another Southwest employee taking tickets at the gate "Kelly" destroyed that feeling as she was rude, disrespectful and frowned as opposed to smiled. She was barking at everyone! She needs a lesson in customer service before her next flight!! Someone do something about her please. 1000 Matthews can't make up for her toxic vibe and rudeness.

Michael Townson

He was excellent, gave us great service; an asset to your company.

Shamika

Very friendly, smiling and helpful. Patient with customers (we tried to change our flight twice...) She was really great!

Stephanie

Stephanie helped our group of four rebook a return flight after our original flight was cancelled

Tikla Full

1. Always awesome service. Love these ladies.
2. She was so nice, respectful she is a positive employee. Makes you want to come back for more.

Vencial Day

I stopped @ kiosk & printed my luggage tags. However I didn't know to print my boarding pass. (Don't fly that often) He made me feel at ease about everything & told me he would print my boarding passes for me. We laughed about my doing it & possibly putting my on an incorrect flight. He told me he wanted to make sure I got to the correct destination & again we laughed about me. He actually took the time to interact with me & not rush me through. He was so nice & pleasant. Too often people are only told anything except what they do wrong & I wanted to point out that you have an awesome person working the front counter. Wish more people who worked with the public were like him.

Veronica Million

1. Veronica 122650 was so much fun. Made the best out of a bad situation.
2. We are traveling with 5 kids and Veronica went above and beyond to interact with the kids. She made them feel like they were the stars of the show. They tagged the bags together, danced while they checked in their bags, she wrote special messages on their boarding passes, and had their name overhead paged to have a great trip! The kids laughed and giggled all through the check in and made it a smooth enjoyable experience. Made our early morning check in fun :) Thank you Veronica!
3. Veronica was amazing. Our plane had technical troubles so we had to unboard. Veronica kept the spirits high with amazing energy. Her contagious attitude kept a large crowd from being disgruntled during the potential overnight delay. She is a blessing to your team

4. Plane was delay and she was a light of joy.

Ward Hughes

I've been hanging out all alone at gate E8 for a 3 1/2 hour layover. During my time here I've had the pleasure of watching Ward Hughes of Southwest Airlines as he interacts with different commuters. He is such a nice guy! What first caught my eye was a little girl who approached him to tell him something. I couldn't hear any of the words said by her or him but he was so warm and friendly to her, showed interest in what she had to say and when they were done with their interaction, she walked away with the biggest smile on her face. **He made her feel important** and completely at ease. Later, other people approached him for this or that and again, I couldn't make out any of the words said but he was always patient, kind, and helpful...acting like he really genuinely liked the person standing before him and that he genuinely wanted to help them. Lastly, it was time to call up the passengers to board their flight. I was not boarding yet so I just sat there observing. I can't remember any specifics but he was not only being friendly and kind he was being funny too and made me laugh out loud more than once at how he phrased things. He is such a day brightener to everybody he interacted with which isn't easy because so many commuters are tired, crabby, and have a bit of a superior attitude towards these gate agents. To reiterate what I said above, *he makes each person feel important*. I told him directly these things and asked for his identification info so That I could properly identify him to you guys. I hope he gets recognition and the opportunity to move up the ranks to train & lead others to follow his wonderful way of loving people and that are often hard to love.

Will Jackson

Will has checked my bag on several trips. I travel ALOT for business and Will is always positive and upbeat in conversation. He takes great care of me, he is very respectful and he actually recognizes me on sight now. He makes those cold early morning curbside check in such a positive experience for me that I prefer to check curbside when he is there, to going inside.

Willis

Willis was super positive, engaging and humorous early in the morning. He stapled our claim tags conveniently for us. He quickly processed our request. His positive attitude was a bright spot in the early morning dark. Thank you for getting our trip off to a great start!

Super Park

Gabriel Offor

I would like to say how nice and helpful Gabriel driver of shuttle 10 at Lambert was (super park lot c) . We had a flat when we arrived and Gabriel waited while my husband fixed the flat so we would not miss our flight . We were retiring on separate flights and I would of had to get it fixed when I arrived on a late flight returning . Just want to say thank you

James

Picked us up right away, even told us where there was a spot. Then waited waited a few minutes for us to gather our suitcases. Gave us a card so we could remember what row we were parked in and what gate to find shuttle. Thanks!!

John Vaccaro

I didn't get his name but I've had him on more than one occasion and he's outstanding. I flew in to terminal 2 tonight (2/2) and around 6:35 I took the shuttle to A lot. He always makes everyone feel welcome and makes sure I feel safe walking to my car. It makes a long business trip better when you get back and have such a professional and friendly person to help you. I wish I got his name but I wanted to thank him and make sure someone knows how great of a job he's doing.

Kieth

Kieth is the driver of the shuttle bus taking us between lot C and American Airlines in terminal one. I left an important item in my car not realizing that until unloading at the terminal. Kieth, realizing the problem, radioed dispatch and facilitated a quick return to lot c to retrieve my item and pick up a few additional passengers. What I thought was going to be a stressful ordeal was handled proactively and efficiently by Kieth. He was kind, helpful, professional and friendly. He is an asset to the airport and deserves recognition for outstanding customer service. Thank you Kieth, I only wish I knew your last name.

Odette Sydell

There had been a terrible ice storm and it was VERY cold. This was the first time using this service and the driver, Ms. Odette was so kind to bring up luggage for EVERYONE boarding, but also very concerned people got to their car. She offered to drive people around to locate their vehicle so no one would be cold. She was just very kind and she ended my trip on a high note. I really appreciated her service and she should be rewarded.

Patricia Barret

I think she is the sweetest person very special personality. You are blessed to have her representing your company.

TSA

Ashlee McGee

Hi Debra and all of the admin at TSA--I write to share an extremely wonderful experience with LTSO lead officer Ashley McGee at St. Louis airport (STL) on January 28 2018. I was flying to SFO with United 5848 as a courier with an extra instrument I had to lug around the airport. It's extremely difficult to maneuver and Ashley immediately saw me struggling after passing through security and bounced to my aid. She helped me with my things all the way to my gate and her cheerfulness and wonderful conversation made my experience exceptional. I hope that you commend Ashley McGee for being an amazing representative of TSA for her hard work and for her extremely commendable thoughtfulness of travelers. Thank you

Cheryl

Cheryl was so friendly and helpful with a smile. Best employee I've encountered at the STL airport!!

Jared Copeland

I had to have my bag contents checked and Jarrod was very up front about what on the screen needed checking. He wasn't accusatory, very courteous and we laughed when it ended up being my M&Ms. None of this caused me concern as I had no line for security and had planned to give myself plenty of time. Thank you Jarrod and the whole TSA crew.

Sam

She is upbeat and helpful.

Stephanie Thurman

In Term 2 this morning headed to Tampa. In the Pre-check line I put my money clip (I had the money ☺) in the outside pocket of my carry on. When the bag came through no clip. I asked the TSA officer who was viewing if he saw in the tunnel. He got the help of another officer.... she looked all around but could not find it. She asked if I wanted her to run the bag in case I had put in it someplace else. I declined but thanked her. Sherri and I went in through and I was in line at Burger King. Here comes Stephanie Thurman looking for me with the clip. She said it was wedged in the belt. Although I had told her I wasn't going to worry about the loss... she knew different when she saw the clip. It had my fraternity monogram and a diamond.

TSO Aubuchon

Ms. Aubuchon, TSA Officer was kind and approachable for a pat down and first showed me what appeared on the screen. I had forgotten. She is an older, Black woman who continues to inspire happiness just by coming to work at T.S.A.

TSO Hosken

Hosken was pleasant and helpful. Dealt with passengers in a kindly manner. I should have complimented her on the spot but it didn't seem appropriate. I would like her to know that it was noticed and appreciated

Valeria Huntington

She is a delight. Single mom who works so hard & always has a smile. Please help her to make enough money to pay her daycare. Her baby daddy is a deadbeat.

United Airlines

Christine

She was very helpful and kind to help us out and check all of our bags into an international destination part of star alliance.

Daniel

We were traveling with our daughter, son in law (who is disabled) and two young grand daughters to Chicago and then Charleston. My husband and I got there before my daughter and family and explained to Daniel what we were doing. He went over and beyond the call of duty. Made sure that my son in law had a good seat for his disability, made sure that there was a wheelchair for him when we got to Chicago and took excellent care of us. Never experienced so much customer service at the airport. He was awesome!!

Michael

He went out of his way to help me figure out how to solve my slightly overweight bag issue. Superb service, helpful and kind.

Victoria

Victoria helped my family stay together on our flight to Denver.

Vito Razzano

This was my first time flying internationally alone, and I am moving to Japan to live and work for the year so I was already stressed out. My flight out of St Louis to Chicago was delayed, and I went to the Help Desk at Gate A16. I've never had to get a flight changed before but Vito was beyond helpful and kind. He not only changed my flight for me, but he gave me a window seat and a meal voucher for my troubles. He honestly made my day and reduced my stress immensely. I'm very grateful he is the one who helped me.

US Bank

Nick

There was a customer in front of me that seemed frantic and in desperate need of help regarding sending a fax. Nick remained calm and collected while helping this customer. Nick could have simply told the customer no, but he went above and beyond, by checking his company policy and informing the customer that he could help him in. It may be something small, but the relief that this gentleman displayed after Nick kindly offered assistance was palpable. Nice work, Nick

Vino Volo

Paige Hollenkamp

I had a flight delay and Paige was extremely helpful in making my 4 hour delay feel like 15 mins... She educated me about Vino Volo and was very professional. Great employee.

Whelan Security

Darren Williams

I could not find where to pick my daughter up. I called her & he asked her where she was. She described things around her with no problem after his help. Give him a raise!!

Dennis Heisner

1. We had arrived from Cancun at terminal 2 but thought we were at main terminal. We had told the person picking us up that we were at the main terminal. Dennis was very helpful in letting us know we were at terminal 2. He was very friendly & helpful. Thank you Dennis!
2. You could not have hired a nice man. He explained to me where to stand for my ride. When he saw me struggling he helped me load my bags. He also explained where my sister should stop her call. Dennis was outstanding Employee was waiting if I was waiting for a transfer and asked if I knew the location us instructions to transfer. Very helpful & non _____.
3. He was quick, helpful, polite and friendly, happy and fun!!Made the check in very pleasant.

4. Dennis stopped by my car when I was waiting to pick up someone. Their bags took longer than I expected. I had been waiting there too long. I was shocked at how extremely polite he was in asking me to leave. I had never had that experience there before.
5. Dennis was very welcoming and helpful with questions I had. He directed me to the proper spot to wait for my ride. We had a nice conversation. After a long travel day it was nice.
6. We'd just arrived; my son-in-law picked us up at ppu. I came out with my luggage but my husband's bag hadn't come in yet on carousel. Mr. Heisner allowed us to wait a few extra minutes for my husband to get there (which he did soon). We really appreciated that nice gesture! We were exhausted & anxious to get home. Very kind of him.
7. We were waiting for our Uber, but we didn't know which terminal we were at. Dennis noticed we were confused & offered his help. He was very friendly & put us at ease. After a long day of traveling, he was so kind.
8. Thank you Dennis for your great attitude! We arrived at the passenger pick up area after getting our luggage. We were greeted by Dennis in a hello and directions to where we needed to go and the location to tell our pick up person. He was friendly to everyone on the sidewalk. It was cold and he was telling people that the glassed in area was heated. He was so friendly! We had been traveling for 3 weeks 3 airports and no one was as friendly as Dennis at any other airport.
9. With 3 flights in at one time Dennis did a fantastic job keeping the buses, cabs and people wait for rides in perfect order. He has the perfect attitude for his job!! Great job Dennis.
10. Dennis was wonderful to my daughter and I from Atlanta, GA. He helped us cross the street and encouraged us toward the waiting area outside which was warm. He also gave us directions. He was helpful. He was polite He was a God send and an attribute to your organization.
11. Dennis greeted me and asked if I knew upper level is departure. The previous man he spoke with was on the wrong floor. Pleasant, helpful need more employees like him!
12. He was very kind & courteous to us while we waited for our Uber pick up.
13. This gentleman was very solicitous regarding my comfort & safety while waiting for my daughter to pick me up. Checked on me several times. Really made me feel special.
14. Dennis was helpful & kind to people who were stressed waiting for their family. He was able to give instructions in a kind & effective way to keep cars moving. He didn't have to get his point across.