



GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

First Quarter 2019 Nominations & Winners

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

Quarterly Winners

Robert Davis – TSA

I am writing this letter to commend TSA supervisor Robert Davis at the TSA Lambert Airport. On 12-27-2018, my son and I were at Lambert Airport to catch an American Airlines flight to Dallas, then to Tokyo, Japan. Our 0745 am flight and subsequent flights were cancelled due to weather in Dallas. My son was able to get us the last two seats on the only 0600 am flight but it was leaving in about 15 minutes, not giving me enough time to process through the long TSA screening line. This would have meant missing our connecting flight to Tokyo. Mr. Davis rescued me in the nick of time and placed me in a shorter line which enabled us to barely catch the Dallas flight and subsequently the flight to Japan. My son purchased the trip for my 71st birthday. All the money he spent (several thousands of dollars) would have been lost had Mr. Davis not rescued us. Plus it would have broken my heart for this is only the second vacation I have had since retiring from the Highway Patrol in 1998. The trip was wonderful; one of a lifetime. All would have not been possible had it not been for the kind intervention of this really good man. Please pass along my very grateful thanks to Mr. Davis. He's my HERO and will always be remembered as the guy who let me fulfill my dream. May God bless Robert and all of you who work so hard to protect us from the numerous evils that seem to be trying to disrupt our lives.

Frank Crutchfield – TSA

It was an emotional time. I flew from Montana to St Louis to say goodbye to my young son, a West Point cadet. He was flying to an overseas deployment (and he won't be able to get back home for at least 1 1/2 years). Traffic at the airport was light. After checking bags at Delta we met the most extraordinary man, DHS TSA agent Frank Crutchfield, Jr. Frank saw father and son in line and watched as we hugged each other when it was time for my boy to go through the scanners. As I started to turn away Frank asked 'is this your son?' (We look alike). I said yes, he's flying to Germany. Frank asked if I'd like a companion pass in order to go to the gate with my son. How considerate and accommodating! I hadn't realized it was even a possibility. Frank assisted as we obtained one and I was able to spend an extra hour talking with my son, laughing together, and saying goodbye. Later I realized that the TSA agents, including Frank, were

showing up to work on their own free will because of the temporary government shutdown. (Even the St. Louis Archway was closed to tourists, we found out the hard way). I went and thanked every single TSA agent I saw for being there that day. Thanks to Frank.

Arianna Gray & Lee Bolden – American Airlines

Flight 3960 on 01/19/2019 from Charlotte to Evansville had been rerouted to St. Louis about 10 minutes before we landed in Evansville due to snow/ice. When we landed in St. Louis, it was chaotic. The customer service representatives were not very helpful, and it was obvious they wanted to get us out as fast as possible. They told us we could not fly straight back to Evansville in the morning because that flight was full already. Some of us wondered if it was “full” of the same passengers who had just landed, but our questions were brushed aside. They split the flight up between 2 flights for the morning of 01/20/2019- half of us through Charlotte and the other half through Chicago. They did give us vouchers for a discounted hotel rate. Fast forward to 0415, and those of us with the AA app were getting texts about flight 3960 leaving at 0830. We go to the desk for flight 5059 to Charlotte, where Lee Bolden is working, to ask him about these texts. He wasn't sure what was going on and thought the flight looked full, but said he would call someone over to help us while he boarded the passengers for AA 5059. There were 6-8 people from AA 3960 all asking questions about the situation while he was getting things ready to board AA 5059. During this, he was very patient with us. He remained very professional and was persistent in getting us the assistance we needed so we could determine what flight we actually needed to be on. At this time, Arianna came over to gate C8. After hearing about the issue, she took us over to gate C12 (which was empty at the time) to sort things out. After looking in to the situation, she determined that the flight was indeed full, but with all of the previous AA 3960 passengers from the night before. She helped us sort through all of our many boarding passes and printed us new ones as needed. She was SO nice, informative, and had a professional mannerism that calmed everyone down very quickly (we were all slightly panicked because AA 5059 was boarding at that time, and we wanted to make sure we could go home somehow). She apologized for the confusion and oversight of the night before, and asked the whole group to wait at C8, where she would bring a snack cart around so we could eat. Overall, we were very impressed with how things were handled this morning. Both Lee and Arianna were great and 100% deserve recognition.

Dana Washington - United Airlines

I was in St. Louis visiting my dad at Barnes Hospital. He had a major surgery to remove a tumor on the brain. I was scheduled to fly back to New York one day following his surgery. Due to weather conditions, my United flight was substantially delayed. While waiting in the gate area, I was very worried about my father's condition, and wished I had scheduled my departing flight one day later. Not knowing if the flight would be cancelled due to weather (it was not, they were only delayed a couple of hours) or whether I should leave the airport and see my father once more, I left the gate area, exited security and went to the United Airlines counter and asked the check-in agent, Dana, for advice. Dana asked me a few questions, shared with me her thoughts and her own personal story involving a member of her family, and advised that I go see my father. "Families are important" she said, "Go be with your Dad, he needs you." I had a big cry and she re-booked me for the following day. She showed such incredible compassion to me and made my change in travel plans seamless. She instinctively helped a struggling passenger. I

rushed back to the hospital. Was able to relieve my sister and mother from their watching over him, and held my dad's hand until he fell asleep. I saw my dad the next morning. He was so much better and I was able to leave him having seen his smile and knowing that he was on the road to healing. Dana made that happen, and I am so eternally grateful for her embrace and assistance. We are all on a journey that, at times, is difficult. It is wonderful to know that there are compassionate people like Dana to walk that difficult mile with you when you need them. Thanks Dana!

Rosemarie Hauck – Explore St. Louis

Rosemarie helped a female visitor to the airport who said she was waiting for her husband arriving on a Frontier Airline flight. However, the woman did not have a flight number or city in which he was arriving from. Rosemarie took the woman up to the ticket counter but to find no one was there. Rosemarie called the local and toll free number for Frontier Airlines. However, the agent could not assist the woman or give out information, since she did not have a record locator number. Also the female visitor did not have a cell phone to make calls to her husband to find out where he was. The female visitor was quite confused and kept hanging around the Explore St. Louis desk for quite a while because Rosemarie was comforting her and keeping her occupied. However, Rosemarie had other visitors to assist and could not spend all her time with this woman. Rosemarie called the Airport Police to she was waiting for her husband on a Frontier Airlines flight. Unfortunately, there was not a agent at the Frontier Airlines ticket counter, but Rosemarie called their local and 800 number to assist this woman. Because the visitoree if they could help. But because the female visitor was not beligerant or unrully, the police would not come and assist. After another 30 minutes, Rosemarie called the police again and pleaded for their help because this woman kept hanging around and was confused and crying. The police came and took the confused woman to their office to see if they could assist. Later that evening, Rosemarie saw a story on one of the local news stations about a missing person in Chesterfield, MO. The picture of the missing person was the same woman, Rosemarie was trying to assist at the Explore St. Louis Visitor Center. Rosemarie called the Chesterfield police to let them know she had seen this missing person and gave a description and an account of what happened early that day at the Visitor Center. Rosemarie received a text message early the next morning from the woman's sister saying thank you for helping find my sister.

All Nominations

ABM

Ben

Ben was awesome help to our daughter who traveled today for the first time! Thanks Ben

Jasmine Gibson

1. She was so helpful with me and my husband. I injured my foot and needed a wheelchair. I could not walk the length of airport as my foot was in a med boot. She was friendly, attentive and stayed with us the whole time until we got on our shuttle. This is service!
2. Jasmine approached me and asked if she could help me some how she knew I needed a wheelchair. She spoke to the Delta employees and told her that I needed to be moved to a seat closer to the plane. Very nice and kind.
3. The kindness and compassion Jasmine showed was immeasurable. Walking toward me she gave me a nod and smile and I responded with the same. She asked if I needed assistance and I told her no. She could see my struggle and insisted to help me, I then told her I had no money she said I will still help you to the gate. Jasmine is the definition of customer service. Not only did she make sure I boarded the plane to Atlanta safely, she set it up that the entire trip was pleasant and convenient for me. I told her she was heaven sent. Thanks to Jasmine this 65 yr old woman with arthritis had a pleasant travel experience.

Jennifer Hwang

Jennifer was on time waiting for me with a wheelchair. She took great care of me during scanning & my belongings she was very kind & compassionate. Thank you!!

Johnny Sone

A great job providing me ADA support I am visually impaired and he escorted me to gate and insured I was completely taken care of. OUTSTANDING! Thanks

Kavon Harvey

Kavon is excellent at his job very polite, great conversation, helpful with a awesome smile assisted me with my luggage and to my shuttle... I will be flying back home on Feb. 1st and would love it if Kavon could assist me again.

Laticia Mack

Ms. Mack was exemplary! Even though we were rudely greeted at the Polaris Check-in line, by a woman at another counter, demanding that we move faster. There was no line and it was quite insensitive unprofessional behavior, considering my daughter and I were still visibly and obviously upset about having just left our family to go back home abroad. Thankfully, Ms. Mack saved the day! She kindly and professionally asked us over to her counter, where she proceeded to go above and beyond her job to make us feel welcome and have a wonderful check-in experience. We also saw her after our personal encounter, assisting another patron, with the same outstanding demeanor. We were very thankful for her and impressed! Well done Ms. Mack.

Latricia Thurman

My mom was traveling back to Europe and needed wheelchair assistance. LaTrisha picked her up outside without us even asking, then helped us get a quest pass... simply put LaTrishia went above & beyond! She is truly EXCELLENT! Thank you!

Ramona Chapman

Ramona was so friendly and professional!!!

Rolland Brown

1. I'm a large woman, and was wheelchair bound due to injury. Mr. Brown was courteous, gracious and took extra effort to make sure we were on the right due to delays! He had a smile on his face and went the extra mile for us. We had a death in the family. So it was difficult time. I had not been flying with Delta for a while but very impressed most people just do their job, but he is a fine example of true customer service. Please feel free to call.
2. Rolland was very observant of our needs esp. with my wife's being in a wheelchair. His friendly conversation and efforts in seeing to our proper boarding made for an enjoyable departure.
3. 5 star's for Rolland!!! He's a great asset to you.

Terrell Malone

Terrell was very friendly and helpful and kind to our 94 year old dad.! Had some problems at security and he was very patient and put us at ease. He was very personable and caring. Did a great job and we would like to nominate him as employee of the week.

Theresa

1. Theresa was extremely friendly & attentive when assisting me with a wheelchair I needed to get to the gate & get through TSA. She was a breath of fresh air so early in the morning when other workers were not. Great job Theresa.
2. Theresa helped my niece who had knee surgery take us through security and to the gate. She was so friendly and courteous. She is an asset to the airport. You need more people like her
3. Theresa was extremely helpful ,nice and professional. She didn't make us feel bad because we needed special assistance. The TSA agents needed to have her friendliness and caring attitude. Thank you Theresa

Tony Mosby

1. Awesome!
2. Very, Very helpful
3. Was there at the right time. Outstanding assistance.

Air Canada

Daniel

Daniel was very pleasant with us during our delay.

Jenny

1. Jenny was amazing handling customers during the extreme delays for STL-YYZ today. She communicated well, and tried her best to make alternative arrangements for customers. She was patient and kind. And that's so important when travellers are frustrated and stressed out. Great job Jenny!!!
2. Extremely patient and pleasant dealing with the delays on the air Canada flight to Toronto. Thanks Jenny!
3. Jenny trying so hard to help us with our delay
4. We were delayed continuously, but Jenny was calm, courteous and incredibly helpful - she deserves huge thanks and recognition.
5. During all the flight delays she has been incredible to help every single customer

Airport Shoe Shine

Phillip White

Phil was so friendly and outgoing. My shoes look awesome too!!! He did a great job and puts people at ease.

Terrence Hogue

I see Terrence once a month and he always has a smile on his face to accompany his positive outlook on life. Did I mention he gives the best shoe shine in the Midwest. Give this man a raise! At least some recognition he deserves!!

Alaska Airlines

Ken

1. He was very nice and courteous. My partner was not feeling well but he made our check in and luggage drop off very easy and was very friendly. Definitely made our day.
2. He was professional and had pride in his job. They separated my husband and I when he booked the flight and Ken got it taken care of with a smile. Best customer service we have had in awhile. He certainly went above and beyond.

Kennise

I had been upgraded to First class by Kennise and was extremely helpful and friendly during the process. Very polite, had good energy, and was pleasant to talk to. Great worker and a great representation of Alaskan Airlines. Appreciate the help!

Sevell Robinson

1. Sevell was extraordinarily kind and went above and beyond to make sure I had a positive experience in the airport.
2. He's always so friendly and welcoming — great attitude!

Xavier Anderson

He did a fantastic job keeping his cool when flights were tight. He also did everything he could do to make sure the customer was happy even after everyone else had left.

American Airlines

Arianna Gray

This outstanding representative of American Airlines took what started out as a horrible customer service experience from the check in attendant - and turned it into a game saving experience. Ms Arianna went above and beyond expectations by being attentive to our travel needs and made me happy that we chose American. Be careful - we may hire her away from you!

Bob

Went way beyond trying to help me get a flight rebooked with my travel agent. Waited for me to contact them and told me that he is there to help me until things got figured out. Great initiative and quality of care from a customer service rep, greatly appreciated the help and patience.

Carlton Smith

Carlton was checking boarding passes at the gate to a flight to MIA from STL. A fast paced job no doubt to keep the line moving and ensure happy customers. It was very apparent Carlton was doing all that while still chatting and having a good time with those boarding the plane. Clearly on top of his job, too, he was talking to other workers while managing the boarding passengers. I was the second to last person to board AA2226. That fact was not one of displeasure to me, for it was a pleasure just to watch Mr. Smith at work. Mr. Smith is doing great work, and I don't have a shred of doubt that his efforts are apparent on other flights as well. Seeing him in action I had no choice but to nominate Mr. Smith and his stellar work.

Fleicia Gillespie

Mrs. Gillespie was able to accommodate our flight needs to find an alternative flight option to get us to our family vacation in Hawaii. She smiled the entire time despite several airport customers around us being frustrated by flight cancellations & delays. Thank you!!

Gayla Zerr, Lauren Jones, Terri Albritton

I can't thank the following three women enough - Lauren, Gayla and Terri - at the American Airlines counter. In the midst of my stupidity, they immediately went into action, doing everything they could to get me on that February 2nd flight to London. I never once mentioned your name or who I worked for. They did this out of the kindness of their heart and, in so doing, saved the trade mission (not to mention my job). Please pass along my sincere gratitude for their genuine attention, good humor and professional approach to solving a problem that I created.

Ghafar Aziz

Ghafar was able to diffuse an angry passenger. The man was a truck driver who just received word that his Mother had passed away overseas. He didn't have a passport with him. Upset, he kicked his bag across the floor several times. Ghafar worked with him to figure that his son could bring Passport to ORD, where they would meet, and continue on with TaTar Airlines. Ghafar is very good at reasoning with people. We are blessed to have him on our team. Thank you and God bless. ps. The man was from Florida.

Ghafar Aziz, Antion Lawson, Jason Romeo

Was able to save the day. Repeatedly helped out with complicated issues. Amazing. Really watched out for self-service machines. All are amazing

Glenn La Viene

Glenn is another AA employee who deserves a huge thank you. Doesn't matter what you ask of him he is there for anyone that needs his help. A very positive reflection on AA but also the city of STL especially Lambert Airport. Thank you for recognizing these individuals

Jada B

I went in (hopelessly) to inquire about my lost iPad mini. I described it and the case. It turns out, Jada B. received it, researched my company based on the logo on the bag. She tracked down a person to send it to. She was able to give me the follow up information so I can get it back very quickly. She didn't have to do all she did. She was actually genuinely excited that she could help. Give her praise and a RAISE!

Janette

Jeannette went above and beyond when checking our bags. My wife and I booked our flight separately and she spent a good deal of time finding options to sit us together. We were very impressed and wish to thank her for her expert assistance!

Jeremy Ward

Jeremy stepped up to help me as soon as I arrived at this gate. I was concerned about my luggage that was being transferred from United to American, arriving to the flight that I was rebooked on. He asked my name and called the baggage room to verify. Yes!!! They had them. It was very important for me to attend an event in NY this evening and I could not have gone without my clothes in my suitcase. Thank you!!! Excellent customer service.

Kim Kenner

Thesauers had a bulk ticket reservation that the agent failed to book /ticket properly. No Reservations Pax in record at all. After contacting sales support it was corrected. Kim spent a lot of time getting this corrected.

Natalie Montgomery

1. Natalie was very nice. She helped me out.
2. Natalie was wonderful the entire time that she was helping us. We had a problem with an award ticket that we had to change, and the award agent had not processed the change properly, so we could not check in. Natalie made multiple calls to resolve our issue while maintaining a positive and upbeat attitude, and she thanked us for showing up early. She resolved our situation effectively and cheerfully and left us happy with the experience!
3. Inclement weather delayed my flight to PHX. Which meant I'd have 3 minutes to get my connection. I was nervous about making it to my destination, and Natalie was friendly reassuring and extremely helpful, when there was no room on a later flight out of PHX, Sara (on the other end of the phone) helped with suggestings (vs rebooking) a different flight from STL to DFW, then my final destination. Natalie was appreciative of the help & expressed as much thank you to Natalie for also answering my questions about checked vs carry on bags, gently and kindly directing me when I started going the wrong way from the ticket counter. Thank you to the whole team!

Norma King

1. Norma worked tirelessly to find a way to get us to Quito, Ecuador in time for our overseas adventure. She was patient, calm and creative. As a result We got to our trip of our lifetime inspire of the ice storm.
2. On a very hectic day due to weather conditions, MS King went over and above in her attempt to rebook us. It was apparent she was very knowledgeable, patient, accomadating, and pleasant. Great employee.

Richard Carvel

Our plane was delayed over and over again. Richard was very informative and kept us updated with the status of the incoming plane. He helped me change my flight. He changed the flight quickly and stayed calm and positive, even though the line of delayed passengers continued to grow to talk to him. Thanks, Richard!

Patricia Facchin

We have been stuck in St. Louis trying to get back home with the rest of our team and this wonderful woman was the only American employee willing to help us with rerouting our tickets to get home and she did so with a smile on her face! Wonderful employee

Ron

Despite arriving to the airport early, a fire at the Lambert Airport terminals kept me and a few thousand others unable to check in to our flights for two hours. When finally able to do so, it was a mad rush, with the throngs of people rushing to get through the process and to their gates on time to board. When I got to do so, I checked my bag at the American Airlines counter, but as I proceeded to the gate, realized that I didn't have my wallet or cell phone with me -- I had tucked them into an unzipped pocket on my checked bag temporarily so that I'd have free hands to handle tagging the bag. I rushed back to the counter, and the agents stopped the conveyor, but my bag had already gone into the bowels of the airport. Ron quickly assessed the situation, got information about my bag, then rushed downstairs to find it. Within 5 long minutes (for me as I anxiously waited), Ron returned with my bag, and I was able to retrieve my belongings -- preventing their loss in transit and enabling me to use them as I traveled. As busy as the terminal was, it would have been the easy choice to tell me "too bad -- maybe you'll get them at your final destination," but he stopped what he was doing to help a desperate passenger. Incredibly, my bag met me at my final destination, despite the delay at St. Louis, and also at my connection at O'Hare. There seemed to have been a lot of heroics at AA that day, in spite of the fire and weather, to help as many travelers as possible. I'm particularly grateful for Ron's efforts on my behalf, to keep my travels on track.

Tony Arizzi

INCREDIBLE!!! We met this man as we looked for our gate. He was very helpful and informative directions,. We spoke with other customers who also see him around the area from time to time, who also like him. He is very friendly and he is always very helpful, and seems to know everything about flying and the airlines.

ATS

Krystal Tipaff

Krystal was the BEST! She walked my husband to the elevator she wanted to make sure we were heading in the right direction. I might add all employees behind were exceptional!

Steve

I had a long layover, I spent 3 hours in the lounge. The bartender Steve attention to customer service is something I have never seen in any airport. I fly for a living. He not only was that way with me but all the customers who came into the lounge. He remembered everyone's name. I visit Delta, AMERICAN, and Centurian lounges and have never had that kind of service. Made a long day and a late flight seem not so bad.

Connor Scarborough

The computers were having issues but he stuck with it and was even able to get us exit row seats. It took about 15 or 20 min to get us checked in but he was very patient!!

Cape Air

Loenard

Today Leonard was very helpful to us. He was so kind and genuine as he helped us and our loads of stuff on and off the shuttle. He helped us beyond his duties. He found a rental car company's number for us to call when our flight was canceled and helped us with all our stuff all the way to the rental car shuttle. While he was helping us for such a long time I still saw him check back with others he had been assisting, at least three other parties! He truly does care about the Cape Air customers. After a long day of travel with our two little girls, it was refreshing to meet Leonard and receive such kind service. He is an amazing worker and should be recognized.

Lloyd

Lloyd is a pleasure to deal with. Is a true example of Cape Air's make our customers happy and have a good time doing it motto. His attitude is infectious.

Quannetta Mcgaughey

She went beyond what I expected when I asked her for help. She helped me understand I was going the wrong way & helped rearrange my transportation. She was amazing.

Delta Airlines

Don

I left my coat on the plane. Don was kind enough to retrieve it for me, call me to tell me he found it, and leave it where I could pick it up.

Jacqueline Walker

1. Jacqueline was the gate agent for this flight which was delayed. She's a great agent. She was so good with announcement, kept everyone informed and she was funny, and kept all in good humor, very professional. She should train gate agents.
2. Our flight had a maintenance delay. The pilot was letting people off the planeit was chaos at the gate. She kept order. She was firm, but kind. Took care of everyone!

John Cheatham

1. Very friendly & helpful. Just a pleasure to have serve us at such an early hour
2. He was exceptionally kind & helpful. I appreciate such a joyful attitude. Many thanks for your hard work and dedication to Delta! :)

Karla Hill

1. She is a very upbeat enjoyable and a breath of fresh air
2. Karla is such a friendly and positive person. Treated us like family.
3. Karla was energetic, happy and made the normally dull boarding process fun.
4. She was able to quickly help me find some expensive lost headphones. Thank you Karla so much.
5. Karla was a bundle of joy making me feel appreciated and making a positive situation out of a bad one (overbooking). I can tell that she is just a very positive and kind person.
6. This flight has been delayed several hours, with a scheduled departure at 2:08, yet still awaiting a part to arrive to fix plane at 5:30 pm. The estimated departure time is now 8:30 pm. Karla has gone above and beyond first to get 4 passengers to volunteer to give up their seats on the overbooked flight. Then, she fully informed us of the plane's mechanical issues and quickly rebooked passengers' connecting flights. And, finally, she has maintained consistent communication with the pilot regarding the status of the part's expected arrival. She explained that the rest of today and tomorrow's flights are full and/or overbooked, so we will need to patiently wait for the repairs. She secured food vouchers for everyone waiting. She has done all of this with a pleasant, light hearted, and extremely courteous attitude. She is a delight and has made what could be a hostile, grumpy environment a relaxed and friendly atmosphere.
7. My flight was delayed about five hours due to maintenance and the gate agent Karla went above and beyond. She was extremely kind and caring. She went out of her way to keep everyone updated about our flight. She was funny and lighthearted and her positive attitude was contagious. Thank you Karla for putting everyone at ease and creating a great environment.
8. Gate agent Karla for Delta was beyond AMAZING! We are on a 6 hour delay due to a mechanical issue on flight 3997. She kept us informed every 30 minutes, was constantly apologizing and kept an upbeat and positive attitude the entire time. I honestly felt cared for. In this day and age of air travel I have NEVER felt more cared for by an airport nor airline employee in my 30 years of flying for business and personal pleasure. She provided helpful advice on being patient with the situation. She was in contact with the pilots and operations and told us every single time when she finished her chat with them. As I sit here writing this she is walking around and having personal chats with all of the passengers. Her phrase was, "We are in this together and I ain't leaving until you all leave. Even if I have to clock out, I'm waiting with you all." This lady should be the mode for all of your gate agents and supervising each and every one of them. I can only hope that my future experiences are even half this good. Think about that for a minute. We are delayed six hours, and I'm COMPLIMENTING and not complaining. That's 100% attributed to Karla.
9. Plane was damaged. Waiting on parts to repair. attendant was very willing and honest to help in any way that was possible to keep everyone happy while parts were located and plane repaired. She was awesome. Her customer service was outstanding and deserves something for notice

10. Karla has an amazing personality and attitude right from the beginning. She makes everything fun and makes the boarding process easy. Such a positive, good humored woman.
11. I asked her many questions about my flights today as she answered them all with a smile and grace

Katherine Kohl

Thank you, so much, Kathryn! I had a few problems checking in, not the least of which was that I could not print a boarding pass for the first leg of my trip. Although Kathryn also had a problem, she phoned the person who could solve the problem quickly. As well, when I noticed that my delayed flight would put me in jeopardy of missing my connection, Kathryn efficiently & professionally changed my seat to the front.

Kiona Glass

Ms Glass took extra time to get me rebooked when weather had delayed many flights. She did this while tending to the arrival, boarding, and departure of the flight to DTW from the gate. She was kind enough to put me in a 1st class seat on the Connection to my destination. She did all this with professionalism and a smile!

Michelle He

Michelle He went out of her way to find out why my flight was so delayed and explained to me the prospects of further delays. All of this she did with patience, clarity. Very helpful.

Ryan List

1. Greeted us with a friendly and willing to help attitude; pointed us to the baggage claim area (even walked with us)!
2. Ryan was a great guy! Super helpful, friendly and offering great customer service - greeting and welcoming passengers to STL with a great attitude!
3. Ryan was very friendly and very helpful. Greeting everyone with a smile to St. Louis and offering information to some of us who needed some guidance to baggage claim area. Thanks Ryan for such a positive attitude!

Stan Bozman

Our international flight was in two legs booked by our travel agent on 2 confirmation numbers - creating a problem about checking in luggage all the way to Spain- Stan was very pleasant and helpful in resolving the issue - thanks "Stan the man"!

Tony Delgiudice

I was very nervous about flying alone at age 60 with multiple disabilities. Tony D took the extra time to calm me down and give me some pointers on how to relieve my anxiety. Did I mention this was my 1st flight/ Delta has my business and will refer friends and family!

Winnie Carr

1. January 23 was the day Ohare and DTW were experiencing freezing rain and snow. They both closed for extended periods of time. I had tickets on United from Cape Girardeau to Ohare and connecting to Detroit. However, initially it seemed Detroit would only have rain so I went to Plan B and tried to employee non-rev directly from St. Louis to Detroit. When DTW closed and then only partially opened, that made a mess of that plan. When I arrived to the St. Louis airport very early that morning, Winnie was at the ticketing area. She was extremely kind and rebooked me on a plane that had diverted from Kansas City.

Ultimately, that flight was cancelled due to mechanical issues. Regardless, Winnie was a kind and happy face on a tough travel day. Please thank her again for me. :)

2. It was early... She was so pleasant and helpful. She did what calling Delta couldn't/wouldn't do

Frontier Airlines

Felicia

Very early in the morning, so pleasant calling us over to check in for F86 to Cancún. Party of 7 and so warm and friendly and patient getting us and our bags all checked in and processed. She made us all smile with her friendly attitude, feel appreciated and got our trip off to a great start

G2

Terrell Malone

Major Ambassador for St. Louis courteous, very good at conversation.

Thinald

1. Great gentleman wheeled my wife out to the hotel shuttle after waiting /helping at baggage claim. Wonderful person!
2. He was great, I am a person of size and poor Thinald pushed with all of his might to get me to the baggage claim. Helped at baggage claim and got us right to the hotel shuttle bus waiting for us. He IS GREAT!

HMS Host

Aaron Rickmon

He made some comments about the Baltimore Ravens that made me happy. Fun attitude, and friendly

Ashley

Wonderful customer service by Ashley, especially in making adjustments for dietary restrictions.

Charnisha

Charnisha was fantastic! That girl kept the line moving, was pleasant and did a great job taking care of people

Chelsea

She was just pleasant and attentive. Nice to have friendly service with a smile first thing in the morning to start your day off right.

Cole

He found me a gluten free beer and help me get a gluten free entree. He was very attentive. A pleasure to have as a server

Cortese Mitchell

1. Nice kid. Polite, neat. Told me he appreciates my business. He is a 5 star in my opinion.
2. This young man consistently delivered great service to all his customers. Greeted people warmly, made sure the pizzas and sandwiches were made with care, and followed up to ensure his customers enjoyed it. I'm so impressed. Well done!

Dawn Light

Friendly and helpful service. Went out of her way to take care of us.

Derek

I fly often and EVERY SINGLE TIME I go to Pizza Studio Derek is smiling, laughing, singing, and displaying beyond excellent customer service. Derek is a model employee and should be recognized as such. I can always count on seeing Derek's positive energy when I fly out/in.

Heaven Moore

Exceptional friendly, replaced my drink when I spilled it on the floor right after I bought it. This team was memorable for being very friendly & efficient. I have been to a lot of Starbucks before this team was outstanding! Good job!

Georgene handles orders promptly, professionally, with a smile on her face and a kind word! She started my travel day with a good feeling even before my first sip of coffee! Thanks Georgene!!!

Jakai

Jakia is exceptionally pleasant and attentive. Great service Remembered us on 2/24 when we had only met her once the week before on 2/17.!

Jamesha Williams

1. Quick! Thanks
2. Bagel was good. Friendly service.
3. Best St. Louis service we ever had. Very good staff. Enjoyed our breakfast
4. The food was delicious. I would come back for sure.
5. The bagel was very tasty, it doesn't cost too much, and came quickly.

Jhansi Crafton

Very friendly and great service to me a very tired traveler

Katie Byrd

1. Katie was awesome! Friendly to everyone no matter what they said to her. Outstanding assist to STL Airport. Great experience.
2. Katie fantastic job thank you!

Kortney Beasley

I would have to say bar none Kortney Beasley is the number 1 barista at Starbucks Stl Lambert Airport terminal 2 PreCheck always consistent she makes the best drinks especially my favorite Caramel Macchiato Sending a shout out and so should you she's on Facebook Ty.☺

Krystal George

1. I was extremely sick and tired and had flown into town to visit a relative dying from cancer. Krystal took care of me and spoke with me and got me laughing again. It was exactly what I needed. Thank you.
2. I received outstanding service from Krystal at the Budweiser Brewhouse on 3/15/19. I really just needed to have a coke and catch up on email, and Krystal was attentive, helpful and never gave me the impression I needed to order more than I did. Moreover, she helped me get connected to the Wifi, and I never would have been able to without her technical expertise. You have a gem in Krystal as an employee, and I wanted to share my complete delight with her service.
3. Krystal's joyful attitude really made my day. She went above and beyond the usual service you get at a restaraunt. She was so friendly and funny. I would love to be able to thank her again.
4. Kristal was my waitress. I brought up that I accidentally left some personal things in my bag that I checked. I was just looking for advice from her on how to get it back. Kristal took my problems into her own hands and did everything she could to help me out. She contacted a friend of hers (Rudy) asking if they could somehow help me get my bag back before my flight left because I wouldn't be able to get it during my layover in Chicago either. She took her personal time to check on my flight and helped me learn the process of getting my bag back. I was able to get my personal stuff from the bag and get back to the restaurant where Kristal was waiting with a smile. Without her I would've been without my personal items and wouldn't have know what to do. Thank you so much!

LaVera Chandler

She's been with the company for years, Shes very didicated & hard working person. She need to be recognized.

Margaret Clark

I really enjoyed my breakfast platter that I ordered~ Everything was delicious and in a timely manner. The atmosphere was pleasant. The breakfast that I had was the best that I have had in a long time and I am grateful.

Malik Tuner

Exceptional Customer service. Friendly & efficient. Today was a snow day, so I arrived 6 hours early for my flight. Teearra offered to save my chicken salad in the frig so that they wouldn't run out for me and so that it could stay refrigerated for my fligh

Marlon

Marlon provided excellent service in a super cheerful way even though it was New Year's Day and everyone had been uo too late. He made my girls laugh and other customers smile and provided product recommandations. He was personal to regular customers and friendly to new ones. Made our day. Thanks Marlon!

Maurice

So friendly, very amazing and accommodating, would definitely come back and find him next visit.

Nicholas Jones

1. During a dinner time rush at BK, the ordering line was getting longer. I was in that line. I began to notice the person taking orders (Nicholas) he always remained cheerful and helpful even as customers weren't. "Grace under pressure"
2. Nicholas was super friendly and that's saying a lot given that oftentimes airport workers are under pressure and rushed. He was engaging and wanted to make sure we were having a good day.
3. Nick provided great customer service today, I really appreciate his positive attitude. I watched him greet each customer and treat everybody with respect it is the more pleasurable experiences I've had at a fast food restaurant in Airport.

Samantha Hammock

Samantha certainly has a great personality and loves working with people. Made my preflight enjoyable.

Susan Bell

1. She gave me a free cup of coffee, just to be nice! So thankful for her!
2. When we came to make the order, Susan greeted me, my daughter and her friend nicely and was very polite. She took our order quickly, was fast, efficient. And most importantly, she smiled and she was very pleasant. We enjoyed being served by Susan. A great customer service experience! Well done Susan!

Tearra Joyner

Exceptional Customer service. Friendly & efficient. Today was a snow day, so I arrived 6 hours early for my flight. Tearra offered to save my chicken salad in the frig so that they wouldn't run out for me and so that it could stay refrigerated for my flight 6 hours later. Outstanding team!

Tony Little

My son (10yrs) was frustrated with traveling was befriended by Tony who made his day with a lemonade and a pretzel. Changed our whole travel experience. Very generous of you Tony!! Thank you!

Hudson News

Antonia

I'm filling in for the normal driver/merchandiser. The first few weeks were stressful. Antonia was helpful and friendly during those stressful days. I've seen Antonia be nice to customers showing a great amount of patience and understanding. Even when she was sick, she was still smiling. It's been a pleasure to work with her for the past month.

Dagmawit Assaminew

Constantly went out of her way to be helpful and smiling all the time

Dereje Assefa

Dereje's positivity and helpfulness made a stressful morning easier

Elonna Paraham

I had a gift in my carry on for a friend. TSA opened it and messed w/ the packaging. Elana volunteered to rewrap bow; I did not buy anything from her, but she just offered that kindness!

Justin Harrold

Asked me if I was alright paying 12.99 for a bag of almonds. Airport store has a justifiably higher markup, but I didn't want to spend that much and he caught it for me. Also said yes sir, my pleasure, sir. We don't hear that enough today. Impressive young man.

Katelyn

This young lady has great customer service. Of all my visits to terminal 1 she was the very first to greet me with a smile at the door.

Kevin Johnson

I asked Kevin for a certain type of I Pod charger that was old and outdated. There were one for sale in the store because it was such an outdated product. Kevin then said that he actually had one in his personal bag that he did not use anymore. He said I could have it. I offered him some cash for the charger. He would not let me pay him. He was so nice and you don't find people like that very often. He made my day!

Noor

1. Pleasant and outgoing. Great customer service
2. I was grateful for his help & touched by his story of being an immigrant & refugee! He'd love to get to see family in Afghanistan he hasn't seen since 1985! I'm reminded those of us who travel are so fortunate.

Tigist Hailu

Tigest Abdo was extremely pleasant and helpful. She knew the merchandise. She opened a shawl to show me the size which was a factor in helping me make my purchase.

Wolde

She was very helpful in my search for a particular candy.

Huntleigh

Ashley Alexander

Employee approached me @ curb- she took care of everything!!She has a wonderful attitude and made my trip so much easier. Thank you Ashley

Brandi Davis

1. Brandy was absolutely amazing. She helped my sister check her baggage, get through security and get situated at the gate. Brandy had a positive attitude and was just a joy to work with it was one of the best experiences we've had at an airport. she is amazing .
2. She was doing an amazing job of organizing the crowd and moving people through. So pleasant during what could've been a stressful situation. She made me smile!
3. We were at the airport for 2 days due to unforeseen circumstances and during that time we/my family witnessed Brandi be kind to many passengers, be festive, energetic and went over and above helping people over and over. She is an asset of your airport and exemplifies the true meaning of kindness and Christmas spirit.
4. I am a 87 yrs old with a broken neck traveling alone with my dog. Brandi went above kind, above caring & took complete care of me, including taking me to the restroom & buying me a paper to read. She is joyful in her work. A real blessing.

5. Brandi was cheerful and very efficient, she made sure that I was comfortable and wheeled to the gate through security.
6. My husband & I were entering the airport I asked Brandi where the _____ service was for Southwest. As my husband needed a wheelchair at the time. She was walking a wheelchair at the time She said not to worry and took care of us all the way through to our gate. She made us feel so comfortable, taken care of. This is a very special quality especially during the busy holiday service. She is very positive & support to customers & fellow employees!
7. I don't usually use the East Terminal so was looking "dazed" & "confused" when Brandi stepped up and graciously led me through the process. She was patient and good humored and made me want to come back to Southwest Air. Thank her for me. She has a bright future.
8. This gal was very friendly and exciting to do her job. She was curbside and helped me throughout with wheelchair. Thank you!

Courtney

Courtney was very pleasant, caring and assisted me as I was in wheelchair. She told me how far it would be to gate, reviewed the security process, and asked if I needed to use the restroom or needed to eat any food or drink. I have flown multiple times and airlines over the years, and this type of customer service was the best and most considerate. I will continue to fly SW as I am able due to this pleasant positive assistance.

Damion

Help disabled mother-in-law use wheelchair to get to plane, taking us to NYC (during snowstorm), to see NEW great grandson.-----nice young man!

Dianne Oates

Dianne stayed with my 15 year old son during a large delay in flights. This was his first time flying alone and he was nervous. She stuck by his side all the while dealing with upset customers due to delay. She managed to calm a mother's nerves and continue serving her customers. I ended up coming up through security to take him to dinner and she walked him to me. I know she didn't have to do this and it made me feel like she really cares about her customers. This was a very stressful night with a 4 hour delay and I continued to see her stay calm smile and be helping. Thank you!

Eric Stafford

Sorry this is so late! I hope this finds Eric still there. He was the friendliest, most helpful airport employee, at any level. On a stateside or international airport, that we have ever worked with. I think, at the very least, he should receive a BONUS!

Fredrick Moore

Fredrick has the most difficult job: managing A-list flyby, Business select lines at Southwest Airlines Terminal TSA Line. The lines are passengers trying to get through the TSA lines are often overwhelming. Even so, Fredrick has a positive, friendly, calming smile as he organizes and directs our passengers. He also assists in making sure our passengers needing assistance and/or wheelchairs are attended to in a timely manner. Fredrick is a wonderful person and it is a joy working with him.

Grace

She was so nice & kind. She came outside - picked me when we dropped off our luggage. She pushed me in a wheelchair & made sure we were all checked in. We had family with us & she took us down stairs so I could use the restroom. We had a 2 hour drive & we were able to eat a snack with our family. Then she took me to the gate. When it was time to board she came back & helped me to the plane. I couldn't have made it without her service you provided.

Mark Baldwin

At 8:00 a.m. on Oct. 15, 2018 my wife, daughter and I had flown from Orlando on Frontier Air. We requested a wheelchair. (I'm on oxygen 24-7) Mr. Baldwin met me and we told my family that I would be in the restroom. All stalls were occupied Mr. Baldwin suggested another restroom down the concourse. He got me settled and went to advise my family of my location. As I exited the stall and washed my hands I passed out. Mr. Baldwin heard activity of 2 men assisting me. He helped me get into the chair and rolled me to boarding area and paramedics were called. He found my wife and advise her of the situation. He stayed with me until I was safely in my nieces car. Can't thank him enough. Note: Had Pacemaker surgery 3 days later.

Watoshii Shurn

1. Excellent and appreciated!! Superior help
2. Mr. Shurn was extremely helpful and kind. Compassionate . I am very handicaped he was so considerate and pleasant the whole time I recommend him for a promotion. He an asset to this company. It is my pleaseure to recommend him for this promotion he will work hard and he deserve this promotion. Thank you.

Information Booth

Angie David

I travelled to St. Louis this past January & I left my phone on ledge near exit 15. I left & returned about an hour later and while my phone was not where I left it, Angie helped me get to a desk where someone had turned it in. I saw her today (3/8) and let her know how much I appreciated her help in January. She is very kind with a welcoming smile.

Pearletta Evans

1. She was helpful and went out of her way to help me
2. Ms. Evans rescued me. I had missed 2 connecting flights. She made sure I was ok but hungry. She bought me a sandwich & had water!! Also, found me a corner to sleep (or rest in) until I could make a flight the next morning.
3. Very pleasant and helped me find my grandson. Who flew in from Korea. (Army) There should be more people like them. Very sweet. They both should get a gold star
4. I'd just like to say, I'm extremely thankful for her help! I was clearly overwhelmed & she was a literal angel. Even though English isn't my 1st language. She understood what I needed and for her help & kindness. I'm forever grateful!

OHM Concession Group

Azeb

Not a coffee drinker & so I would just get some to eat but today I decided to buy a drink and chose the Very Berry Hibiscus it was so good that I bought several of your employee one they loved it! Thank you

Carlos Thomason

1. Carlos is a great bar tender. Very positive and in a great mood. Really lightens up a travel day. Today I ran into him again and he immediately remembered me from New Years Day. Would love to see Carlos rewarded for making the airport experience a little more bright
2. Wonderful food & great service. Nice to meet Carlos

Detrick Lee

The crew in the kitchen as well as for of the house has done an outstanding job. This team works and produced a great product & experience. We need this for out of towners to experience. Thank you!

Donald

Server Donald... Shelly & Donald were great. Very personable. They both really interacted with our grandchildren. They are both an asset to your company.

Pam

Great service, patience, kind, love it!

Manoj Nepal

I was unsure of how my priority pass worked at the eatery and it was explained in a patient way with suggestions as to the locally popular items and with a smile.

Roxanne Williams

We had just had a disturbing experience with American Airline and were very upset (and had to pay extra money due to an error in their booking - even though I had my confirmation) but Roxanne was great and so helpful - she knew we needed a Bloody Mary and helped us get one ...with a smile and many kind words! She's a star, don't lose her!!

Shelly Zurosky

1. I thought Shelly was wonderful. She is a good example of what a waitress should be.
2. She (Shelly) was really great! I wanted to know if the sauce was sweet. She got me a taste! Never been to St. Louis, she makes me want to come back! Very friendly & helpful lady! Your sauce is amazing!
3. Shelly & Lisa was so warm and welcoming service was so attentive, food is spectacular. Like a fine dining experience right in the St. Louis airport! We are already planning our orders for our return trip
4. Server Donald... Shelly & Donald were great. Very personable. They both really interacted with our grandchildren. They are both an asset to your company.

Shondra Griffin

Very positive & cheerful it really helps when you are tired from a long plane ride.

Valerie Huntington

Good customer service. Good sandwich, good value.

Regency

Daryana Warren

So late after hours of flight delays, she greeted me with a smile and cheery hello. Daryana was cleaning the bathroom with care and a sense of pride. She lifted my weary spirit tonight.

Hau Suan Khual

He was extremely polite and helpful I was finishing my ice cream and while he was cleaning up some else's mess he allowed me to discard my waste afterwards I realized he had to remove it and put it in another container I talked with him to get his information and found him incredibly polite

Joshua Boyd

1. He was very positive while working. When I asked him if he would be cleaning the bathroom, he responded "naw man you good" in a very kind way. Then after I came out of the bathroom stall, he was mopping the floor and warned me to watch my step because it might be a bit slippery.
2. Bathroom was immaculate. He took pride in his work. Mirrors spotless. And attentive to counter tops being cleaned. Nice job!!!

Karen McClendon

Joyful attitude, great service, thoughtful, helpful and Respect full attention. Karen was very helpful and the ladies room and offered assistance for me to put my belongings and the room was exceptionally clean. This is above and beyond and customers love excellent customer service. Karen should be rewarded!

Michael Hibbler

She was so possitive and up beat the restroom was ammauclate. I have not been in an airport that was ever this clean. I spilled water made me feel like royalty. She was happy to do her job with a smile. Thank you for employing staff like her.

Pamela Hughes

1. GREAT! CLEAN!
2. The restroom were really clean and neat and she was really friendly. Thank you so much!
3. Very clean restroom attendant, was very pleasant staff especially for 6am. Highly recommend doing wonderful job.
4. Awesome restroom service everything where it should be. Very curtious housekeeper attendant.
5. Very clean, plenty of supplies
6. Very clean restroom and a very very nice attendant.
7. clean- friendly attendant
8. Very clean bathrooms! Staff was very helpful & friendly.
9. Pamela Hughs received 17 nominations from 01.24.19 thur 01.29.2019. For a job well done servicing her restroom area! KUDOS!!!
10. Very clean and friendly attendant.

Tiffany Hodge

Tiffany was mopping the women's restroom when I entered and was professional and friendly. The restroom was well stocked and immaculently clean. Plus, Tiffany is a delight! You are very lucky to have her on your staff. Thank you for making my 3.5 hour day a bit more bearable!

Tracey

Tracey is the maintenance woman in the restroom. She was AWESOME. She had sinks and counter areas clean and dry almost as soon as folks left the area. She also kept toilets clean and in working order. This restroom is kept pristine!! This is almost unheard of when today so many give the bare minimum. More than that we actually were able to have a couple minutes to speak and she is just a good and kind hearted person. She was able to talk to me about the area and some of the mid-west culture. Tracey is an absolute gem. I hope her time, efforts, and dedication are recognized. This woman earns it every day!!!

Trinette Gandy

Me and my brother was walking around asking for food and no one would help so she stopped everything she was doing and came in and helped . It's not about the food are get her noticed it's just to let you know there are people out there that cares and 1 actually works for you so cherish her tru blessings ♥And don't get me wrong i know there's a lot more but you would have to just be there to feel the aroma definitely god in the air.

Southwest Airlines

Alexa Barrera

Went above and beyond to find us a flight to Las Vegas after our original flight was cancelled

Andrew

Arrived with family of 5 without boarding passes printed and anxious about it!! Mr Andrew with a smile calmly asked for my ID and said "I can help you!" We don't fly so I was afraid that there would be a delay. His pleasant demeanor is the reason why I would surely fly Southwest airline again!! There were others that smiled big and greeted with a big hello!! Thank you for a pleasant experience!!!

Antonio Clark

Antonio was very friendly and went out of his way to help me.

Ashley

Great friendly service assisting with wheelchair! She is a gem!

Becky

Becky has the most positive spirit and contagious smile! I was early to the gate for my flight 981 and the flight ended up being delayed. She consistently went out of her way to ensure passengers at the gate were taken care of and her warm spirit was definitely noticed by several of us waiting. Becky is an asset to Southwest and she exemplifies the value of this organization and is why I enjoy this airline.

Brian

Brian was able to help make sure our family was able to sit together on our flight to Denver. Thanks Brian!

Cal

Cal was friendly, professional, and probably the most efficient, "handler" of getting my boarding pass and bag checked. Very polite and reflects why I love flying Southwest.

Christina Brown

Due to a medical condition my elderly father has, he needed special assistance. When I spoke with Christina about it, she immediately offered that assistance, treating both him and I with kindness & respect (and putting my mind at ease). Thank you Christina, my whole family appreciates the care you take in your profession.

Cindy Williams

1. Cindy had to rebook all the passengers traveling to Dallas after the flight was canceled. She was polite and efficient and very helpful and personable. I really appreciate the extra care she took with us she went the extra mile
2. We asked some questions on how best to travel with our kids, we asked her about Southwest early connection and business select. She told us what days are better to travel and told us we can ask people at the other airports as well. She also suggested doing the TSA pre-check program. She was very attentive to the special needs of our children and gave us plenty of useful information.

Damien Brame

1. Our flight was cancelled & we were. Damien stayed with us & assisted us giving us local information and would make sure we would be taken care of both at the airport and leaving it. Congratulations to whoever hired him.
2. Damion was very professional and helpful but somewhat of a stressful time. He exceeded the expectation of what the customer as ordinary service. He was also extraordinary courteous & I would nominate him for the reward. Thank you

Dana

Dana was gate attendant, no help, no wheelchairs, she nobody to deliver arriving handicapped little old lady after they arrived !! (three of them) she took each one herself to baggage & other areas!!! Not her job, she was a tear stopper.

David Porter

We're traveling with two small infants. When we got to the top of the gate David already set up our strollers for us it was pretty much the greatest thing ever and made a huge difference we loved it! Give that guy a raise!

Dorma

I was traveling with my two kids (aged 7 and 3) and our flight to Boston was canceled. And the next available flight - there or to any nearby airport - was two days away. Dorma was very patient and solutions-oriented, first booking us to LGA (and working to get our bags rerouted) and then when I went back a few hours later, seeing availability on a late flight to Boston (and rerouting our bags again). In short, she made an exceedingly difficult travel day significantly more bearable. And helped me keep my kids entertained while she was figuring this all out. We are very grateful!

Ellen

After a day of flight cancellations Ellen was very helpful in getting us to our destination. She is an asset to Southwest's customer service.

Francesco

Francesco was very helpful, going above and beyond to make my first flight with Southwest a pleasant experience. He answered all my questions expertly and was very friendly.

Gail

Gail helped to keep the mood light and kept us informed of updates. Ultimately, the flight was canceled but she was very helpful

Jacqueline Young

After our flight was canceled, Jacqueline was so helpful searching for and finding us another flight, with kindness and patience.

Justin

My wife had to change her flight, after arriving at our destination, to leave early due to discovering her mother had to have a brain tumor removed the next week. We had flown in w/o a birth certificate for our 12 month old baby and had not figured out how to get it sent from home. The lady at the Southwest ticket counter was not going to let the baby get on board w/o the birth certificate. Finally she called Justin over who had enough humanity to understand what we were going through w/ the thought of brain surgery and was observant enough to see that our baby was no where near the 2 year old age of needing a paid ticket. She was able to get on board w/ the baby thanks to him.

Kerry Alexander

We were already boarded and delayed a bit because of a door issue. Mr. Alexander had the awareness to get us off that flight because he knew we would never make our connecting flight...we'd end up staying the night in Austen if we continued! He saved us! He went above and beyond for just 3 people but we are so thankful!

Mary Bonkoski

I fly often and several times Mary has helped me. She is a star she help everyone encourages them to come forward with a smile and with kindness. She radiates goodness!

Mary D

We were in a mess. Mary was so nice, never lost her patience. Please tell her thank you.

Matthew Marki

Matthew was patient, happy to look up weather tell me if plane was on time and would have done more, I feel certain if needed.

Meghan Simons

We had an issue with our flight and she got it changed without hesitation. She was very nice and helpfu. Very much appreciated!!

Michael Shrum

1. Michael Shrum this young man was so helpful he'll of a guy
2. Mike was standing by the floor while people were deplaning and asking them if they needed gate connections. I have never seen an employee just do this on his own

Nick Uelk

I was in a rush and couldn't get the machine to work. Nick took the time to help me get everything I needed in a timely manner. He was super friendly and made my airport experience much more enjoyable. He's a keeper.

Pamela Allen

Pam has a great attitude and helpful make the flight much more enjoyable.

Phil Tanner

I felt like I had walked a mile, I was frustrated and confused about the gates,, so no one wants to have a negitive experience Mr. Phil changed that w/jokes and a calm presence and a reassurance attitude. I would like to nominate him. Thank you.

Ryan Nichols

When I flew to st. Louis from Pensacola FL with a lay over in Houston for my birthday weekend for my twin sister and is birthday March 4, the arrival process was rough. On my ticket I was finally trying to utilize the service for disabled due to being deaf and my ticket had "deaf maas" on it but no one helped me or even said anything about anyone helping me. So when I got to Houston I was overwhelmed and filed a complaint because I was given the excuse of " it's a second party " and other stuff. Anyhow, Southwest took care of me. But I was really really nervous about flights back. Was I gonna not get the service I signed up for? Disabled people don't like feeling like an inconvenience and that's how everyone was making me feel. Except for Ryan Nichols here today March ,5 9am. He helped walk me through even tho my gate was right through security and got me a preboarding pass and said someone should be there for.me when I get to Houston. He's been the first person minus the two supervisors in Houston that tried to help me, that really made me feel safe and not an inconvenience. I work customer service and he's is everything a customer service agent should be. Thank you Ryan for the 10th time. Youre amazing and despite all the grumpy travelers you might me us few nice ones really appreciate you. Thank you for what you do. Stay warm. Kick some snow for me when you get off .

Shamika Ariajegbe

1. Shamika was wonderful and helped us with boarding for our honeymoon. She has a great charisma for customer service and it shines!
2. My wife & I are old (80's) and the above employee made sure we got preboarded. As my wife has server back problems & need help boarding, but did not want to ask for it. Shamika is a great employee & is appricated by many. Thank you

Shanetta Boughton-Bines

I was dropping off my Husband to fly out to Texas for 3 months for work and I was a little upset. Shanetta (not sure if I am spelling this right) seen this and ask me what was wrong. I told her and then she went and found a Southwestern Manager who gave me a pass so that I could stay with him till he boarded his plane. I REALLY REALLY appreciate all that she did for me. It made it a little easier to leave him.

Shannon Boland

Shannon went above my expectations to assist me. I had already checked my bag & went through TSA PreCheck when I discovered I had hair spray & another hair product in my carry-on. They suggested I return to check in area & see if my bag was still available to repack. I went back and spoke with Shannon & my bag had already left the area. She went and located a small box & assisted me with retagging so that I would not have to dispose of my expensive hair products. She is an asset to SWA & St. Louis Lambert!

Stephanie Stough

Stephanie Staugh has been ahhhmazing! She helped us get the cell chargers on chairs up and running, she helped a few customers by getting them drinks as they were physically challenged. Her smile and energy is contagious! Wish more employees were like her! Love SW Airlines!

Tish Marsh

Tish was so professional, and pleasant. So thrilled we were blessed to get to her counter. Her sweet attitude started our trip off perfectly.

Tyler Jones

1. Experience: I was super stressed from booking a last minute flight and panicked when I saw the flash on the screen that said "late check in" I had packed all my work equipment and was scared I wouldn't have it land with me. Tyler was super friendly, explained the process and really put me at ease. He was friendly, genuinely seemed happy - I've flown out of the STL airport many times and have had distracted attendants but Tyler went above and beyond to assure me it wasn't as bad as I thought. I had a really smooth process from bag drop to getting through security. The entire frontline staff during the time I was there was phenomenal and I think Tyler embodies excellent customer service and brought life to the work environment. I don't think I can ever thank him enough. I got his badge number so I could properly recognize him from my experience.
2. Tyler was helpful, friendly and helped make our experience much easier, even during a chaotic, busy time at the airport.

Valeria Lane

Valerie spent over half an hour helping our group try to find a way to reach our destination as early as possible since our flight got cancelled. She searched so many options and we could tell she was using creative thinking and roundabout problem solving to make something, anything, work for us. The entire time she was cheery and fun to talk to. Our stress and confusion was greatly alleviated because of her truly excellent service.

Vince Day

I am new to St. Louis. I flew in today from Phoenix, and on my way to my 1st big business trip. I stopped to eat before heading to the lab, I'm on assignment for. I left my laptop at the café and left the terminal. Vince was so kind and took the time to walk all the way back through the terminal to see if my work laptop was still there. His understanding and willingness to help & kindness for a stranger was completely and utterly inspiring. He has left me with positive views on Southwest, STL airport and the spirit of people here in the gate to the West. Thank you so much Vince!!! ps saved the day and found it!

Yolanda Carpenter

1. I'm wheelchair assisted. There had been 4 flights that arrived, so the baggage drops were crowded. I didn't mind waiting so I went to the large objects areas. Thinking my walker would be there. Yolanda explained that people putting the baggage on the conveyor didn't always put them out separately. So she walked around the baggage found my walker in a black bin and then asked the color of my luggage. Sage green and there it was. She pushed me in my own wheelchair, I held my walker and she pulled my suitcase not only to exit 12 but also across the walkway to the taxi. The walkway scared me with the buses and cars but they waited. It helped that she pushed faster than I could have managed on my own, I would really like for her to be recognized.
2. I missed my connection due to a late arriving flight. Southwest had automatically rebooked me for a flight the next day, but I wanted to see if I could get on an earlier flight than the one Southwest had put me on. I was not seeing a dedicated Customer Service area for Southwest, so I stopped by the ticket counter where Yolanda was working to ask where I should go. I was pleasantly surprised when she said she could help me there herself. She understood what I wanted as soon as I explained it to her, she knew how to do what I wanted, and she got it done. After the delays I had encountered, it was a refreshing change to run into someone who was as friendly, patient, and helpful as she was!

Zack Markworth

I checked in using the kiosks, but my baggage tag didn't print. Zachary was extremely helpful & offered to find my Southwest flyer #, as well as my TSA pre #. He was both courteous & willing to go out of his way to assist me. Very appreciated.

SuperPark

Antoine Clark

Antoine was very friendly and helpful. He helped my kids get their bags on and settled. He dropped us off and got out of the shuttle to help us all. Then as he was driving by he saw us struggling with all the snow that had piled up on our van and came down to offer a scraper! You rarely see this type of kindness and we appreciated it.

Bobbie

Bobbie is wonderful. She is so kind & offered for me to stay inside & out of the cold & she said would let me know when the shuttle arrived. What a treasure you have.

Cortez

I arrived Saturday morning, January 5, 2019 on a Southwest flight from Denver and walked out of the lower level to catch a terminal shuttle to T1. Cortez was my driver. He greeted me cheerfully, assisted me with my large checked bag, and engaged me with professional dialogue on our way to T1. What an excellent ambassador for our airport and our city.

Emma

She picked us up and was super helpful and very nice. Definitely great employee.

Henry

I left my cell phone in my car and needed to go back after arriving at the terminal. Henry was driving for Lot B but volunteered to take me back so I wouldn't miss my flight. He went above and beyond and did it without complaint. He should be recognized for his outstanding customer service. Thanks again Henry, you saved my day!

Jamal

We fly for work every week and drive a bus relocating animals. The bus is a good size so we always park in the back of lot C out of the way and walk to where the shuttles are picking up. Jamal surprised us by pulling up to us as we were exiting our bus to give us a ride to the terminal. He did not have to come get us, but it is cold and we super appreciate him. He was upbeat and kind the whole trip, trying to accommodate all passengers he came into contact with. Thank you Jamal!

Martinez

Martinez was prompt and greeted us with smiles. Help carry our bags on and off the shuttle with more smiles. Very pleasant and professional. Made my thought to be questionable experience, wonderful and provided peace of mind. Thank you!

Vanessa

Vanessa has caught my attention numerous times in the past year or so. Her friendliness, attitude and knowledge of the airport area and facilities are exceptional. She is so much more than merely the driver! This a.m. she was my driver from T-1 (where there were still parking spaces for volunteers) to T-2 and she gave the passengers very helpful information (i.e. additional details for parking and the web site to use for current updates on parking availability.) She simply presents a very professional and helpful image in her work which reflects most favorably on the airport. I enjoy riding with her !!!

TSA

Ackah Bando

Very polite, friendly, respectful, much better than normal agents

Darnell Fant

Flying at 5 am is usually not a pleasant experience. Darnell make sure it is. He is a bright, positive, ategarious, helpful, entertaining presence while people are waiting in the security screening line. He goes out of his way to be helpful and comforting to everyone during the time that can be stressful and confusing.

Frank Crutchfield

Officer Crutchfield was very nice and personable. Lots of respect for all TSA agents during the Govt shutdown.

Jackie

I'm just not comfortable going through the x-ray scanners, so I always ask for a pat down at the security checkpoint. I have not always had good experiences with the agents that have provided the assist, but Jackie was different. She just had a really positive attitude and I felt like she was genuinely happy to help. So I am taking a moment of my time today because I would like to nominate her for Great Service, respectful attention, pride in performance and making my day. Traveling isn't always fun, but if we were all a little kinder, like Miss Jackie was, it would be easier.

Jarrold Copelan

Going thru TSA line, bag needed to be looked through. Officer Copeland was pleasant, calm relaxing. No worries :) Nice that he wasn't gruff. He was busy but kept the line going. KUDOS to him!

John Allen

Delightful man who welcomed us with a smile. Plus his tattoos made homemade seem way more friendly since I also have them.

Kwan Gillespie

Kwan was very happy and positive as he checked our boarding passes during security. He asked my brothers and me our favorite color and our favorite superhero or superpower. He was smiling the whole time and was very friendly to all of us. After we went through security, he came up to us and called us each "boss." Kwan definitely deserves something for his positivity and friendliness.

Shirley

Had to get a patdown at security and Shirley was pleasant, cheerful. appropriate and polite. Really nice lady!

Stacey Define

1. She was very kind and she showed that she loves her job
2. Just had a very friendly demeanor and said she loved her job. Such a great experience.

TSO Crane

Crane (I think that was his last name) was a TSA officer who was so upbeat and did really well to keep the line moving and maintaining a positive experience. The whole team was great. I've never had such a good experience walking through security

TSO Zerr

This guy was so friendly! We joked when he scanned my boarding pass & ID then he was transferred to the carry-on scanner so we got to chat again! My dad recently retired from the federal government but he would have to show up to work without pay when the government was shut down. So, Mr. Z, thanks for doing the right thing and for being a great way to start my trip (rock climbing, rolling out sore muscles, and talking on my ham radio :))

Ymani Hunt

Kind, helpful

United Airlines

Adele American Horse

Adele was busy doing something else, but stopped what she was doing to answer my questions about my boarding pass. After a brief interchange, she spent more than 15 minutes patiently assisting me in changing my flight, arranging to have my luggage pulled and re-routed, and even being interested that I was trying to get home to see my children in our church's Epiphany pageant. Thanks to her efforts, I got home earlier than expected and was able to enjoy more time with my family to bid "adieu" to the Christmas season. She would have been well within her duties to have briefly answered my question and let me continue on with my journey, but she chose instead to make a very big difference in my whole weekend. Please give her my thanks again!

Avery Smith

1. January 23 was the day Ohare and Detroit were experiencing ice and snow and closed. Though I had tickets on United, I had tried to employee non-rev instead directly to Detroit on Delta. When DTW closed and then only partially opened, that plan wasn't working either. After being in the St. Louis airport since very early in the morning, I walked over to the United area mid-afternoon. Avery saw me as I approached a podium and asked if he could help me. He proceeded to find a flight to Ohare and then a connecting flight to Detroit with seats available. Besides finding the seats, he spoke with someone on the phone and moved my ticketed reservation so I did not pay any penalties due to the weather. Most people can be nice, but he was so very kind too. I am sure he had been dealing with disgruntled passengers all day, but he still went out of his way to take care of me professionally and courteously. I hugged him several times and thanked him for his efforts. He is a great face for wonderful customer service, especially after a tough day. Please thank him again for me. :)
2. Extream weather in Chicago delayed & cancelled flight for dozen of us. Avery jumped in to help many of us find alternitive routes. He helped me with genuine compassion and enthusiasm. I watched as he helped at least a dozen other people with excatly the same professionalism and kindness. To be honest, I haven't been thrilled with the level of upkeep and comfort on United planes in recent years. But I have always been impressed by United employees. Mr. Avery Smith is a credit to your company. He will be the reason I think positivly about United because he gave the best service of all us today. Please make sure he knows how much that means to me and what a blessing it was.

AzebNequash

She is the most patient person. Always courteous to customers. Starbucks in the airport main terminal should be happy to have her. It makes my day when she calls me by name with a smile. What true pleasure it is to know her. Please thank her for her wonderful service.

Carmen

I had lost my handbag which contained everything (money, ID, credit cards etc). I was a passanger on American Airlines and my flight was cancelled. I was heading to a hotel when I realized my purse was missing. I was distraught! I was hurring back to the American Airlines desk, this very nice ticket agent called me over and asked if I was ok. I told her I had lost my purse. She handed it to me. Someone has just found it near that spot & turned it in. This lady was so nice, comforting & caring, needless to say everything was intact! She was wonderful!

Celia Pastore

Celia helped change my listing as a non revenue standby passenger. The computer wasn't letting her make the change so she took extra time to help me by calling the reservations desk and making sure the switch was made. It is not often gate agents will go above and beyond, especially for employees, and she made sure I was taken care of. Thank you Celia!

Dana Washington

I was in St. Louis visiting my dad at Barnes Hospital. He had a major surgery to remove a tumor on the brain. I was scheduled to fly back to New York one day following his surgery. Due to weather conditions, my United flight was substantially delayed. While waiting in the gate area, I was very worried about my father's condition, and wished I had scheduled my departing flight one day later. Not knowing if the flight would be cancelled due to weather (it was not, they were only delayed a couple of hours) or whether I should leave the airport and see my father once more, I left the gate area, exited security and went to the United Airlines counter and asked the check-in agent, Dana, for advice. Dana asked me a few questions, shared with me her thoughts and her own personal story involving a member of her family, and advised that I go see my father. "Families are important" she said, "Go be with your Dad, he needs you." I had a big cry and she re-booked me for the following day. She showed such incredible compassion to me and made my change in travel plans seamless. She instinctively helped a struggling passenger. I rushed back to the hospital. Was able to relieve my sister and mother from their watching over him, and held my dad's hand until he fell asleep. I saw my dad the next morning. He was so much better and I was able to leave him having seen his smile and knowing that he was on the road to healing. Dana made that happen, and I am so eternally grateful for her embrace and assistance. We are all on a journey that, at times, is difficult. It is wonderful to know that there are compassionate people like Dana to walk that difficult mile with you when you need them. Thanks Dana!

Ismael Rosasa

Super helpful in changing my onward journey with missed connections because of a delay. A real delight and credit to United. Thanks!

Jaspal Kaur

1. Jaspal was very friendly & kind smiling as she help us find alterantive flights to Tel Aviv we were delayed & canceled for a day and a half. Great positive employees.
2. Accomodate our needs

Jatfal Virk

1. She worked with me on getting another flight. Very nice
2. Very positive individual, also very helpful with our concerns. Loved her attitude and outlook on life.

Jeff Miller

Jeff has provided superior customer service for Air Canada. He exceeds, where, Air Canada stuff lies, obstacles & deliveries. He get the \$millions in bounsas that A/C execs give themselves.!

Jennifer Black

Jenny worked tirelessly to get passengers re-routed when flights started being cancelled. Great job and calm under pressure! Oh, and she still maintained a sense of humour throughout!

Larry Potts

We were missing a very important bag that went missing, it was time sensitive that we have the items in the bag and our only reason for traveling from Calgary to St.Louis. When we arrived at customer service Larry greet us with a positive attitude and outlook. He was solutions based given the situation. He was totally professional and a pleasure to deal with! He should definitely be recognized for his positive attitude, willingness to make sure we were comforted and happy with the outcome. What a great guy and thanks Larry

Marlene Srouji

Marlene handled the convoluted star alliance computer hiccup where United issues the ticket but Air Canada doesn't recognize it for me. I've had this happen before where I've been sent back and forth between carrier counters and still no resolution, missed flights, etc. But this time Marlene made the trek between counters, called the help desk and resolved the issue promptly while simultaneously clearing the queue by multitasking during hold times. She did all this and maintained a smile and calming confidence throughout.

Mary

I made an error on my online booking of a last minute flight. Mary helped me get the flight changed and was very helpful and understanding about the entire situation. Not only did Mary fix the entire situation but she was just so capable and personable about the matter it made a bad day, so much better.

Pedro Saladin

We had a flight cancelled due to a winter storm in Chicago. Pedro was extremely helpful in booking us alternative flights. He provided us several options even though there were no flights available until 2 days later. We were going on vacation to Punta Cana. Pedro provided us with a United Airlines Delay Verification which was crucial in getting our destination resort to agree to revise our arrival & departure dates without penalty. Pedro also arranged for a hotel for us to stay overnight in Miami while waiting for our rescheduled flight and provided us with some food vouchers due to rescheduled flights. He was extremely patient and sympathetic while working with us to reschedule our vacation after the flight cancellation. We could tell that he truly cared about the customer. He is a very good example of an employee United Airlines can be proud of. He really went above and beyond to help us out

Rudy

1. Rudy from United is the man!!
2. I came to the counter Could not produce my _____ _____ on the phone. Rudy got my reservation reward, boarding pass and gave my seat assignment for the entire trip...with a smile.
3. Rudy was told about my problem. I left some personal items in my check bag that I really wanted to have with my during my layover in Chicago. He did everything he could to ensure I got my bag back in time to get my stuff out and check it again and make it back before my flight. He did not have to do this but he helped me out a lot in finding where my bag was and getting my bag back to me. He spent his own time helping me out. Thankyou Rudy!

Sharon Meier

Sherry had an overbooked flight to deal with (United 4787), and I gave up my seat for someone else. Originally, she could only get me on another flight arriving in Denver by 11pm, which was really late and screwed up my travel plans. But she worked really hard to get me on another flight, even tracking me down in the concourse at another gate to tell me that she got me onto a 4pm flight out of STL. She went really above and beyond what I've ever experienced from an airline employee. She deserves recognition for this.

Steven Whaley

Scuba was ready for me upon walking up to the counter, He had a smile on his face & walked around the counter to help me & talk to me. He looked up my information by my last name & printed out my passes. He advised me not to check my lap top & keep it with me & told me that he flew all over the world to the Philipines. He was so friendly & so nice & customer service is something I'm especially passionate about working in retail for the better part of my life. I've come to not expect good & friendly service these days as its rare you ever get it. This man needs to be recognized & nominated for his service!

Stephanie Hudson

Having a completely shit morning. Victoria was at Gate 16 and the gate number was different from what my flight said. I stopped to ask her about that flight, then learned that it was delayed...but I have a connecting flight to London and was worried because I would have to stop in Chicago, go out of the gate, get two bags, recheck them, and then still make my flight. Not only was Victoria hilarious and personable but she was kind. She booked me on another empty flight leaving at the same time and had my bags checked all the way through to final destination. She may not know how much I needed just a small win today...or maybe she did. Either way, this type of customer service...people like Victoria, keep you flying with United and made this experience and what will be an incredibly long travel day, exponentially better. Please ask her forgiveness for my being creepy and asking to give her a hug, but she was amazing...and I was really overcome because airports have a bad reputation for having really crabby assholes working for Them and Victoria combattes that 100%. Please send my sincere thanks to her for making my day that much better.

Victoria Scott

1. Friendly...
2. Victoria rebooked me on another flight and carrier to NY. I was scheduled to fly to NY thru Chicago and when the flight was canceled due to engine problems, the next flight would've missed my connection and got me in too late for a important event. And she transferred my baggage directly. Great attitude, excellent customer service, cool as a cucumber. Thank you!!
3. She was very competent and helpful in getting us to our destination when our original flight was delayed thus making us miss our connecting flight! She's awesome!!!

Vino Volo

John Steier

John was very pleasant, kind, helpful and funny. Stuck in the airport for delayed flight, and he was the only positive person I met that worked in the airport.

Whelan Security

Dennis Hesiner

1. Dennis was very helpful and directed me toward the correct area for passenger pick-up. When my ride arrived, Dennis cleared another car out of the way and helped me unload 3 heavy boxes from my luggage cart into the car. He was professional and friendly!
2. SW passenger pickup area. Flights delayed and garage was full, Officer informed me of the cell phone lot, gave directions. Very patient and smiling, otherwise hectic environment. Very helpful!
3. I had driven from Columbia, MO to St Louis to pick up my sister I realized 40 miles into my drive I had left my phone at home on the charger. I had to continue and when I arrived at Southwest arrivals I lowered my window to ask the man that was watching the cars if I could borrow his phone to call my sister. He not only gave me his phone, but he was so nice and helpful. I reached my sister, then drove around a couple times before I saw my them. He had found them and told them about me. Thanks so much Mr. Dennis Heisher. You gave great customer service.
4. Great work!! Kept traffic moving with a smile. Run a tight ship/?
5. Dennis was very helpful we had difficulty getting our trunk open to get luggage in. He was very kind & patient and definitely helped us overcome the issue and helped to put luggage in car.

Donita Sims

1. I was very frustrated and didnt know where i needed to be. She step by step helped and directed me
2. This younger lady was absolutely wonderful i had to catch a last min flight and didn have a room book she spend 30 mins with me. Letting me use her phone to look up hotels so i wouldnt be stranded. Truly amazing woman

Juanita Jackson

My stepfather passed out in the men's bathroom at the gate after getting off Frontier plane from Orlando. I was not allowed to go back there to make sure he was okay. Officer Jackson helped to calm me down and gave me some sound advice and helped me to get back to my family. As we were leaving she gave me the biggest hug for comfort. Please know that we were glad she was able to be there for us like she did.

Ryan

Nice guy and helpful

Steve

Steve is an amazing person , always do his task with great focus and always stay sharp. I had seen him help a lot of senior citizens to get the right service by the taxi line . I believe he deserves a great recognition for his amazing job.