



## GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

### First Quarter 2019 Winners

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

#### 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 sho 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.