



## GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

### Fourth Quarter 2018 Nominations & Winners

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

#### Quarterly Winners

##### **Carol Olson & Lisa Fieweger– Whelan Security**

At 2040 hours, Sup. Fieweger and Sup. Olson assisted a man passed out in the driver seat of a vehicle blocking the street. They discovered the man was experiencing a diabetic episode. The security supervisors were able to: place the vehicle in park, unhook his seat belt, summoned the passenger (wife) of the vehicle to assist with moving his tongue, so he could breathe and they summoned Airport Police and EMS. Airport Police Officer Haynes arrived. EMS arrived and treated the patient. The wife moved the vehicle.

##### **Tom Hobbs – Whelan Security**

My husband and I and our two small children (ages 3.5 and 9 months) had just arrived after a long day of travel from Germany. Our previous flight in Newark had been delayed and our children were exhausted. We had a lot of luggage (e.g., suitcases, car seats, stroller, carry on luggage, two diaper bags, etc.) and were trying to make our way to the shuttle to the Parking Spot. Tom noticed that we looked lost and instead of just pointing and directing us to where we needed to go, he offered to walk us there and helped us with our luggage. The 10 minutes he spent helping us may not have seemed like a big deal to him, but it made a world of difference to us. I have never had an airport employee show such kindness in their assistance. After traveling for almost 24 hours, it was so refreshing to see a friendly face. He could see we were struggling and chose to help us. Tom went above and beyond the call of duty (especially, if I recall, he said that 'Arrivals' was not the area of the airport that we worked in). We appreciate his dedication to outstanding customer service. I'm sorry it has taken me almost 2 months to submit this. It has been on my mind every time I travel (which is frequently), and I wanted to make sure Tom was recognized for his act of kindness and displaying great customer service.

## **Thomas Nick – HMS Host**

I nominate Tommy, who seems to be a cook for the Tap Room. He's an older gentleman, and would appear to be of limited means. He came out to see us when he heard that my son (age 11) lost a tooth eating the burger - he took a look and disappeared. He came back a moment later and asked if he could be the tooth fairy for my son. He had a bill in his hand, which I assumed was \$1 so I agreed. It was \$10. That \$10 meant the world to my son. To Tommy, I suspect that \$10 also meant a lot. His generosity warmed my heart, and set the tone for a long journey back to Hong Kong. The waitress said this was just "Tommy being Tommy", adding he often comes in and works during his off days. Tommy is pure class, and for that I wish him well and hope he wins an employee of the month award. He taught me a lesson in life that day

## **Jerra'Sha Young – Frontier Airlines & Tony Little - HMSHost**

Considering my husband works in the hospitality industry, all too often notes of disgust, frustration, or less than satisfactory service are received. I'll even shyly raise my hand to say I'm not one to remember to send notes of appreciation or kudos to businesses or institutions who provide extraordinary service - until now...Yesterday I travelled through STL airport with my three young children solo - husband hard at work. I was up to my neck in kiddie chaos! From the moment we entered the airport we were greeted with the kindest, most exemplary service - our Frontier agent's warm smile, the line of 0 through security with the kindest staff even when I forgot to dump my water out, not an ounce of irritation or anger (like tsa staff can sometimes be known for at other airports)...with so much time before our flight we settled down at Chili's where the woman working behind the bar sympathized as a mom of a toddler and gave me a food pouch from her own stash relating to the mommy-isms of forgetting a snack for one or juggling the whining of the others. The food was good and the server was kind, but the bartender and whom I believe was the general manager of all the food and bev facilities in the concourse (Toni? Can't remember his last name) visited with us wearing a genuine smile and bearing kindness stating: "I'm happy because the patrons and travelers I get to see everyday make me happy" exuberating someone that didn't just love his job for the paycheck or the perks - he loved it for the people interaction. Then we wandered to the play area where I was even more impressed - it was well crafted and thought out and I'm certain my kiddos would have stayed longer than the 1.5 hrs we camped there if given the opportunity. But the final act of compassion came from our terminal (C23 - boarding to Denver at 9:40am). One of the passengers about to board was another mom flying solo with her child. Her kiddo was maybe 6 or 7 and throwing a tantrum like I can relate to at home but only read about in public - it was loud and embarrassing enough for the mom if only I had a free hand I'd have jumped in to help but...I didn't have to. The woman working the frontier counter (same one who greeted us earlier) scooped up the moms bags and carried them onto the plane - mom and squawking child trailing behind - without even a hint of annoyance. She did it with subtlety and compassion and as if that's her everyday (though I sincerely hope it's not!). Anyway, all of this I wanted to share to honor the staff of your fine airport. I've traveled through many, but none have deserved my time or impressed me enough to send a note as St Louis airport. It's one I can say I'll travel through again without hesitation and hope to reconnect with some of the friendly faces I met yesterday. Thank you for giving this frazzled mama some hope and love when she needed it most - enroute to her destination!

## **Pearletta Evans – Information Booth**

I'd flown to St. Louis from Rome on Air Canada for the celebration of my mother's 92nd birthday. I boarded the flight from Toronto to St. Louis expecting to meet my sister at baggage claim for the ride into St. Louis. She wasn't there and I, of course, after many hours in flight, was absolutely exhausted. With no cell phone (another story) to call her on, I went to the Information Booth near baggage claim and asked if I could use the phone there to track down my sister. After several attempts to call her, with no response, I finally called my mother and asked if she could locate her. All to no avail. Seeing my distress, Pearletta, at the Information Booth, came to my rescue. For almost an hour, she and I went looking for my sister in the airport. She had her paged twice and even stayed connected to the person who does the paging, to make sure that my sister and I connected. During this entire time, Pearletta was reassuring, compassionate, focused, calm and absolutely determined to assist me. She was wonderful (at a time when I needed someone to be nice to me) and the very embodiment of extraordinary customer service. If there's an award given for such service, Pearletta deserves it; hands down! I wholeheartedly recommend her! And, yes, after the second page, my sister found me; waiting at baggage claim, where I'd been for over an hour. My ordeal was over. Thanks to Pearletta!

## **Officer Floyd & Officer Davis – Customs & Border Protection**

We were returning from a disastrous trip from Cancun. All of us were upset about not being able to make the trip due to technical issues and having to come back and we were hoping for another torrid time at the immigration with all documentation. Much to our surprise the officers Floyd and Mr Davis were so helpful, yet professional and though the process was tedious they were communicating throughout the process and getting the paperwork done making it super smooth and we had almost tears in our eyes considering what we have gone through a few hours before at Cancun. It was professionalism at its best combined with a human approach and empathy. We have never experienced this beautiful blend of humanness and professionalism so seamlessly combined making it a memorable experience for us. They would be true role models to the rest of the country's departments. Thanks for making it a memorable one. Happy holidays to you all.

## All Nominations

### ABM

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#### Jasmin Gibson

1. Big heart. Helped me with wheelchair
2. She is so kind, she smiled and treated you with great respect. If anyone is to be nominated as, an employee of the airport, Ms. Jasmine deserve it. Thank you.

#### Jennifer Hwang

Jennifer helped my mom from curb side to the gate w/wheelchair service. She was friendly & helpful.

#### Joshua Foster

1. Josh was assigned to pushing a wheelchair for me. He was very helpful and seemed genuinely happy to do the task at hand. I wish all employees would be as happy and helpful as Josh! Thank you Josh!
2. I was traveling with my friend who is a stroke victim and has extremely difficulty with walking. When he got off the shuttle there was no assistance to help him down the ramp into the airport. When we arrived into the airport finally. There was no one there to help us. We flagged down an airport employee and asked for a wheelchair. This employee said he would find someone. He found Jahshua foster who turned a very difficult experience Into one that was very positive. Jahshua was kind gentle very upbeat. He greeted his fellow coworkers as we passed them. He made certain that my friend was very comfortable as we passed through the airport to the ticket counter, through TSA then to our gate. He was putting forth 110% effort to make certain that my friend was comfortable and at ease. He was quite the almost entertainer as he took my friends attention from his frustration transferred and him Interesting entertaining fun conversation. This young man deserves positive recognition. He was a “natural” helping my friend, a stroke victim, overcome an intimidating scenario that airports can be for him. On a scale of 1-10 he was an 11!!!!!!
3. I need wheelchair. After 15 min he came in apologizing for the poor service and made the experience efficient and fun.
4. Helped me through security better than I been helped before. Came all the way to the car to help me. Instead of making me use my walker 2 get to the Delta desk. Stopped 4 me to get water ect. Was always pleasant to everyone. 0600 about.

#### LaTrisha Thurmer

My mom was flying from STL to Miami, FL today and was in need of a wheelchair like she usually does. LaTrisha was the employee (I believe from American Airlines) who transported my mom from AA counter to AA gate where she would depart. I went through security with my mom and saw first hand the exceptional treatment LaTrisha gave to my mom—she was kind, polite and compassionate. What an example of GREAT CUSTOMER SERVICE. You should be proud of having an employee like LaTrisha and she deserves to be recognized.

### **Michael Cogshell**

1. Michael cheerfully helped The Girl Scouts Carolers get going! His enthusiasm & cheerful spirit soon inspired the otherwise shy young ladies. Even other workers & passengers were joining on . Way to go Michael. (Helping raise awareness & donations for children charities)
2. Michael cheerfully helped The Girl Scouts Carolers get going! His enthusiasm & cheerful spirit soon inspired the otherwise shy young ladies. Even other workers & passengers were joining on . Way to go Michael. (Helping raise awareness & donations for children charities)

### **Shawn De Bruce**

Shawn was upbeat and courteous from the moment the bus door opened. He made everyone on the bus feel at ease and happy, helping with luggage and kind words along the way. He was especially kind to a gentleman that forgot his phone and was riding back to get it out of his car then back to the terminal. His positive attitude is truly an asset to STL.

### **Tony Mosby**

1. Anthony took wonderful care of me! Thank you so much!
2. Great service Tony
3. Excellent service above and beyond expectations
4. Took care of wife a real good job
5. Tony was awesome! He made the process super easy

## **Air Choice One**

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### **Angela Smith**

Calm. Positive and helpful so early in the morning during the holidays. Fast service. Good sense of humor.

### **Tyra Wilks**

My inbound flight was running late and she helped me make my flight.

## **Airport Authority**

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### **Claralyn Bollinger**

1. Claralyn has been very helpful and informative during my badging process. Great attitude and contagious.
2. Claralyn was awesome. She informed me about my badging situations. How to go about getting it renewed when the time come. She also got me in and out really quick.

## **Airport Shoe Shine**

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### **Phillip White**

Phillip White is the epitome of great customer service. Kind, positive and a joy. I always try and stop when I see Mr. White!

### **Ed Johnson**

Ed was courteous and kind and even provided a modesty blanket since I was wearing a dress. He was friendly and kind and personable! We talked football and my shoes look meeting ready!

## **American Airlines**

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### **Alicia Williams**

When I got my suitcase, it was ripped. I went into AA office to report it. I was tired and ready to go home! Alicia was so helpful & made a bad experience much better. She smiled the entire time & gave me instructions on a next step. It's nice to work with a nice person. She really cared about my luggage and about giving stellar customer service. This lady deserves to be recognized!

### **Carlton Smith**

1. There was a slightly delayed flight and the info on the screen was wrong. Carleton made sure everyone knew what was up with a smile. He also started checking bags early to keep things moving smoothly. He was a cheerful, efficient, and kind part of what might otherwise have been a frustrating morning. He's awesome!
2. This gentleman in charge of the desk & boarding at C16 was extremely helpful, informative to make sure everything go efficiently when boarding the plane was late. He kept us informed and calm. He was like a great team captian. How lucky you are to have him. I travel frequently & internationally and rarely have seen such a good gate agent.

### **Deborah Wondell**

She is a gem! So friendly and helpful. Rarely does a rep go out of their way like Debbie. She took time and answered all my flight questions. Thank you!

### **Don Quarells**

Don helped us with our seats and made it a pleasant experience!

### **Gary Maden**

Gary has worked for TWA & AA for over 50 years. He is soon to retire. He is a diligent worker and is kind to all. I have appreciated his time allowing me to fly standby. He always keeps a close eye on my travels and helps to get me to my location!

### **Gayla Zerr**

1. Gayla has a Fabulous attitude. There were a lot of rebooking passengers and standby passengers due to the hurricane passing through Charlotte. She made everyone laugh as she assisted rebooking and seat changes. Our plane was slightly behind landing and she gave the best how to board quickly so each I've ever had the pleasure of listening to. She is truly an asset.
2. She got me set up on the next flight possible. I'm so thankful for her help!

### **Gayshree Williams**

1. I had made a mistake booking my flight. Gaysharee & Casey were very helpful resolving the problem. Thanks American Airlines for these amazing individuals, very good experience.
2. I am not sure I am spelling her name correctly, but Gaysherlee was very helpful in assisting me changing my flight when my flight was delayed due to a mechanical issue. She was very courteous and professional. She checked several options and I appreciated the time she took in helping me.

**Harlan Nissenbaum**

He was incredible helpful, kind and went above and beyond his job at the check in desk to make sure my husband and I feel welcomed and taken care of.

**Joseph McNeal**

I was putting my stepson on an American flight to Charlotte. This gentleman went out of his way to help us. He was very positive, upbeat and pleasant to us all during this process. I have flown both commercial and military and haven't run into a man of this caliber. A simple thank you is not enough. I wish more people were like this gentleman. Thank you.

**Nikia Davis**

The supervisor was phenomenal, she leads through example (exemplary). When steps are followed by a professional, they perform their utmost. Nikia leads with professionalism, passion with positive energy.

**Norma King**

1. Norma was very friendly and helpful and cheerful! We were checked in to our flight in a very efficient manner.
2. She was the kindest person ever. She spent almost an hour helping me! I am deeply thankful. The best of the best! :)

**Peggy McKinnon**

She spent almost 2 hours with me ensuring I had all my reservations to travel.

**Regina Gourdine**

I had a group of 101 students and adults. Regina made the check in go smoothly & quickly.

**Romunda Newman**

Ms. Newman # 1 for my family. Ms. Newman was a blessing to me! Was very hard time as I had my 3 year old with me and my family members passing away. She helped me calm down and engaged with my son, that was most important to me. I will never forget her! Please call me if needed Thank you

**Sandra Martin**

I recently had knee surgery. Sandra was at the gate so graciously put me in a seat to accommodate my limited knee mobility. She had an incredibly positive attitude and was extremely helpful. I have never had customer service this great. I truly appreciate her and hope that she may be a great example to everyone of the finest that the human spirit has to offer. Bless American Airline and this employee. She is the best.

**Scottie Wright**

1. She helped me catch my flight by waking me up from sleep. Her kindness ensured I made it to my engagement on time.
2. Having a real bad travel day (Luggage busted had to buy new one on the way to airport; bad traffic; missed flight) I needed to call my daughter in Nashville to tell her my new ETA but my cell phone won't work. I asked Ms. Wright where I could find a public pay phone. She didn't know of one, but she offered to dial my daughter for me. Nice thing for a weary traveler in need.



**Sheila Ford**

Ms. Ford was very helpful answered questions with a smile.

**Cape Air**

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**Kevin Collins**

Kevin went out of his way to make an elderly gentleman have a smooth transition between terminals.

**Pushpa Srivastava**

Hello my name is Diana Minor and I need to tell you about one of your employees. I didn't get her last name but she works the counter at Cape Air St Louis and her name is PUSHPA. I got to the counter so so late for my flight and no one was there. The guy at the next counter said she'd be back soon so I waited. When she didn't comeback 10 min later I freaked out because I thought my flight was at 4pm and it was 15 min til so I called the 800 number to see if I could take the next flight but it was full. I had had thee worst day of traveling up to this point and I was ready to cry when Pushpa finally showed up and boy was I mad. I kept my composure because I realized all the events leading up to me being late was not Pushpas fault. After a min or two we realized I had booked the flight for the next day and not today...what a jerk I felt like. That did not faze her at all though she went to work trying to resolve the situation and did not stop until she did. She was professional, friendly, understanding and had a smile on her face the whole time. She turned my horrible travel day around that instant and made me feel like I was the most important customer she ever served. I want to apologize if my phone call complaining about no one at the counter made her seem like she wasn't doing her job because that was not the case at all...she was amazing. She got me on the next flight and home to my family and pets. Thank you again PUSHPA... YOU ROCK!!!!

**Customer and Border Protection**

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**Officer Ryan Floyd & Officer Zachary Davis**

We were returning from a disastrous trip from Cancun. All of us were upset about not able to make the trip due to technical issues and have to come back and we were hoping for another torrid time at the immigration with all documentation. Much to our surprise the officers Floyd and Mr Davis were so helpful, yet professional and though the process was tedious they were communicating throughout the process and getting the paperwork done making it super smooth and we had almost tears in our eyes considering what we have gone through a few hours before at Cancun. It was professionalism at its best combined with a human approach and empathy. we have never experienced this beautiful blend of humanness and professionalism so seamlessly combined making it a memorable experience for us. they would be a true role models to the rest of the country s departments. Thanks for making it a memorable one. happy holidays to you all.



## **Delta Airlines**

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### **Charles Kostedt**

1. Charles went out of his way to help my two friends sit together because they were so afraid to fly alone.
2. I was having a problem with my ticket and saw Charles & asked him how to go about it & if he could help. He was very, very nice & helped solved my problem. You are fortunate to have this man as an employee, Kind, considerate & very professional. Nobody else was around & he took the time & that's what impressed me.

### **Cindy**

She was really friendly, and definitely brightened up my day.

### **Drea Malone**

Clever, competent, great sense of humor and ability to delegate with aplomb

### **Jacqueline**

She was so friendly and happy even when speaking to her in the TSA line. Her laughter made everybody smile.

### **Janet**

1. I offered to give up my seat in an oversold situation. Janet was so appreciative and went above and beyond in assuring that I would be in the next flight to Minneapolis. I've rarely run into anyone with such excellent customer skills. Thank you Delta.
2. We are not very experienced travelers thus we are very slowly figuring it out each step of the Kiosk, then Janet appeared!! What a blessing! She quickly assisted us and directed us to the appropriated luggage check-in. To our surprise (and pleasure!) Janet jumped in once again and opened a terminal to check our bags!! Talk about over and above service! Excellent. Very observant, quick to respond and assist; explain; courteous inquiries and sincere congratulations to us! What a joy to experience on this somewhat stressful/happy morning! And she did it all with a sincere smile & happiness in her voice.

### **Joe**

Joe was incredibly patient with a nearby customer who was quite difficult to please. He never lost his cool, he talked her through menu items and ultimately was able to make her happy. He was also very kind and helpful to me as well and offered me suggestions that I loved good customer service is hard to come by and John was absolutely wonderful!

### **John Cheatham**

I see John almost every week as I travel in/out of STL. As a "world traveler" I can say Mr. Cheatham is "the best of the best"

### **Karla Hill**

1. What a great friendly attitude :) so refreshing! The whole plane loved her!
2. Karla was very outgoing and very engaging with passengers and encouraging those to check their roller bags because of the flight being full. She used humor and a wonderful smile to make everyone feel comfortable. I like that she was loud in a good way so that you knew when it was your turn to board. My wife and I traveled on a flight from Saint Louis to Minneapolis in July and right away I recognized Karla from then. She was very

nice to us at that time and wished us a good flight. It is refreshing to see someone who enjoys her job and can make others feel happy. She is a good person and I hope I can pass through her counter again in the future. She made my day and my travel experience enjoyable!

3. She was awesome. She loves her job and has fun at work. You can tell she's an amazing human being. She made the boarding process one of the smoothest and exciting parts of my trip!
4. Karla was the boarding agent for Delta to Atlanta at gate A10. It wasn't my flight but I heard how she talked to everyone on it was great! She is an asset to Delta!!!
5. Very helpful at gate and her announcement were very clear and entertaining. She made me feel good.
6. I needed to send in this note regarding Ms. Karla, Delta Gate agent at gate A10 for my 3:45 (pushed to 4:11) flight. I am sure you have heard it before, but she is energetic and compassionate and made our delay enjoyable. She truly deserves a nice reward, bonus, something. She embodies what you want for all of your employees.
7. Karla with a K was very friendly and entertaining and a pleasure to come in contact with.
8. She was such an amazing person! We were headed out of town for a funeral and she made our experience a pleasant one. She put a smile on all our faces.
9. She was such an amazing person! We were headed out of town for a funeral and she made our experience a pleasant one. She put a smile on all our faces.
10. She is a friendly and outgoing gate agent who goes above and beyond to make your experience great.
11. Incredibly positive and upbeat attitude!
12. Karla was very positive and uplifting and added a little humor that was appreciated after a long day/week. Paula was great at everything as well! They are very much appreciated! Let's have a little fun in a serious world! Thank you!!
13. She is always very personable to her customers (have flown through her gate a few times now) and she makes the wait fun. Today, with the delay she kept everyone informed, happy and secure that they would make their connections by prechecking. She is a wonderful representative for Delta as well as St. Louis.
14. Karla was very positive and uplifting and added a little humor that was appreciated after a long day/week. Paula was great at everything as well! They are very much appreciated! Let's have a little fun in a serious world! Thank you!!

### **Marilyn Emsley**

1. I took a morning flight into St Louis from Atlanta. I had a connecting flight to NY-La Guardia with a cross-town connection to JFK and then on to Frankfurt, Germany. The inbound flight to St Louis was delayed, meaning that the departure for NY-La Guardia would leave later and later and I could quite possibly miss my connection time to JFK. Marilyn went out of her way to get me on to an earlier flight to Minneapolis St Paul and then on directly to JFK. As importantly, she worked directly to make sure that my bag got loaded out of the holding area and onto the MSP flight. She spent 15-20 minutes trying to get hold of the right person in the luggage area and to make personally sure that my bag was loaded properly. I made my flight from JFK on time, thanks in large part to Marilyn. Her persistence and personal dedication really impressed me and showed me what customer service is all about. Kudos to her.
2. Ms Marilyn helped reschedule my flight during holiday rush. I needed to get back to my unit (active duty military) for a training at Maxwell AFB in Montgomery and spent the time to ensure I had connection from Atlanta. Holiday rush so there was some stress with

other passengers but her demonstrated cheer and composure handled things smoothly. Please send my regards to her

### **Michelle He**

1. We asked Michelle to help us get an earlier flight. She said she'd be back in 5 mins. she was and she put in the effort to get me and my family on an earlier flight. I have flown Delta many, many times. International had been great but domestic always stressful, very impressed so far- thank you; thank you Michelle :).
2. Very helpful and pleasant!

### **Stacy Parris**

As my colleague and I were standing in line rebooking due to a diverted flight. He kindly informed us that there was another flight coming and if we stepped to gate A3 they would help us get on that plane, instead of the 9:20 flight being shown at the A2 gate. It was fantastic!!!

### **Stan**

Hilarious guy. Had me cracking up even though I was having a bad morning previously. Made my whole day better.

### **Val**

1. My wife & myself are over 80 and I'm disabled. We did not know how to get our boarding pass. She came by and help us! She even got MP a wheelchair for our entire trip. This is our first time flying Delta and it will not be our last. She was the best. We have flown to 11 different countries since I have retired, she was the best.
2. Val arranged to have someone with a wheelchair at arriving gate. My husband can't walk all the distance. Delta in Mexico City did the same. All the wheelchair attendants were great. Val also showed us how to get our boarding pass.

### **Winnie**

Winnie could see I needed assistance & she guided me through check-in & getting my boarding passes. She also, checked my baggage & was so very courteous & kind to me. She called me by name when I came back to her from security & had to check my bag. What a lovely human being Winnie is! I'll never forget her!!

## **Explore St. Louis**

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### **Rick Hobusch**

On Thursday, December 27, Explore St. Louis staff were welcoming Urbana Intervarsity Conference at both Terminals 1 and 2. This group brings thousands of young college students and staff from around the world to St. Louis. Their main need when arriving is transportation to downtown. Most of them opt for Metrolink because it is economical. On this particular day, one of the Explore St. Louis staff, Rick Hobusch, toured Terminal 1 in preparation for a successful welcome. He became aware that of the three kiosks for tickets at the Metrolink station, one was completely out of order and a second would only accept credit cards for payment. This left only one machine operating correctly. Rick immediately realized that this would cause a serious backup when this large contingent of passengers began arriving. He took it upon himself to notify Metrolink Maintenance offices about the machine issues. He called his supervisors to alert them to any issues that might arise. Within a very short time a maintenance person from MetroLink came to work on both of the improperly working (or not) machines. By 10:30 or

11:00 am, all three machines were up and running. Rick should be acknowledges for astutely recognizing the possible problems that would have developed and tenaciously following through to get the issue resolved. The Intervarsity group had very pleasant experiences at STL in arranging for their transportation, unaware of the delays they may have had without Rick's help. Thank you Rick for going above and beyond to make this happen and shine a bright light on St. Louis!

## **Frontier Airlines**

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### **Jerra'Sha Young**

Jerra'Sha aka "Jay" at Frontier was truly an incredible Blessing to me and my family today! We came to MO to see our Son graduate from Fort Leonard Wood. We were rush to catch our flight home to Las Vegas and we accidentally left his military pictures at the counter. She called us and caught us in time! Very priceless those pictures and we are so GRATEFUL for her amazing customer service!!!

## **G2**

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### **Joshua Foster**

1. I needed a wheelchair many employees let me \_\_\_\_\_ to a bad experience. He was so helpful apologized for fellow workers called his supervisor explained situation and made my transport to gate enjoyable. Thank you.

### **LaTrisha Thurman**

1. My mom was flying today and needed a wheelchair. LaTricia transported my mom from AA counter to AA gate and through security. LaTricia was an excellent employee. She was kind, polite & compassionate. What an example of great customer service, you should be proud of an employee like LaTricia and she deserves to be recognized. Thanks.
2. LaTrisha assisted my elderly aunt with a wheelchair at the airport. She was friendly, efficient and caring. Congratulations on an outstanding employee.
3. LaTrisha was very nice and helpful. She helped us (myself, husband and parents) through the entire check-in process and even took us to the gate. Her personality was very pleasant. I would to nominate her for any award that shows she's done an exceptional job!

### **Sharon Gilstrap**

Sharon helped my disabled wife to her gate on time, treating us with much courtesy and respect while doing so. She is very professional and has a great personality. Thank you Sharon for your outstanding assistance!

## **HMS Host**

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### **Aaron Rickmon**

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

### **Adrianna Jackson**

I fly several times a month and appreciate the ladies at the Starbucks a lot. This morning in particular seemed like a challenge. There was a lady who kept correcting everyone because they were "in training" and needed to do it the "right way." It was a good reminder for me to say that I am thankful for the ways they take care of me. I was sad to see the effect of this one woman who I believe was trying to help but instead was making it much harder for her colleagues to do their jobs by stepping in the middle of almost every interaction. In particular, I am small for Adrianna (I hope I spelled that right) the barista making drinks. Because of this extra person, the normally clear communication got a little muddled but she recovered well and still made a great drink. Anyway, I have had Starbucks all over the country and from time to time have seen situations like this pop up. It is the experience that matters to me (why else would I pay +\$3 for an iced tea?) and Adrianna did a great job providing that experience. So thank you.

### **Cathy Hatten**

Cathy is such a breath of fresh air in the airport. She is very efficient and very friendly. I look forward to seeing her each time I fly through STL

### **Courtney Wilson**

She was very pleasant, had a great smile and really made me feel welcome.

### **Dallas Hunt**

Dallas was our server for breakfast. She was very friendly, efficient & I saw her exhibit patience with people at other tables. I almost asked for the manager on duty to tell them but, was in a hurry I then saw these cards. I will say the woman "nameless" in candy store near same place was not friendly or helpful. But I let her know. Thank you!

### **Danyshia Tillman**

I was looking for something to eat, and stopped at Le Tapenade, but wasn't sure what I felt like ordering (if anything). Danyshia was at the counter and was very personable and friendly, and after listening, actually suggested another eatery in the terminal that had what I was looking for! I was really impressed with her willingness to help. It was probably just a small interaction to her, but for someone to show a concern for another is a big thing these days, and I hope she knows that!

### **Eric Mosely**

1. Eric was my server today at Three Kings bar in STL. He was very attentive, funny & provided exceptional service. More than that though, he had three tables with groups of people with Down's syndrome. He was so kind & patient with each of them as they figured out their money & he counted their change back to them in a way that they could understand. I was really impressed with his genuine kindness to take that time instead of just dropping the bills & hurrying to his other tables. Thanks for a great experience
2. We had an exceptional server named Eric. He has absolutely fantastic customer service. He was friendly and communicated with us with such a positive manner. He was going above the call of the work he was doing. They are lucky to have him.

### **Georgene Spencer**

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!!!

### **Jason Wiley**

Jason was very kind, courteous, prompt and hardworking. He appeared to really appreciate what he does. I know we really valued his service!

### **Jermanne Rice**

Jermanne has such a wonderful spirit, was easy to talk to, and all this on a holiday. We had exceptional service from him.

Katie Byrd

1. Katie is awesome, very attentive and great service!
2. Very friendly, great energy, attentive to customer's needs. I enjoyed sitting at the bar.

### **Krystal George**

To whom it may concern. My name is Barbara Hobbs. My father James Hobbs is a 89 year old WW2 Veteran and was on his way back home from the Philippines. Upon his arrival his phone had died and had no way of contacting me to pick him up. Panicked he stopped a security guard outside directing traffic. He asked her if she could help. Herself not knowing what to do stopped a colleague of hers. She asked Krystal if there was anything she could do or help him fix his phone. She then greeted my father and took over. She first tried to fix the phone but when she couldn't she went above and beyond. She asked my name so that she could contact me via Facebook. I would have never thought of that. This young lady then told me who she was and who was with that she had my father with her and where he was at to call her personal cell phone so that he could talk to me. She stayed with my worried father until I got there. This is hands down an extraordinary person. I have never thought someone could do such a kind act for a complete stranger. My father said he was in panic mode when he realized his phone was broken and had no way of getting the numbers off his phone. She is such a wonderful and sweet woman. I can not thank her enough for taking care of my father and if there's anyway to recognize her for the kindness she has done please do so. I am so thankful Lambert has such a wonderful soul working there. Thank you so much for your time and God bless

### **Malik Tuner**

Very, very pleasant, beautiful smile

### **Mylana Lane**

1. Mylana was very friendly and had a nice smile. She was attentive and made my travel experience and late afternoon lunch more pleasant.
2. Mylana was so much fun and was so kind to our son. She's a great person (even if she's not from Georgia). :-)
3. Mylana was very friendly and had a nice smile. She was attentive and made my travel experience and late afternoon lunch more pleasant.

### **Samantha Hammock**

1. Sam was wonderful. I had a nasty head cold, & she took care of me like I was her family. 1, 000 ,000 voted for Sam @1876.
2. Samantha was the bartender at 1876 before my flight. Her upbeat, positive attitude was refreshing. She engaged with all of her customers and made everyone feel welcome. I will definitely be coming back to 1876 before flights in terminal 2!!
3. Her kind eyes, and cheerful smile helped calm myself and teenage son who was not having a good day. She sensed that and had our food out quickly, with all our requests to

our liking. Thank you!! You're the best!

4. She had the most positive up-beat attitude I've seen in a while. She made a difference in a lot of people lives. I was in her establishment as I'm sure she does everyday, promote her or at least give her a bonus. Join the Air Force we would love to have you!

### **Sierra Heatherly**

1. This young lady woman Was helping a elder woman in A wheelchair this young lady offered the stop at Burger King for the elderly woman honestly the elderly woman was confused and almost agitated during experience of travel. At this young lady was absolutely fantastic, help her do the order on screen. Help the elderly woman a for the order on the screen. When I notice the sign To nominate a employed for extra work I went up and asked her for her name. Her immediate response was O no am I in trouble?. Lol In my OK she is not in trouble she the best example of great customer service I've seen a job a long time. You cannot train that!!
2. I was having a particular difficult day and struggling with my bags. Sierra generously offered to assist. She was kind and her smile was infectious!! She turned my entire day around with her kind jester. I hope I run into her every time I fly

### **Tearia Joyner**

She was very attentive, very kind, very responsive and really cared that I enjoyed my coffee. I really enjoyed my interaction with her, made my evening!!

## **Hudson News**

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### **Beverly Bevel**

She was so very nice, not pushy, extremely pleasant. Spoke to you like she new you all her life. Absolutely excellent service.

### **Carolyn Cunningham**

Carolyn was such a pleasure to meet. She greeted my family with a smile and talked to us all. She cared about my travel plans wonderful insight on products and remindally suggestions. Water for our flight. I was so focused on boarding the plane I didn't consider water and snacks till she mention it. It's always a pleasure to meet a friendly face after rushing to airport and standing in line. Carolyn was being so kind and helpful.

### **Jennifer Brown**

Jennifer was extremely friendly. Greeted me with a friendly chat and warm smile. I've never had that kind of experience in an airport market.

### **Justin Harrold**

1. Justin was so helpful and kind. I really appreciated his positive professional attitude.
2. Super professional & nice individual!

### **Kevin Johnson**

1. He was very kind and helped me exchange an item that previous employees refused to help with. He was incredibly bubbly and eager to pull out all the stops to help me.
2. Kevin was amazing helping me buy a pair of earphones. Friendly, helpful, so courteous so nice to be greeted by a lovely smile!



3. I lost one of my earphone (earbud) for my powerbeat head set. He was cheerful and replaced it for me with a great smile!
4. Bought earbuds, he helped open package for me, showed me how to save battery life, and very pleasant!

### **Linda Colson**

Linda was a very pleasant and cheerful person to talk to, especially so early in the morning. Her great customer service got my day started off right!

### **Shaw Kidane**

Shaw was extremely friendly and helpful. She offered to take the wrapping and tags off the neck pillow I purchased. Very pleasant person and made our experience special. Thank you Shaw!!

### **Tigist Hailu**

This employee was smiling for all customers and very helpful under stressful crowds and noise. She kept her poise.

## **Huntleigh**

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### **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. WOW! I would qualify Brandi as an exceptional employee of Huntleigh USA. Brandi greeted my 90-year-old mother at Terminal 2's curb with a bright smile and quick question concerning her need for a wheelchair. Brandi quickly returned with the wheelchair and took us to the SW ticket counter to take care of checking Mom in and getting my guest pass and I would not be traveling with Mom. Brandi's professionalism was readily apparent and her help through security and to the gate were gratefully appreciated by my mother and myself. What a wonderful young woman with top-notch people skills!
2. I am writing to you on behalf of my travel experience taken 9/21/18-9/24/18 through Lambert Airport - Terminal 2 on Southwest airlines to New York LaGuardia. I took my sister, who is battling cancer, and is totally incapacitated wheelchair bound and her nurse on a 3 day weekend trip and i must say we had the most wonderful guest service treatment from a staff member by the name of Brandi David of the Huntleigh USA company. When my husband dropped the three of us off we needed assistance and when we looked up there was Ms. Brandi Davis, helping us with our bags, pushing the wheelchair to get us through TSA and to the gate. I was a little down and our but this young lady was so full of positive spirit, i had to shift gears and get on her aura. I loved it!!! Then we arrived at our departing gate she has every one in stitches from laughter and in an exciting mood. This was my sister's first ever plane trip so Ms. David had her excited with great anticipation of boarding and being in New York. I asked for her Contact to a supervisor so that i could write about how wonderful and accomodating she was and the little card she gave just wasnt big enough, so Im sending this litter. Also, on our return to ST. Louis that monday, September 24th, when we were about to exit the plane, who was there waiting for us? Brandi David! This young lasy should be recognized for not only a "Catch Us Giving" award but as an example of how giving

outstanding guest service can wow a guest to the point of having folks ask for her at the airport. She is truly a phenomenal asset your company and St. Louis. Again, I ask that you recognize her for a job well done!

3. Brandy was cheerful and so helpful when she took my mom with wheelchair to the gate! It was very early in the morning and her smile and friendliness made a stressful time a smooth transition!
4. On December 24<sup>th</sup>, an airport employee named Brandi (my wife spotted her Huntleigh badge – I can't be sure of the spelling of her name) was pushing a wheelchair through the terminal. She (and we) walked by a young mom who was sitting on the floor and struggling with her newborn. (This was somewhere in the general vicinity of Gate E12, give or take. Near the Budweiser brewery concession.) Suddenly the baby started wailing, and mom looked pretty clearly overwhelmed. Brandi immediately stopped what she was doing and called over to see if the mom needed any help. The mom reluctantly asked for some help getting water so she could mix some formula for the baby. Brandi ran over halfway to a nearby restaurant, then stopped to ask if she needed it warmed, ran back over to the restaurant, and was back with the water in a jiffy. And then went right back to her actual job. You get the point – on one of the busier travel days of the year, at a time when the airport is full of stressed-out and inexperienced travelers, an employee paused from her (no-doubt busy) day to help someone who clearly needed it. No one asked her to help, and indeed the passenger seemed at first almost bewildered that someone was stopping to assist. As a frequent visitor to the airport (and an employee of the public myself), I was touched by this small gesture of kindness and humanity. So I hope I've provided enough descriptive information to identify the employee in question, such that you could pass along some praise to her supervisor. She made someone else's day; it'd be nice to return that favor
5. Brandi was so pleasant & made our day start off so nice & easy. She has such a nice personality and loves her job.
6. Brandi picked my husband up at the door to terminal with a wheelchair, positive, super friendly with a beautiful smile. She also had another wheelchair guest at same time very professional, alert to other guest- warning them wheelchair coming.
7. Brandi Davis was welcoming delightful, pleasant and made the start of our trip wonderful. Have never had anyone as great as she was. I felt I made a new friend.
8. Brandi was very cheerful and tries hard. She loves everyone and tries to make the world a better place.
9. I needed wheelchair assistance to my gate. I was /have back pain due to 3 fractured vertebra in my back. Brandi is the BEST and provided more help & kindness than any other anywhere at an airport. She assisted me and 1 other passenger at the same time and did so with ease. Super, superkudos to Brandi. EXCELLENT EMPLOYEE!
10. Brandi is such an asset to the airport. She wears a genuine smile and is very helpful. I love her pleasant attitude, cheerful disposition and glad spirit, she is great.
11. She was friendly & warm and transported me to the gate. Great personality and moved very fast. A very kind person. I enjoyed meeting her. Your lucky to have her.
12. Brandi was wonderful. Welcoming and helpful, really helped me out.
13. She was so pleasant and paid attention to my husband needs! After security check & getting my husband back in wheelchair another flyer needed help and she had 2 wheelchairs she pushed to our gate. Very upbeat & personable employee!! P.s. She is very pleasant to everyone at airport. Thank you.
14. We were traveling with my 85 year old mother-in-law and Brandi was so kind and friendly and made my mother-in-law laugh and feel comfortable. Brandi's positive energy makes her a wonderful ambassador to the St. Louis airport.

15. This young lady had a kind spirit, larger than the state of Texas. She assisted the senior people we were traveling with She made them feel very special. The world need more people in the service sevtor like this young lady. Great job!!!
16. From the shuttle to the gater Ms. Brandi was most helpful. There was 2 of us disable patients & she was most careful in handling us, especially when we had to remove our coats, etc.... Not only that all the stress that comes along with the airport experience when you are in a wheelchair. We do sincerely nominate her as giving outstanding customer service!
17. In St. Louis, she took both me, my husband when no one else would help us. She was a joy to be around. She deserves higher pay.
18. EXCEPTIONAL THANK YOU!!
19. Brandy was the most helpful & kind person I've ever had help me in any airport. Thank you!
20. Most friendly & happiest wheel chair pusher I have ever encountered. She just seems happy to assist.
21. There couldn't be a more positive, happy loving, fun person & at 5 a.m.!!! She was awesome not only for caring for my person in the wheelchair but also routing & cheering & greeting every staff person enroutе. Shes invaluable to you in keeping high moral & caring enviroment. She deserves an A plus in every area of evaluation!
22. Brandi was outside of my flight waiting to wheel someone to their next location. I was one of the first people off the plane and she welcomed myself and the rest of the passengers with a smile and a warm welcome. She then proceeded down the terminal to Starbucks saying hello, smiling, making prople laugh and brightening up everyone's day. I was behind her in the line at Starbucks and commented on how much I loved her energy & spirit. She is WONDERFUL and we should all be as warm and gracious as she. She deserves every award and acolade you can throw her way.
23. We had a layover @ St. Louis airport and were flyng w/Southwest Airlinesgoing to Dallas Love Field. While sitting at the terminal gate waiting and people watching Brandi Davis was so helpful & cheerful while assisting passangers in wheelchairs. I loved watching her cheerful spirit and her energy. She seemed to be an excellant example of a servant heart
24. I left my boarding pass on a table before starting TSA security check, when I finished the screening I realized I had misplaced my boading pass. I told this to numerous TSA agents, but they did not care or want to retrive it for me. Ms. Davis was the only one to respond to my request. She went to the beginning of security line of TSA to retrive it for me. I am very grateful for Ms. Davis' help during this moment of concern. Since no one else would help me.
25. Airport didn't notify the plane that there was a gate change, I ran a quarter of a mile only to be told I had to go back the same distance. They provided a wheelchair and Ms. Davis entertained the very upset crowd until I was laughing and happy again! Great personality!
26. I live in AZ, so I'm sensitive to sr challenges I watched Brandi boost a group of 15 Sr in wheel chair spirits. She encouraged anyone that could walk, we'll let you take your time an go first. That was phenomenal to see. She was upbeat and gave praises. Accolades to her for being happy & herself.

### **Bryan Bomar**

1. Bryan has helped me out numerous times transporting my elderly father from the gate to the baggage claim and shuttle bus. He is always so pleasant and kind to my father and I. He deserves recognition.
2. Bryan went beyond his service. He was very polite, patient. He pushed me over to one restaurant but they were not serving lunch. This young man took me to another place. Which was a good distance that was serving lunch. He place my order paid for me, then took me back to \_\_\_\_\_ my flight was to leave. Bryan deserves 5 Stars! Thank you Bryan.

### **Dae'mar Hearn**

I'm a customer of size, and Daemarr was a wonderful help getting me to the baggage claim and helping to find my luggage. All with a smile, and a friendly, helpful attitude. It was a joy to have him help me.

### **Darrell Lathan**

Darnell was most sensitive to my needs . I have arthritis, with great difficulty moving. Darnell pushed my wheelchair so gently and waited with me for my bags. He wanted to be sure I was well taken care of. Marvelous ambassador of St. Louis and the airport.

### **Ed Garner**

I'm in a wheelchair and I fly all the time but this guy Ed Garner was super, super great!! He was very polite It took a while the baggage because it was oversize. I wish more people in the world like him.

### **Jerry Fondren**

1. Jerry was very kind, professional and helpful with two seniors (my aunt and uncle).what a nice fellow!
2. i just wanted to share the fact that we had exceptional service and friendly people at stl. also, not sure who is in charge of the wheel chair assistance company is but we had Jerry what an exceptional young man. KUDOS to him and the rest of the staff at the airport. Never had a bad experience in STL before but this time was exceptional Keep up the good work and Merry Christmas
3. Outstanding Service. Beyond what I expected. Personable, polite and humorous BRAVO!!

### **Mikella Moore**

1. We just boarded our plane and the hoops we had to go through to get on was crazy. We were a little late and that was our fault due to an accident. However Mikella and her co-worker, who was training her and I didn't catch his name, were so nice and caring towards my 94 year old grandma. She cannot walk well and they made her feel so happy and comfortable. They held the plane for us, helped her take off her shoes and coat and the young man literally helped my grandma on the plane and walked her to the end to get a seat. I cannot thank them enough. They are both deserving of acknowledgement. Top notch service that was very refreshing and one that you don't see much anymore.
2. Mikella Moore is one of the airports personal that assists handicapped travelers. She met my wife as we were declaiming helped my wife not a wheelchair and zipped s through the airport.

### **Quincy Allen**

1. After checking in Quincy Moore got a wheelchair for my wife and took her and one other lady to our gates. He got us through TSA with no problems and made bathroom stops for my wife and other lady. Hew was very friendly and very helpful. Very good employee.
2. This was one of the best and smoothest wheelchair assist I have ever had. Quincy was very professional, courteous and respectful young man I have encountered . He was very patient with my mobility and multiple small bags
3. Extraordinary helpful, pleasant, friendly, highly recommend this. Great job.

### **Raveon Fleming**

1. Very polite and manageable to very request given him while pushing my wife to her gate
2. Very helpful with wheelchair courteous, polite, congenial.

### **Rodney Davis**

1. Rodney was very cheerful, helpful and energetic. He also guided my daughter through security. He is really kind, thoughtful person, who seems to enjoy his work and helping people. I really appreciated him.
2. Traveling in a wheelchair is difficult, Rodney was there as soon as we got off the plane, he was polite, courteous and went above and beyond when someone had taken my personal wheelchair. He found it helped with our luggage. Answered our question and got us to our gate. Even suggested a great place to eat while waiting. Great young man. Best assistance I received in an airport ever.

### **Stephen Walker**

1. This man helped me through security due to my handicap condition. He is kind and friendly. I like people that are not afraid to talk and have fun!
2. Wonderfully conscientious man!! Made my day. I injured my back. My original gate was supposed to be E8. When I got to gate already in pain, I learned the gate had been changed to gate 34. I was wheeling myself in a wheelchair when Steven saw me at gate 12 and gratefully took me to gate 34!

### **Tiffany Jamison**

I would like to nominate Tiffany for your employee of the month. Early Monday - October 22 - her service was stellar. Thank you. She is a compliment to St. Louis.

### **Troy Edmond**

Troy said he felt honored to help my father he is going to be 99 the 27th. He took care of everything to get us through security. He also checked his walker & checked us in at desk to be boarded first. He also said he could help when we came back.

### **Watoshii Shurn**

1. I through out my back while traveling on Monday October 8th had to have assistance with wheelchair & my luggage. There was a major mix-up with my luggage so Watushi stayed with my luggage for me well over an hour. He was kind and very helpful.
2. Great service very nice. Attentive@ Great!
3. Watoshi went out of his way to see that I was taken care of at the airport going from one gate to another. It was a very long way.

## **Information Booth**

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### **Pearletta Evans**

1. I want to say thanks again to Mrs. Pearletta Evans. She went above and beyond to make sure we were accommodated. I was trying to find transportation she made calls for me and help as much as possible. After she helped me she started assisting another .
2. I was incarcerated & released flying home to Phonix. Pearletta has been an "Angel" to me. She has gone above and beyond her job responsibilities offered me water and gave me money for food. I have been stuck at the airport for 3 days trying to get a flight home on stand by. She listen, doesn't judge, helps you as much as possible and never has a bad thing to say. I feel blessed that she has been here for me after being overwhelmed with the entire ordeal.

## **OHM Concession Group**

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### **Breasia Thomas**

1. Breasia provided quick, efficient service with a positive attitude and a delightful smile. She checked on me frequently even through the restaurant was very busy. Excellent service@ Breasia is definitely an asset to this establishment! Food was also very good!
2. Breasia is a terrific employee! She is happy, with a smile, friendly, and a good waitress. I hope you realize what an asset she is to your company!

### **Kajal Patel**

I am in traveling. Do travel state to state. But what I have seen today never seen it before in restaurant. Incredible speed to get all the passengers in and out with big smile on face. Not single mistake made in any order that I have seen passed on before mine. Was amazed with speed of service. Wish everyone got this in every restaurant. Heads up to this team. Stunned watching them move like machines. As passenger all we need is super quick service This team has it. Keep up the good work. I don't think anyone can keep up with this team. Will come back just to watch them incredibly quick service.

### **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**

Just wanted had dinner at the St Louis airport location the staff was phenomenal and the GM Roxanne was amazing.

## **Regency**

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### **Danny Bartlett**

Dan was sweeping near door 15 on the yellow level of arrivals garage the day construction on Arrivals Drive began. I was very clearly confused and he asked if I needed some direction. I said I thought so & he explained the construction that was going on. No signs or maps at first frustrated me but having a real person help out was simpler and more humble anyways. I am very grateful that Dan was there as he put my worries at ease. After he explained where I should go and where my ride should meet me, I started asking him about work at the airport. He was

very proud and moral about his job & told me he has enjoyed 6 years working there! I am glad Dan was there when I needed someone!!

### **Lois Pattin**

1. There was a woman who had cut herself accidentally and needed to clean her shirt. Lois (not sure if that was her name) helped the woman find out where she was bleeding and got her first aid. It seemed like a very nice gesture.
2. I had scraped my side and had bled through 2 shirts. Miss Lois went in search of band aids and helped me with an embarrassing situation. I was very pleased at her attitude while she was helping me. She had a great smile

### **Michael Lopez**

He was super polite and patient pushing his trash bin and waiting for an old lady to pass in front of his path and was really nice when I talked to him. Very good example of St. Louis hospitality from a young man!

### **Michelle Williams**

Michelle was so nice and helpful it's good to have such a good employee to help when I'm waiting for my flight. Thank you Michelle!

### **Tia Woods**

She did a nice job cleaning up the restroom

### **Tiffany Hodge**

HER WORK ETHIC WAS IMPRESSIVE!!!!!!! AS I WAS WASHING MY HANDS, IN THE RESTROOM, SHE THOROUGHLY SCRUBBED A SINK, THE COUNTER, AND A TOILET STALL EFFICIENTLY, QUICKLY, NO CELL PHONE CHECKING, AND WAS FOCUSED. I THANKED HER FOR A CLEAN PUBLIC BATHROOM & TOLD HER I TRULY APPRECIATED HER WORK ETHIC. SHE WAS GRACIOUS AND KIND. THANK YOU, FOR THIS SIMPLE & EASY OPPORTUNITY TO RECOGNIZE HER!!!! DELTA AIRLINES, THANK YOU, FOR YOUR ACTION IN CONTINUALLY AND PUBLICLY, RECOGNIZING AND HONORING OUR PRECIOUS MILITARY WARRIORS, WHO PROTECT THE SACRED FREEDOM & SAFETY WE TRULY ENJOY!!!!!!!!!!!!

### **Tyrone Silas**

He was absolutely the best So helpful & courteous.

## **Southwest Airlines**

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### **Alexa Barrera**

When I found out my flight to MCI was cancelled due to weather there, Alexa was very calm and understanding and helped me rebook for the first flight out 2 days later. She was very understanding and helped me get lodging for the 2 nights. Her patience and work ethic were very appreciated by this old lady traveling alone. It was so welcoming of her to walk up to me and asked if I needed help. Bless her.

### **Athena Evans**

She helped me by looking up my frequent flyer number & printing it for me to keep. Very pleasant person.



**Bradford Taylor**

Very courteous. Offered to help when my bag broke and gave suggestions on which type of bag to purchase next. Also gave some good advice for my daughter who wants to go into the flight industry.

**Christian Hall**

I was needing help for my fitbit, she wasn't sure but looked it up and told me how to fix my problem. She was very nice & sweet!!

**Christina Brown**

Christina was very pleasant and nice. Made conversation with me and placed me on her nice list, listed in front of the gate and then offered to take my picture. She made my day. She was so nice and kind- so early in the morning. Kudos to Southwest Airlines, you guys & gals rock. The world need more Christina Brown's.

**Clifton Ware**

Most upbeat, positive, friendly gate attendant we had this holiday season! Amen!

**Corey Walker**

He has been kind & so very helpful. Flight cancelled to LGA weather related Corey helped to book me from STL to Midway and retrieved my suitcase. I am scheduled to go from Midway to O'Hare and won't arrive until 11:15

**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!

**George Lee**

1. He was extremely pleasure and great pleasure to be around. You can tell they all enjoy their jobs and enteract with the customers. Everytime is a great experience when that group is at the counter! Flying can be stressful as it is, but their first impression always makes for a great start to the adventure no matter where I am flying! Great job George and Southwest!!!!
2. Mr. George Lee was friendly, helpful, humorous and Polite! He's great with a smile and makes those around him smile! Hope I could deal with folks like him everywhere!!

**Jacqueline Young**

1. She was very friendly during the early morning rush while being efficient in keeping the line moving. Her warmth was appreciated on a chilly morning.
2. Super helpful and pleasant and engaging

**Janet Mills**

Passport and airline tickets did not match. One had Carolyn has middle name One had Curry- as madian name as middle name. Jane saved the day!

**Jessica Lillard**

I was in terminal 2 for the first time ever and was feeling rather confused. I simply couldn't figure out how to get to gate E38! So I stopped and asked Jessica for directions and her sparkle

smile and cheerfulness impressed me. She's a keeper! Give her a raise! Grateful for happy people!

### **Jimmy Kays**

Jimmy was very welcoming and helpful with our disabled son who was flying alone back to his group home in Boston. Jimmy introduced our son to Linda the flight attendant (also wonderful) and walked him onto the plane. So wonderful to have employees that respect and empower young adults with disabilities. A job well done. Thank you.

### **Joyce Pasley**

Got to the airport, Joyce was able to get me a flight back to St. Louis. Death in the family a funeral was coming up. She was pleasant & very helpful & understanding. I was very thankful. She is an asset to SWA. Thank you!

### **Kathryn OKelly Moore**

Helped me out with my luggage tag w/o making me feel stupid! :)

### **Kayla Otis**

Best "Spirit of Xmas" and professional customer service on Flight to BWI. "Kayla cares."

### **Lisa Adcock**

She was wonderful! I just saw that my flight was cancelled at gate E 20 as I walked by her station so I stopped there. She did a great job of pleasantly looking through possible rebooking and came up with boarding passes for a later flight and also put us on standby for an earlier flight. I happened to notice that she later told a coworker that her shift was already over, but she took the time to fix the problem while the airport was swamped with rescheduling because of the snowstorm. What a great attitude she had the whole time!!! Give that woman a raise or something nice! She deserves it!!!

### **Michael Shrum**

What a class act need I say more?

### **Quincy Allen**

1. Quincy was friendly, kind and very patient. My mother and I arrived early for our flight we needed to stop to purchase, something from food mart. Although it was quite busy, he took time to make us feel important. Very nice young man.
2. Our first time traveling with difibulator. Very patient, thoughtful, helpful to both of us.

### **Renee Croft**

I was called up to the counter before my Sat am flight from BWI to STL for recognition as a frequent traveler with Southwest. They told me I would receive a drink coupon as a thank you. I never got the coupon, so I asked at a gate in St Louis when I landed. Was told to ask at the ticket counter..no luck. Was told to call customer service on Monday since they are closed Sat and Sun. Called Monday, put on hold, called again, on hold for 20 minutes more, finally spoke to someone, but they could not help. A "recognition award" from Southwest had lost all significance and was simply frustrating. I expressed this to Renee while she was checking on whether the 5:20 flight was going to come off weather delay in Dallas to determine if it made sense for me to change flights. Renee took it upon herself to figure out how to get a coupon for me. She had no luck with customer service, she tried entering my name in the promotion to

simply send me a new coupon for my Monday flight, but the system would not let her, she tried a myriad of things, all while managing to inform and assist all other passengers with flight questions at her gates. In fact, she was the only Southwest person at that gate counter with customer service as her top priority. The other SW team members assigned to that gate gave customers cold 1 and 2 word answers to questions, ignored customers when they could, were eating things like beef jerky and other things while at the gate, watching the clock for when they could go on break among other offensive to the traveling public things. Just before my flight boarded at 7:15 pm, Renee came out from the customer service counter looking for me. She gave me a drink coupon, a travel voucher and a hug. I was so happy as I boarded my flight to have a St Louis airport employee take customer service so seriously and follow it through so completely!! Thanks, Renee!!

### **Rhonda Jones**

We had a misconnection and landed at 7:15. We had never missed a connection before so we had a lot of questions and concerns. All of the employees we talked to did not seem to want to help and were useless in our situation. Then as a last resort we talked to Rhonda at the ticketing counter and she took care of all of our questions and concerns and was helpful and seemed happy to help.

### **Shamika Ariajegbe**

1. I can't thank Shamika enough for her kind and thoughtful help. I was nervous about flying and needing an extra seat. I asked her about reserving the seat next to me and she went above and beyond to make that happen for me. Little does she know, she blessed my day and put my mind at ease. I can't say thank you enough. She has a very caring heart and that shows in her work. Thank you, Shamika! From the bottom of my heart. Blessing!
2. We asked another agent at Southwest gate about moving our flight to a direct flight vs. the flight we had that went thru Denver to get to Oklahoma city. They said no way to do it without paying additional \$350.00. Shamika was at our gate & we asked her if any way to change since the two flights were leaving at about the same time. She checked and said there were 30 unfilled seats on the direct & changed for us. She was helpful, friendly & went above & beyond. Thank you

### **Tamika Watson**

Very respectful and considerate while helping me get an early boarding pass. She had a great positive attitude.

### **Trisha Harms**

She was very helpful & had a great, cheerful attitude!

### **Terrell Ivy**

He helped my grandmother by giving her a wheelchair and pushing her all the way down to gate E24 and he was very quick about it. He talked to us and was very nice!

### **Vernon Taylor**

Vernon is awesome. I've had him at my gate in previous travel and I was so excited to see him at my gate this morning. He's the best I've ever seen at checkin. He is friendly, funny, courteous, and the best part is that he calls EVERY passenger by name when he thanks them. THAT is excellent customer service! LOVE IT!!

## **TSA**

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### **Aaron Nevill**

We were traveling with our special needs young adult and ran into Aaron at the checkpoint. He has helped us through security several times through the TSA Cares program. He remembered our son and he came up to talk to him. Aaron is so friendly, kind and happy. He helps make the world a friendly kind place for individuals with intellectual disabilities and autism. Thank you to Aaron and to everyone in the TSA Cares program.

### **Bryan Clark**

Bryan made us feel welcome by calling us by our name on our id and Informing me with next steps. I especially appreciated how genuine his demeanor was when he wished me a pleasant journey and wonderful evening. His professionalism and positive attitude stood out to me from all other airport check ins so when I saw this sign, it was a great outlet to recognize him. Thank you Bryan!

### **Darnell**

I had lost my license on my last trip and was traveling with a paper license. When i got to the boarding pass area the woman working the ID check said i couldn't fly with a paper license and when i got upset she just rolled her eyes and dismissed me. Then Darnell heard me crying and came to see what he could do to help. I pay for TSA PRe ck and i had other items to prove who i was. He the radioed for a +1 female and after 20 min an nobody showed he radioed again when nobody else would help me still after another 10 mins of no response he walked me through himself and found a female to search me since they were calling my name as final passenger for my gate which was gate 40!! I feel so bad for forgetting his last name and if you are not able to figure it out let me know and i will get it.

### **Faith Russell**

She was the nicest TSA agent I've ever met.

### **Gregory Jefferson Jr**

He is so patient, kind and a hard worker

### **Lisa**

Lisa, who checked my ID and boarding pass, was so positive and friendly. She greeted me warmly with a big smile on her face. This sort of behavior seems increasling hard to find in today's world. And, even though racial tension are high right now, the fact that I am white and Lisa is black didn't matter to her one bit. I felt she greeted me and spoke to me as amicably as she would have treated someone in her own family. Having just laid my grandma to rest yesterday, I was especially grateful for Lisa's kindness. Thank you Lisa, and God bless you.

### **Matthew**

Matt provided us with a pleasant experience even while at a time that is so early in the morning and during one of the busiest times of the year. Thank you very much.

**Zachary Marks**

Mr. Marksworth did a remarkable job with our nonstandard flying conditions, including medications for our pet itself. He guided us through the proper channels and set us at ease. He is truly an asset!

**TSO Hunt**

This cheerful lady explodes positive energy, smiling,\_\_\_\_\_ but without causing even a pause with the long line. She keeps everything calm and happy. KUDOS!

**TSO Crawford**

Ms. Crawford is consistently professional and always maintains a smile. She knows how to really work with the public and make the comfortable. Please keep her and have her train others.

**TSO Davis**

While waiting in line we noticed how polite and pleasant inspector Davis was to each person she encountered. We found ourselves hoping she would be the Inspector we would get so we could tell her how much her positiveness and cheery attitude was so amazing to see, especially in this area of an airport. We travel often and everyone dreads going through security even though we know how important it is. To have such a cheerful amazing woman just bring a smile to your face in such a stressful area is worthy of employee of the month and even year. It goes to show that you can do your job and have a great attitude while doing it. Even in a security position. We did get to thank her for making our day. We noticed how she even had noticed someone's birthday had passed and she wished him a happy belated birthday. It's the details and the little things that can truly just make someone's day. It made ours and we see why this airport gets such high ratings.

**TSO Harris**

Harris did an amazing job keeping the line moving. He has great charisma. That was my best TSA experience since it's inception. Many people near me were smiling and appreciating Harris' congeniality.

**Wendy Barton**

Wendy took great care in removing items that needed to be rescanned all the while maintaining a jovial smile and guest friendly attitude

**Ymani**

Friendly and professional security agent with outstanding communication skills. Something as simple as checking into TSA can be stressful, but she was both sharp and friendly. Ymani is an all star★

## **United Airlines**

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### **Adela American Horse**

Justin, Adele, and Deborah (Debra? ) (the three gate agents) worked very hard and went the extra mile to get a “late“ passenger and her missing bag on the departing flight. Justin ran fast and far to retrieve a missing bag somewhere in the terminal, and the two female agents were good-naturedly in constant communication with the groundcrew and passenger. All the waiting passengers on other departing flights, including us, were impressed with their extra work, kindness, good humor, and collegial spirit. I Know that they work hard all year, but it was especially nice to see the kindness that they showed after a long day in a busy holiday season. Thanks!!!

### **Bryan Johnson**

Bryan took the initiative to find us our best option for returning to Hartford from St. Louis even if it meant using another airline besides United. He demonstrated genuine concern with respect to our circumstances, which is a true example of excellent customer service. Thank you Bryan for helping us.

### **Dana Washington**

Dana helped us check our bags through to our final destination and was very patient and respectful with one person in our party who did not have his second boarding pass/conf number. She made our travel experience very relaxed and enjoyable when it could have gotten very stressful. Thanks so much Dana!

Daniel Duncan

Very helpful. Courteous. Helped me get my flight issue solved. Great employee

### **Deborah Mercer**

1. These two ladies dealt w a lot of tired, unhappy customers when my flight was canceled going to Chicago and we got diverted to St. Louis. Deborah tried to get everyone on my flight onto another flight-I heard her on the phone, and she was really trying! In addition, Deborah was starting to explain what was going on to a crowd of us and - even though another passenger interrupted her, like, three times - she totally kept her cool. Meanwhile, Sharon had to deal w a VERY irate customer on a different flight than mine who was swearing and causing a scene, and she handled it very professionally. Deborah wound up getting involved in that situation, and she also remained calm. These ladies just came off as true pros to me! And I truly think they deserve some special recognition!
2. Justin, Adele, and Deborah (Debra? ) (the three gate agents) worked very hard and went the extra mile to get a “late“ passenger and her missing bag on the departing flight. Justin ran fast and far to retrieve a missing bag somewhere in the terminal, and the two female agents were good-naturedly in constant communication with the groundcrew and passenger. All the waiting passengers on other departing flights, including us, were impressed with their extra work, kindness, good humor, and collegial spirit. I Know that they work hard all year, but it was especially nice to see the kindness that they showed after a long day in a busy holiday season. Thanks!!!

### **Douglas Woods**

Extremely helpful and went out of his way to make sure the customer was happy. Huge thanks to Douglas!

**Jeff Miller**

Expedia ERROR created a bad situation: Jeff really went out of his way to help. Good Ambassador!

**Jennifer Black**

The person at the gate (I believe her name is Jenny) was so helpful during a very stressful time for a large group. Our plane had to land in STL because of bad weather in Chicago, and she was able to work so hard to make sure we were all taken care of. I really appreciated her determination and understanding.

**Jim Paulhus**

This was my first experience with United. I was not sure how to check my bags. Since I am military he took time to explain to me, he also explained an how to do pre-TSA. Even though it was early Jimmy had a smile on his face and a positive energy. He set me up for success for the rest of my flights. Thank you Jimmy!

**Justin Robles**

Justin, Adele, and Deborah (Debra? ) (the three gate agents) worked very hard and went the extra mile to get a "late" passenger and her missing bag on the departing flight. Justin ran fast and far to retrieve a missing bag somewhere in the terminal, and the two female agents were good-naturedly in constant communication with the groundcrew and passenger. All the waiting passengers on other departing flights, including us, were impressed with their extra work, kindness, good humor, and collegial spirit. I Know that they work hard all year, but it was especially nice to see the kindness that they showed after a long day in a busy holiday season. Thanks!!!

**Larry Potts**

1. Several flights were delayed due to the weather. People were getting angry. We were travelling as a group for business and were tired after a long day in work. Two staff members were dealing with several flights. I did not catch the lady's name (She was wearing a fur hat and had short brown hair) They kept us all well informed, hydrated, fed and most importantly entertained. We were all very angry due to a 7+ hour delay. We even had to disembark from our first flight after boarding due to a tire blow out during take off. We were waiting another couple of hours for an alternative flight and tempers were flaring. Larry and this lovely lady turned a bad situation around. By the time we were boarding our second plane we were all laughing. Larry is the best! You could tell both staff member's were under serious pressure but they really made our day!
2. My name is Nancy Kerr and I was on a flight 3909 heading home and I was on the plane and asked to get off. They let me off and the gate agent...I think his name was Larry was then taking my information and what he didn't know is that I signed divorce papers that morning and just cried and cried and he switched out my ticket at no cost and after that I was still crying he turned to me and said, " that whatever it is everything was going to be okay." Human to human kindness, that's just not something you can teach anyone. It's just in the heart. I'm glad that I ran across him. He is one of the finest human beings on Earth. No one ever forgets how someone makes them feel and he made me feel great. Thank you. Forever indebted to his generosity.



### **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.

### **Michael Moore**

Very friendly and helpful attitude. Was telling about his positive life experience with STL Airport over few Decades.

### **Sharon Meier**

These two ladies dealt w a lot of tired, unhappy customers when my flight was canceled going to Chicago and we got diverted to St. Louis. Deborah tried to get everyone on my flight onto another flight-I heard her on the phone, and she was really trying! In addition, Deborah was starting to explain what was going on to a crowd of us and - even though another passenger interrupted her, like, three times - she totally kept her cool. Meanwhile, Sharon had to deal w a VERY irate customer on a different flight than mine who was swearing and causing a scene, and she handled it very professionally. Deborah wound up getting involved in that situation, and she also remained calm. These ladies just came off as true pros to me! And I truly think they deserve some special recognition!

### **Sunhasi Prince**

Sunhasi realized as I checked in that the plane would be late leaving STL and that I would have virtually no time to make my connection at Dulles. She immediately, of her own initiative, tried to find an alternate route/ connection and that failing she told me the reason for the delay was a crew problem in Chicago. She made notations to my ticket that if I could not connect at Dulles, I would be put up for the night at no cost. I was very impressed with her pro-active efforts to take care of me and I was awed that United owned up that the fault was theirs and that they would take care of me. So kudos go to United also.

### **Victoria Scott**

I had doubts that my baggage was properly tagged upon receiving our boarding tickets. She went out of her way once we got through the gates to ensure that our bags were properly tagged. She found me in my seat, with pictures of our baggage and the tags to give me confidence that it would make it all the way through Singapore. Definitely went above and beyond. So grateful that she eased my mind for the next 20 hours of travel. Thank you!!

## **Vino Volo**

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### **John Steier**

1. John had the best recommendations on food & wine and was super attentive even though it was very busy. Thanks John!
2. John S was an absolute delight. Nothing was too much trouble. Thank you!!

## **Whelan Security**

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### **Savoy Smith**

I asked him a question when he was clearly on break and he didn't have a problem helping me.