



CATCH US GIVING NOMINATIONS: May 2017

Nominations are presented as they were received, and have not been edited for grammatical accuracy. They are sorted in alphabetical order by employer name.

Winning Nominations:

Aaron Rickmon **HMS** I arrived from San Diego and found my connection was delayed for 4 hours. I stood in line for coffee and Aaron was singing out orders, making fun rhymes and small talk with customers and clearly enjoying his job. His attitude was contagious. By the time I got my order, I was smiling and laughing with him. His attitude made my day and truly uplifted my spirits! It made my day! Thank you Aaron. You are a bright light on what was a cloudy day!

Jennifer Hoffman **G2** I left my childhood pocket knife in my luggage. They had to take my childhood pocket knife. Jennifer saw I was very upset. She wrapped the knife put my name on it and put a note I would be back to pick it up when we got back. She was so nice and understood my being upset. What great advertisement of a person you understands things like this. I want to be sure she gets recognition. Tell her thank you so much I appreciate the kindness you showed.

Bridget White **IBS** Miss Bridgett was the most positive and pleasant worker I have encountered at any airport. It's Mother's Day. She has to work and indicated and shared with me she had no complaints and was glad to be able to work. She's cleaning toilets, mirrors and picking up behind nasty hurried and sometimes ungrateful travelers and she's still smiling. As a small business owner, it's the little things that people like Bridgett do that should be commended.

Other Nominations:

ABM

Daryl Holland **ABM** Daryl was directing incoming cars to the Southwest terminal parking garage. It was raining. My cell phone reception was patchy. And my sister wearing a boot due to surgery was arriving he was considerate & helpful in helping me reach my sister. I really appreciated his “extra mile” service.

Ralph Barth **ABM** Great attitude- helped me navigate parking- Big help.

AIRPORT AUTHORITY

Dannice Hall **Airport Authority** She was very courteous and professional. She worked to help me as much as she could. I really appreciated her efforts.

Kristen Linton **PR** **5/19/17** This young lady is thoughtful, kind and very patient. She is a real asset to ___ _____ the airport.

AIRSERV

Corey Smith **AirServ** I wanted to let you know that you have a wonderful employee named Corey Smith 117226 at STL AirServ. He was fantastic, helpful, kind, competent and followed through. He pushed me in my wheel chair prior to my Delta flight 6/8/17. I needed to go to TSA pre-check office, then Security, Then my Delta Gate. Not everyone is dedicated to providing great customer service and Corey Smith is!! He is a great representative for your company!

Jasmine Gibson **Air Serv** I just wanted to give kudos to Delta for the wonderful service we received on every part of our flight experience. It all began in St. Louis, when a great gal named Jasmine Gibson assisted my senior, mobility- challenged mom who originally didn't want me to reserve a wheelchair for her. She came right over immediately with a chair, which my mom gladly accepted, helped us get our tickets, check our bags, get through security and to our gate with ease. She was such a blessing and I now my dad and I couldn't have gotten her through Lambert St. Louis International Airport without her help. And beyond that, she was fun and pleasant, explaining what she was doing along the way. Unfortunately, when we were returning, I forgot I had placed her phone number in my other purse, which I had checked in my baggage, and was unable to call her. We were assisted by a nice guy named Cory, who was also a great help. Please consider giving this wonderful award to Jasmine Gibson.

Terrence Toran **Air Serv** He was very helpful and kind to me. More people should be like him.

Daniel Howard **AirServ** I arrived early for my flight to Atlanta. Daniel was very patient when my Delta app refused to login and directed me through my email to find the information for my flight. My first ticket refused to print, so he directed me to a specific kiosk inside for help. When I returned to thank him, he gave me additional for flying Delta that I could use on future flights. He was kind, patient and knowledgeable. Thank you for hiring him, he was a great start to my trip.

Jasmine Gibson **Air Serv** Jasmine was such a delight! She was so genuinely friendly and helpful getting my mother in a wheelchair through security and to our gate. She is efficient knows her job well and knows her way around the airport. She was kind and sweet and I wanted to know how much we appreciated her help and her incredibly kind and friendly and outgoing attitude. Top notch employee!

Jasmine Gibson **Air Serv** This agent was so great even helping me to get my shoes off and on. I have implants in my body and having difficulties breathing, she was giving me words of encouragements, just like a nurse. She is really great.

Terrence Toran **Air Serv** A pleasant gentleman indeed who made you feel comfortable & was very informative. Possess excellent manners & really made you feel at ease. Well-groomed also. It was a pleasure having him escort me to my gate.

Jasmine Gibson **Air Serv** This young lady she a real asset to Delta & this airport. She is kind, thoughtful, patient & considerate. I am 97 years of age & she is very charming.

Steven Walker **AirServ** I had two very positive encounters with Ms. Walker. When I arrived in St. Louis on 5/11, he met me at the gate with a wheelchair. He was very helpful and considerate. Very nice. Then I arrived at the Southwest terminal on 5/16 he came to get me with a wheelchair. I was so surprised and pleased to have him as my attendant. He remembered me and he was so helpful, kind and considerate. Again, very nice man.

Jasmine Gibson **Air Serv** I twist my ankle getting off of the parking shuttle. Jasmine offered to help through security & was so kind. I was extremely appreciative of her pro-active customer service and friendliness. Without her help we may have missed our flight. Thank you Jasmine.

Jennifer Hwang & Kalema Cain **AirServ** Both women _____ our check in with wheelchairs ready and our security check was a pleasant experience for both my husband (Francis) and me. God bless them both. Ps Both Jennifer & Kaliema were courteous, caring and considerate. Lovely ladies.

AMERICAN AIRLINES

Michael Cogshell **AA** Mike provided excellent customer service and his friendliness and graciousness made our day. Thank you Mike!

Kathleen Schindler **American Airlines** We missed our flight (not our fault, but, that's another story). When I explained our plight she was very kind and helpful she showed genuine human concern! She didn't just say "oh well, you can go standby on the next flight" She got us confirmed seats AND shifted the seating so my wife and I could sit together! I would never have expected such kindness and concern but, there it was. I will fly American again only because of Kathleen. Thank you for a Great Experience!

Clint Atterberry **American** Our original flight was delayed by 3-4 hrs. So we were put on a different flight. Flight info not available on the board so asked Mr. Atterberry. He was very helpful.

NormaJean King **American Airlines** Norma served us with a smile and pleasant conversation even though one of our tickets was causing a problem. Thanks, Norma!

Admirals Club Receptionist. **AA**
She was extremely welcoming & personable.

Scottie Wright **American Airlines** I was originally booked on a flight that would have got me home at 6:25 pm. The ticket agent suggested an earlier flight that would get me home 5 hours earlier. Unfortunately, the first leg was delayed due to mechanical issues, so I would not be able to put me back on my original flight home. Scottie was able to put me back on my original itinerary, which was first class, and even got the \$75.00 fee reserved! Thank you, Scottie, You made my day.

Tammy Mims **American Airlines** Tammy helped me to check in for flight # 2069 to Charlotte. The line was long due to bad weather she was very patient. Do the self check in is not always easy for me. She really made my day. When I returned to St. Louis I hope our paths cross.

Casandra Lewis **American Airlines** Cassandra assisted both of us with check in, baggage check & seat selection. At the same time she helped a man get his boarding passes. She was funny, cheerful & laughing as she assisted us who were confused & rushing to our flights. This was in contrast to our later dour gate attendant who never smiled.

Jenna Goodwin **American Airlines** We had driven to St. Louis last night so we could be at airport by 6:00am flight to N York that left @8am on 5/16. We were told at curbside check in that no flight 8am. It turned out flight cancelled /reschedules but we had received no info.of that. Jenna G at American worked & worked to secure us an American flight. We needed to be in NYC for our son's graduation & she is getting us there today. Her kind, thoughtful efforts meant a lot!! She went the extra mile.

CAPE AIR

Catherine Macklin Cape Air Catherine helped with my questions.

Catherine Macklin Cape Air Catherine did everything in her positive power to help us get a shuttle after flight was cancelled. She kept my group calm and positive. Keep her she's one of the good ones.

DELTA

Karla Hill Delta Carla was just wonderful. She was so helpful after a stressful drive to the airport. Carla has a wonderful personality, funny kind and reassuring. She would get our vote any day... She was a pleasure to deal with.

Karla Hill Delta Traveling has been a challenge over the last week or so – I have had numerous delays and cancellations- Karla “with a K” was extremely helpful- fun and full of information. She kept us well informed- she was on our side. “Together as a team- we can live the Dream” All employees prior to Karla “with a K” was _____ - not her she was awesome!

Delta check in clerks Delta Were informed and clear and shared the information politely. I greatly appreciated the clarity of procedure amidst chaos.

Karla Hill Delta Airlines The above mention person Ms. Hill was a joy to be around. She had an exceptional attitude and disposition. I will definitely fly Delta again. She needs to be commended for her uplifting personality toward your customers. She made me feel appreciated for traveling w/ Delta.

Karla Hill Delta Airlines Her energy positive personality smile on her face. She is miss congeniality!! What a great person to honor our svc. Military. Love you Karla.

Ashley Washington Delta Airlines Ashley was extremely friendly and very diligent to accommodate my requests related to the flight delay I had. This has been one of the best experiences at an airport since a long time.

Ashley Washington Delta We had a terrible delay but Ashley was very friendly and helpful.

Ashley W. Delta Ashley was very nice and helpful on my two hour flight delay and friendly.

Ashley W. Delta Ashley was very friendly and pleasant. She made what otherwise be an unpleasant situation due to the delays bearable. Kudos Ashley

John Cheatham Delta I have been flying from MSP to STL every week since February. John has been the gate agent in many occasions. He always greets everyone with a smile, is courageous and polite. I've had issuers along the way. Flights changed, seats changed, and baggage issues. John has always gone out of his way to assist me. Great representation for Delta and STL. Keep the geat attitude John. It is contagious!!☺

Zina Dickerson Delta Flights were delayed but she kept her cool and her smile and made it a good experience even though it could have been bad. She kept us informed and was happy. Thank you, Zina!

Ashley Washington Delta I wanted to know if I could catch an earlier flight to MSP and keep my first class seat and she took the time to look it up and be honest that on this flight I would be upgraded but not if I switched my connecting flight and she recommended I wait and ask when I arrive and decide then. I really liked how honest she was and friendly and courteous.

G2 SECURE

Xavier Anderson G2 Xavier was instrumental in assisting me with checking my firearm for our trip to Alaska. When the TSA officer declined my locked gun case Xavier took it upon himself to explain that my case indeed met TSA requirements. I sincerely appreciated his efforts – definitely above and beyond his duty. Thanks again.

Xavier Anderson G2 Xavier was instrumental in assisting me with checking my firearm for our trip to Alaska. When the TSA officer declined my locked gun case Xavier took it upon himself to explain that my case indeed met TSA requirements. I sincerely appreciated his efforts – definitely above and beyond his duty. Thanks again.

Travis Binford G2 Very helpful, friendly & courteous. Make my trip more enjoyable.

Travis Binford G2 Very friendly Very helpful Very professional

Kevin Finch G2 He made my flight experience very enjoyable. Friendly, happy & very helpful. Very accommodating Very personable

Travis Benford G2 Truly a nicest person. Help us get 3 seats together. He is an asset to your company. PS has a beautiful smile.

Jyotika Patel, Joan Alogari, Janki Patel G2 Janki Patel was fabulous on Sat. 5/6/17. I work for Alaska Airlines and stumbled upon an American Airlines Pax. She was late arriving at the Airport due to forgetting her ID. She was military flying to England and so stressed out. I helped her up to the area only to discover a Hugh crowd. Janki and Jyo Tika immediately pulled her out of line and she was close to missing her flight. Joan helped me get

her luggage and all three insured she would get on her flight. I am so proud to know your American folks.

Curtis Hall G2 I have never flown before and had all my personal hygiene products in the wrong bag and almost had to throw everything out and Curtis went out of his way to get my bag that was checked in making one of the worst days of my life a whole lot better. All of the employees were GREAAAT and helpful.

Xavier G2 Xavier was kind, funny and helpful. Everything you want for a customer service position! Thank you for a happy check-in!

Pearlie Coleman G2 Secured Staff Pearlie Coleman has taken care of my mother in a wheelchair on several occasions. She is always kind, cheerful and very caring to be sure my senior mom gets in and out of her wheelchair safely and is helped through security. It is wonderful to see Pearlie's smiling face greeting us when we come in to fly on Alaska to Seattle. Mom is in her 90's and having wheelchair help makes it possible for her to travel.

HALLMARK

Dezsary Hallmark
I've never flown out of Lambert before and I was nervous about my trip, especially because my friend wasn't seated next to me. Dezsary was kind and courteous checking my bags and checking me in. I told her about my friend sitting away from me and she took the time to see if she could seat us together for really put me at ease. The time she took to make me feel comfortable really put me at ease. I appreciated her help and positive attitude.

HMS HOST

Samantha Hammock HMSHost Very friendly made me feel special great customer service

Kylin Williams & Aaron Rickmon/Philips HMS Kylin and Aaron put a smile on my face! It's been a long day of travel for me and they were just so full of energy and smiles. They were super polite and helpful as well! Made my evening. Keep those guys around!

Katie Byrd HMS Observed Katie turn around what seemed to be a negative customer service experience at another location into a great experience at her bar. And this was in the midst of what seemed to be a rush period for the airport. Glad to have seen such well provided service in action.

Rodney Britton **HMS** Rodney was the most positive and caring waiter I've ever had. Our band travels a lot and he took great care of all 7 of us. What an awesome guy, made my day. Shannon's is lucky to have him.

Aleah Moore **HMS** Having a lay-over is always a drag. But walking into Starbucks I was met by a upbeat pretty young lady name Aleah. Kept a smile on her face while helping me and even made me a great drink! Keep up the good work Baristas.

Jamar Coleman **HMS** You need to praise him/monetary too. The Restaurant was more busy with takeout, then at tables no busses cleaning either. We waited 10 mins to get seated! Not the help fault. Jamar was so good when waiting on us and very very professional. He was so busy and kept very confident and cool! He made every table felt like he was serving them only, very polite. He truly fabulous. After we left he immediately started cleaning up and sweeping floors. I think the closing hrs. were 7. We were 2 adults and 2 children

Eric Wilson **HMS** Eric noticed that my mother looked distressed because she had cut her leg on the wheelchair that brought her to the gate. He was very caring and found gauze pads and an ankle wrap that he used to replace the small band aids we had with us. This was a great example of a good neighbor.

Samantha Hammock **HMS** Very, very friendly & positive!!!
Good at selling definitely an asset so enjoyed interacting with!!

Samantha Hammock **HMS** Samantha was the bright spot in our day! She has the most delightful personality! Our flight was delayed ... twice and Samantha made our time "fly by"! Samantha should definitely get the "Catch Us Giving" award for her excellent hospitality!!

Samantha Hammock **HMS** After a super frustrating & stressful morning of travel with more to go joyful attitude. I think she made everyone there smile! Thank You!

Erica Gray **HMS** She helped returned the phone that we left in the restroom. Much appreciation to good people.

The wonderful employees of Starbucks **HMS** They are all friendly, helpful fun and with all the hustles of travelling- they are a breath of fresh air.

Allon Henderson **HMS** People there came out to me when I was waiting at E6 in a wheelchair I ask about carry out snack style food. Helped me choose. It was kind of him to come to me & help me get something to eat on plane trip. He was very kind & fast. All was his name.

Jade Burns **HMS** After a cordial greeting by the hostess & taking my seat. I received welcoming "Hi" & smile. This experience continued throughout my visit. If only every or most servers greeted clients that way.... Nice job Jade.

Katie Byrd **HMS** Kate had a busy bar and sporadic help. She moved from customer to customer quickly and efficiently. Very friendly and accommodating. I got a lot of attention and service despite how busy it was!

Jade Burns **HMS** Jade was the best server I've had during all my travel is from NYC, LA, KC, Dallas, Florida, she was amazing. We need more like her!

Jamera Howard **HMS** Service with a smile and friendly.

HUDSON

Hayat Elemo **Hudson** Exceptional customer service. A great sense of humor after a rough day. She was great

Del Baird **Hudson** Del kept the store open to ensure passengers could still purchase drinks/food. My flight was delayed by 3 hours and Del positively willingness to help and serve was deeply appreciated. She is an outstanding employee-reflecting positively on this airport. Thank you Del!

Eva Bruns **Hudson Group** Eva was Great! Friendly & helpful! So many airport employees (in St. Louis) are grouchy, so her positive attitude was very refreshing. (I fly 1-2 times a months & live noticed how unfriendly our airport is compared to other fly to)

Marilyn Schmitt **Hudson** I wasn't familiar with this area in airport and she was so pleasant at 5am. And told me the amenities & directions. She was so helpful & cheerful.

Marilyn Schmitt **Hudson** Giving a good service to the customers with excellent approach.

Eva Bruns **Hudson Group** Eva was super friendly & helpful. You definitely couldn't tell she'd had to get up so early. It was nice to see such a smiling face in the airport.

Eva Burns **Hudson Groups**

1. Great person very personable
2. WOW!! Amazing – very helpful- Smile
3. Always great service employees are friendly and always wear a smile
4. Very nice and good customer service.
5. Great customer service. Awesome person!
6. I had an early flight from Desmoines to St. Louis. While waiting for my connecting flight I stopped to get a soda and snack. The associate working greeted me with a friendly smile. She asked how my day was and overall made a very good impression. She took time to pick up merchandise that had fallen on the floor after some kids knocked

it down and didn't pick it up. If she applied for a position with me for customer service I would definitely hire her.

HUNTLEIGH

Watoshii Shurn **Huntleigh** I had the pleasure of being assisted in a wheelchair by Watoshil- he is very courteous- respectful and professional. A true gentleman.

Watoshii Shurn **Huntleigh** He was very friendly and accommodating! Needed assistance w/ wheelchair & he was right there to pick me up. He brought both me & my mom & I outside so I could smoke b 4 my connecting flight. All w/a wonderful smile & positive attitudes! Give him a well-deserved raise!!

Otis McRoberts **Huntleigh** Very friendly and quite delightful young man. His assistance and cheer while helping my husband (in a wheelchair) through check point for security and pre- boarding. Well done!

Montrell Mays **Huntleigh** Montrel took my husband thru check-in thru TSA check & to our gate E4. Pleasantly & seamlessly. We really appreciated his attitude & very helpful & helped us relax for own trip back home to Florida. My husband was in a wheelchair. Thanks Montrel!

Antonio McCray **Huntleigh USA** Antonio pick my mom up from the gate when we arrived from 5 days in Dallas. Antonio was very pleasant, clean & engaging with my parents & I. Antonio brought us to baggage claim & retrieved our bags, he waited with us until our ride came all the while being pleasant and respectful. Great manners, great young man!

INFORMATION & PAGING

Brie Lotts **Info. & Paging** Brie is exceptionally warm, friendly & helpful!!!

OHM

Charisse Lacy **OHM** She was extremely friendly and pleasant. She waited on our table in a very timely fashion and engaged with us. She didn't make it feel rushed. We had very nice and relaxing meal between flights thanks to Charisse.

Albert Vance **OHM** We had a 2 hour layover at the Southwest terminal while walking we ran into Albert near the arrival and departure sign. We were talking about having a St. Louis beer during the layover. Albert was so nice and helpful. He walked us to Schley, gave us a brief history of the company and made us feel like regulars. We had 2 beers, shook hands and felt like home. Albert is what Midwest is about. Nice and pleasant person.

Michael Cogshell **OHM** My husband needed more coffee in machine. Michael so sweet running to do his job & refill coffee. As it dripped he remembered my husband & I were waiting. Asked if he could refill it for us as it finished dripping added cream for me and was doing all everyone was requesting with a smile. He was a very hard working, friendly and professional. He should definitely be applauded! Thank you!

Rhonda Thomas **OHM**
I ordered a Baja Bowl. Rhonda was patient as my mom and I thought about what to order. She didn't rush us and she had a really warm and friendly smile. Interacting with her was a pleasant and positive part of my day. Thanks Rhonda.

Charisse Lacy **OHM**
I came to St. Louis with 2 Japanese friends who have never been to America and I have to say that it has been an awesome experience. Employee from Chili's, TSA and here at the Pasta House have been so helpful. We have felt loved and welcomed and very well cared for here. This place become one of our favorite.

Ruth Mitchell **OHM**
Ruth was very kind and helpful. Service with a smile and she was very eager to accommodate. Great employees.

Ruth Mitchell **OHM**
Friendly, funny and very positive!!

Ruth Mitchell **OHM**
What great Customer Service. She had a huge smile & got me everything I needed still with a smile.

Kenyell Jones **OHM**
Positive attitude and friendly

Tayaba Sultan **OHM**
Friendly & positive

Charisse Lacy **OHM**
This was the only establishment/Restaurant that was clean and well-staffed. The food was very good and the service was excellent. The food was excellent and presentation was perfect. The staff was accommodating and knowledgeable. Definitely the best place to eat.

Ruth Mitchell **OHM**

Ms. Mitchell is an excellent worker. She was very helpful and polite. Ms. Mitchell was very concerned about the way sandwich was fly right. She have such a positive attitude. A great worker that Great American bagel bakery have working in your origination. Thank you Ms. Ruth for a great service. #77

Ruth Mitchell OHM

Traveling not fun but Ruth Mitchell a superb organizational communication person she conducted herself very professional. I admired her willingness and energy to help me and others. You have a winner and I appreciated the fact that you take your job and customers seriously. Excellent job.

Evelyn Forbes/Santos OHM

When greeted by Evelyn she looked me in my eye and had a bid beautiful smile before she asked us what I wanted. Throughout our conversation she was clear and most pleasant. She made our day. Thank you Evelyn!

Shirley Zurosky OHM

Shelly was concerned I would miss my flight for What I ordered as hamburgers were frozen. I assured her I had the time. She sat me where I wanted and gave me a free order of warm chips. When my food came out she gave me a fresh order of warm chips. Very nice of her!

REGENCY

Cleaning Regency

I was very impressed with how clean the airport was. I have flown in and out of various airports and Lambert is by far the cleanest I have encountered. an excellent cleaning staff.

Tiffany Hodge Regency

Tiffany was working in the ladies restroom at the St. Louis airport. She was busy cleaning when I came in and interrupted her. She was courteous and helpful. She did an extremely good job and was very efficient. I encountered her later in another restroom several hours later. She was still in good spirits even though she had finished her work. Apparently another worker had gone home early and Tiffany was now doing the other workers job. She remained in good spirits and wished me a safe trip.

Bridget White Regency

While doing a good job cleaning the restroom, she smiled & was friendly to ladies in the restroom. It's a hard job& she clearly was taking pride in her work; in addition to being happy & pleasant. Thank you!

SMARTE CARTE

Rashon Holman **Smarte Carte**

Pushed my mom in a wheelchair from the gate all the way to the curb. Super nice guy. Kind helpful. Kinda guy the world could use more of ☺ He's about to become a home owner- we'll be praying for big blessings for this kid who was so helpful & made our day.

SOUTHWEST AIRLINES

James Dunn **SWA**

VERY helpful in assisting with pre-boarding concerns. Best service ever

Sherri Bakalar **SWA**

Sherri is a Customer Service Rep for Southwest Airlines and she does a great job provide customer service. I travel Southwest a lot for work. Sherri always has a welcoming smile on her face everytime I enter the Terminal. Her fellow employee are always in good moral when she is working with them. She has helped me and my family get our luggage through the bag check process without fail, I've witness her help fellow traveler get their boarding passes and answer the hard questions from worried traveler trying to get through with connections or where to go through processing. Sherri's presence in the Terminal always put me in a good mood when I begin from travels leaving my home in St. Louis. She is a great plus to her Employer, Southwest Airlines and the great home of Lambert International Airport here in St. Louis, Missouri. I travel out of the East Terminal each time I leave and return home from St. Louis. She's like a warm hug each time I fly! A big plus in my travel experience. I'd like to reward her for her warm, helpful service. Thanks!!!

Vernon Taylor **SWA**

I'm an amputee and asked Vernon if it would be possible to pre board. He agreed but that's not what impressed me. It's Monday morning and he's friendly, smiling, and providing great customer service. I've been flying a lot recently and his great attitude stands out from the many many people I have encountered over the last couple of months. I just really appreciated the very pleasant encounter this morning.

Quentin Donaldson **SWA**

I overheard a conversation between a late passenger that was complaining about the door being closed and he could not get on the plane. Quentin took a lot of verbal abuse from this passenger and he was very courteous & just said to him "that will not be tolerated" Great job Quentin follow the rules and stay calm.

Sherri Bakalar **SWA**

Sherri Bakalar was helpful in providing directions to my gate for my flight to Omaha. She was courteous with a lovely smile that brighten the day- she provided news that the plane was on time and again with a lovely smile- what a delightful and charming person. I've worked in the airline industry as a customer service agent in Hot Springs National Parks for eight yrs. And I recognizes excellent service when I encounter it.

Mario Reece **SWA**

I wanted to see if I could get on a earlier flight to Orlando. Mario took excellent care of us. Got us on the flight and all was well. The Best Customer Service in the industry!

Lisa Adcock **SWA**

I sat in this area for several hours. Much of that, time irritated, cranky customers demanded things of Lisa like she could create miracles with the snap of her finger. She remained pleasant (and fun.) with every passenger no matter how ridiculous his or her request. I have always been impressed with SW employees, but I could see Lisa is an employee that goes above and beyond what is expected of her. Thank you SW and Lisa for always making my experience a pleasure!

Tamika Watson **SWA**

Tamika was awesome! She is the definition of customer service! I will definitely fly SWA again because of her. My flight to LasVegas was delayed and she helped me get on an earlier flight that was nonstop! I was so happy! I made it to Las Vegas 3 hours earlier than I planned to! She took great care of me! Southwest Rocks!! Give her a raise!!

Connie Ladyman **SWA** I was stuck in St. Louis in a layover waiting standby. She did all she could to make sure I first had a ticket and also that I made my flight. She went above and beyond what she needed to do for first _____. Secondly, for me. I cannot explain how grateful I am for having her help and also, for god sending me a guarding angel with the name of Connie Layman. She went above and beyond and I think she should be acknowledged.

TSA

Constance Zimmer and Eric Walker **TSA** We had to get our bag checked and during the process, these two were the most pleasant TSA officers we've ever encountered.

TSA GENERAL **TSA** I want to give recognition to the officers the the C checkpoint for making my entrance quick and painless. Although I needed to be patted down in my buttocks area, they made the experience comfortable. Thank you ☺ Hats off

Fredrick, Charles J. **TSA** It was nice starting off the day with Charles cracking jokes, smiling and playing along with _____ moved through the process. My husband and Charles chatted about motorcycles and the love of riding. Thank you Charles for not putting our items through the shredder and letting us use the scanner instead.

Charles Friedeck **TSA** Charles Friedeck-was positive and warm. I don't fly often and the checkpoint system is quite intimidating. Charles cheerfully provided instructions, inserting little jokes to lighten the mood. I also interacted with him when my necklace set off the alarm. He was very friendly and overly patient, a great person. He made my day! I would like for him to be recognized as an outstanding TSA employee

UNITED AIRLINES

Jennifer Bacon/Black/Orlando **United** We had a flight delay and went to the service desk to find out about possible changes. Jennie checked on things and then track us down elsewhere in the airport to notify us of what she found. She continued to follow up on weather and flight delay issues and again tracked us down to notify us of our options. She was super friendly, cheerful, way beyond the normal level of helpful. Can't think her enough .

Jennifer Bacon **United** Flight to Newark severely delayed. Many international passenger trips involved. She talked with the pilots and recognized that it would be a longer issue than the 1 hour initial delay. By the time it became a significant issue, She had 90% of the passengers booked on later flights. Hopefully it will work out for us but she did an exemplary job.

Steven Waley **United** Great attitude! I was changed flights due to a computer glitch. Steve did some quick checking and sorted the issue. Helped me get back on schedule! I watched him interact with a dozen other customers...super polite and courteous to all. Well done!

Douglas Woods **United** Our flight from St Louis to Chicago got delayed by 4 hours. Douglas immediately changed our tickets to a direct flight to Houston that actually got us home faster! We both could have come across the counter and hugged him!!

Jenny Black/Bacon/Orlando **UA** Very long flight delay she was courteous, informative & respectful. Snacks provided nice touch.

Pedro Saladin **United** My 23 yrs. old daughter with Aspergers was checking in for flight 4396 at 11:40 am. Her bag was overweight. I was parking car. She had trouble deciding what to do he was patient & kind. I came in and bought her a 2nd bag. Your employee was wonderful.

Mary Sage **United Airlines** When my flight was delayed Mary was able to do the impossible and rebooked my initial flight and had a seat on a later flight in case I couldn't make my original flight. She did this quickly, accurately, and with a smile on her face. She was amazing!!!

WHELAN

Joy Murphy Whelan 05 Mrs. Murphy oriented me if how to rescue a member of our member of the crew _____ he went to see for a luggage that did not arrive and we went on transit to Chicago at 5:00 am. Ms. Murphy was very kind and patient to assist on how to proceed. Thanks

Catch Us Giving Program
STL Public Relations
jrlea@flystl.com
314-426-8000