



## CATCH US GIVING NOMINATIONS: September 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.

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### September 2017 Catch Us Giving Winners

**Daniel Howard Air Choice One** Howard was exceptionally helpful in terms of general gate agent duties. However, he additionally helped with planning for future trips, helping try and coordinate our intra-airport transit between divided terminals, shared some St. Louis Lambert history, and some terminal C restaurant advice. His demeanor though, was more impacting than what he told us. All the information he shared was enhanced by his aplomb, sincerity and humor. My husband David even commented, wow we have an Air Choice buddy at Lambert, that's pretty cool. Now I realize the meaning of buddy varies widely person to person, and perhaps some hyperbole there... Regardless, to leave a passenger with the feeling he has a buddy at Lambert is the epitome of doing something right in customer interaction and representing the airport authority and city. This is only rendered more incredibly important by the pressures and state of air travel these days. We will seek him out on concourse C during future adventures through St. Louis.

**Lloyd Covington Cape Air** I have had the opportunity to meet Lloyd a few different times I've flown Cape Air. He is very professional and courteous every time. On a previous occasion, he kept track of when ticketed passengers checked in, then notified attendants at the gate when all were present, allowing the flight to depart well ahead of schedule. This resulted in a happy pilot and very happy passengers. I realize Cape Air is a very small airline when compared to all of the others at Lambert, but Lloyd certainly doesn't make us feel small. The respect and kindness he shows each customer should be commended. Thanks for all your help, Lloyd!

**Other Nominations:**

**A-1 Security**

**Darren Williams**                      **A-1 Security**                      I realized I lost my phone on the parking shuttle and Darren is the first person I talked to. Darren helped me to identify which, parking shuttle I took and then escorted me to Rosalind Murrel and where the parking shuttles go through. I found my phone and Darren did a great job. He was professional & Friendly.

**AIRPORT AUTHORITY**

**Dat Lam**                      **Airport Authority**                      He was helpful and friendly. A good guy.

**AIRPORT POLICE**

**Joseph Anthes** **Airport Police**    Joe was very nice, positive, and helped with directions and airport info. A great officer

**American Airlines**

**Sheila Batchell**                      **American Airlines**                      Sheila opened the gate desk to an immediate crowd of anxious people who didn't have seats assigned. She handled everyone gracefully and respectfully. Very professional

**Felicia Gillespie** **American Airlines**                      As we were unable to check in at the kiosk, Felicia graciously and happily assisted us with our check in flight to Madrid. She also took it upon herself to see that we had 2 comfortable seats together on both flights. She was excelling friendly, cheerful & helpful.

**Cheryl Kirkpatrick**                      **American Airlines**                      Sheryl- AA employee at check in baggage & kiosk very helpful with our check-in process, boarding passes questions, she had also been our baggage check-in on 9.10.17 when we flew STL-DFW.

**Glenda Harmon**                      **American Airlines**                      Glenda was extremely helpful during delayed flight and helped get us on board after back problem. Thank you!

**ABM**

**Rita Clower**                      **ABM**                      My wife had recently had surgery on her ankle which made walking long distances difficult. We requested a wheelchair at gate C6, to take us all the way to gate C28. When Rita showed up with the wheelchair, we knew we were in good hands! Rita was extremely

friendly, funny, and earnest. We had a wonderful chat all the way to gate C28, and even offered to let my wife use the restroom at the final restroom before continuing up two ramps to gate C28. I highly recommend her for recognition as she brought a lot of joy to our day. THANK YOU RITA! Plus, her multi-colored keychain was super cool!

**Jimmy Rice**                      **ABM**                      EXCELLENT CUSTOMER SERVICE. EXTREMELY EFFICIENT AND COURTEOUS. KEPT AN EYE ON MY LUGGAGE AS I WASN'T ABLE TO NEEDING TO GO THROUGH SECONDARY CHECKPOINT. YOU HAVE AN EXEMPLARY EMPLOYEE ON YOUR HANDS IN JIMMY AND I WAS VERY GRATEFUL FOR HIS HELP.

**Thomas Fenderson**                      **ABM**                      Met us @ the curb with a wheelchair (we arrived on a bus) then bought our luggage and my mother-in-law into departure Delta line. Helped us w/ check in @ kiosk then went with us through security to the gate. Very helpful & patient. And, Thomas was friendly & nice. He made the airport experience easy! Customer service is lacking many times but not today with Thomas!

**Jasmine Gibson**                      **ABM**                      Jasmine met me at the gate, was gracious and friendly. She took me to baggage claim picked me up my suitcase and escorted me to the exit. She offered to wait with me, but I told her someone would pick me up shortly. She exemplified "Customer Service" and greatly deserves recognition.

**Jasmine Gibson**                      **ABM**                      Very positive experience

**Jasmine Gibson**                      **ABM**                      Wow! What a beautiful disposition. This young lady has! She's polite, attentive & very conversational. She totally took care of every detail in getting us to our gate. Great customer service. We would nominate her for employee of the year! Always Thanks to Jasmine!

**Jamsine Gibson**                      **ABM**                      My husband William Mueller received excellent service from Jasmine! We were so grateful for the help! Thank you

**Jasmine Gibson**                      **ABM**                      There was three of us who was deaf, she was very helpful in getting us to the right gate for takeoff.

**Jasmine Gibson**                      **ABM**                      I had a severe back injury and was walking with a cane. Jasmine met us at the door with a wheelchair and asked if I would like to ride. She said we had a long walk to our gate so I said yes. She helped us check in our luggage and as it was our first time with a passport, she helped us through that process as well as taking me through security. She was so pleasant and friendly. She made this a pleasant experience. That wasn't the case with any of the rest of the airports we were in. Every airport needs a Jasmine!! Thank you so much!

**Jasmine Gibson**                      **ABM**                      Jasmine greeted us as we got off a very long flight. Mom was exhausted & she walks w/a cane. Jasmine got a wheelchair and took used to get our bags, car rental shuttle. She shared about the sites to see, food to eat etc....and offered to help us when we are leaving St. Louis. Jasmine was a ray of sunshine! She was awesome!

**Kristina Hearn ABM**                      Extremely helpful and courteous. Helped me and my wife and made our trip delightful. We are 77 years old!

**DELTA**

**Jacqueline Walker**                      **Delta**                      Jacqueline managed a tight turnaround & kept everyone well informed, suggested efficiencies to aid in getting us an on time departure & did it in a fun cordial manner. She also gave connecting passengers tips about using the Delta app upon arrival of our flight. She was working with another new gate agent & encouraged everybody to meet her as we boarded. She clearly loves her job, her coworkers & the passengers.

**Karla Hill**                                      **Delta Airlines**                      Karla exhibited exemplary customer service by assisting me with flight arrangements even though I was on a different flight than the one she was preparing to board

**Karla Hill**                                      **Delta Airlines**                      Very charismatic, lovely comments to the passengers!! Made everyone laugh-thank you!

**Karla Hill**                                      **Delta Airlines**                      She was awesome, upbeat, friendly, engaging with everyone and made us all laugh. Definitely made a difference to the weary traveler

**Karla Hill**                                      **Delta Airlines**                      Karla is an amazing gate agent. I fly through STL almost every week and any time she sees me she makes a point to come find me and chat. Today was an extra special encounter when she was able to help me with a rebooking issue to get me to my destination earlier after hearing my schedule during our chat.

**Karla Hill**                                      **Delta Airlines**                      My flight was 2 hrs. delayed and I was traveling with two boys, Karla was at the gate and she was so upbeat, helpful, cheerful and kind. She was incredible her personality was amazing. Everyone clapped for her when she finished her announcement. Everyone should follow her example in customer service and how to treat others.

**EXPLORE ST. LOUIS**

**Judy Houser & Norma Little**                      **Explore St. Louis**                      Mr McClean has traveled to many countries and has passed through many large airports. However, this was his best visitor/airport information experience he has had when compared to airports such as JFK, MIA, and London Heathrow He was very impressed with volunteers Judy Houser and Norma Little at the Terminal 1 Visitor Information Booth (Explore St. Louis). He mentioned that they were the most courteous of all visitor information staff he has dealt with through his travels. They were very kind, courteous and helpful. He purposely left me a

voice message praising the staff he met at the Explore St. Louis booth on Wednesday, September 20 as they probably mentioned to him that I was their supervisor.

**G2 SECURE STAFF**

**Xavier Anderson**                      **G2 Secure Staff**                      I was behind a large family who spoke limited English and Xavier was just amazing in how he helped this family deal with their large amount of luggage and difficulty with English language. Alaska Airlines is Lucky to have Xavier. A loyal 50 year Alaska Airline client. Sorry- so slow to return this!

**Tony Mosby**                              **G2 Secure Staff** He just so nice. He care about me while he was pushing me with a smile

**Tony Mosby**                              **G2 Secure Staff** Great & nice and pushed two wheel chair

**Jessica Young**                      **G2 Secure Staff**                      Jessica was very helpful and informative..... she was able to help my disabled father and myself get to our gate in a timely manner

**HMS HOST**

**Jesse Berry**                      **HMSHost**                      After successfully retrieving my purse, I decided to grab a bite before boarding. I explained to Mr. Berry that, though frustrated, I wanted to make a healthy lunch choice. He went thru each of the to-go salads with me and when I asked if there was avocado, he hastened to the back and cut one for me. He was just so customer-focused - not knowing of my harrowing, chaotic day thus far. It made all the difference! Thanks, Me. Berry!

**Ronald Hill**                      **HMSHost**                      This young man singlehandedly was handling orders, delivery and everything without fuss or irritation. The place was busy but he was calm and collected. He is hardworking and needs more than a commendation letter.

**Aaron Rickmon**                      **HMSHost**                      Aaron's interaction with each and every customer he dealt with was excellent and made each of us feel like we were the most important and special person there!!

**Andre Gaines**                      **HMSHost**                      Andre waited our table & was efficient, friendly and very hard working. We appreciated our order so we could make our flight.

**Aaron Rickmon**                      **HMSHost**                      It has been several weeks since I took this flight. I'm so sorry I didn't do this immediately. I was getting something to eat – rushed, stressed, and tired. Aaron was so kind and helpful that I requested this card and had him write his name so I wouldn't forget.  
HOORAY AARON 😊

## HUDSON

**Birtukan Bahiru Hudson** At my destination BB helped me go through numerous mobile phone chargers to find one fully charge she swapped out the one I had purchased at my departure airport. She was kind, patient and most helpful. She's a Gem!

## HUNTLEIGH

**Hakim Balil Huntleigh USA** He was kind enough to ask if we needed a wheelchair and took us all the way to baggage claim. Very professional and courteous. Very exceptional employee. The kind hat makes a difference in this world.

**Darron Jones Huntleigh USA** Mr. Jones greeted us & offered to help. He was personable, friendly & showed us a map of St. Louis. Very good customer service!

**Steven Walker Huntleigh USA** Mr. Steven pick me up and help me with cane took me to all the places

**Christopher West Huntleigh USA** Chris responded to my request for help with our luggage & a wheelchair at curb side when I could not get the curb side check-in staff attention for help. (In fact I, could not get eye contact w/curbside agents & there was no lines. My husband needed to return our rental car. Chris was pleasant, efficient & very helpful. Chris did not get upset nor spoke negatively of the situation. Inside the check-in agent was pretty curt & again your employee Chris was calm & exemplified the courteous "can do" attitude that SW Airline employees are so well known for. I would nominate Chris West for airport employee as he is a real asset to the airport.

## INFORMATION & PAGING

**Millie Ocasio Information & Paging** Millie was so kind and helpful when my bags got lost in San Francisco.

**Doris Cunningham & Angie David Information & Paging** These two ladies were very professional, knowledgeable & kind you're very lucky to have two devoted employees. They made these very easy for me.

**Angie David Information & Paging** Angie helped my husband & me with getting a taxi to solve a issue. She approached us, found out our concerns & directed us to a kiosk, & when that didn't work helped with how to get a taxi, purchased what we need & return in time for our flight. She was friendly sympatric & helpful! 😊

## OHM GROUP

**Kendell Easley**      **OHM Group**      Kind woman, Kendell was nice to me. gave me water so I could take a pill & made me feel better. very gracious, kind woman.

**Tayaba Sultan**      **OHM Group**      I fly in and out 2-3x per month and every time I do I go to Jamba Juice. Tayaba always starts my trip with a smile, and she knows what I order so she starts making it for me before I get to the counter. If everyone had this great attitude the world would be a better place.

## SUPER PARK

**Antoine Clark**      **Super Park**      Exceptionally helpful with our luggage picking us up from Lot D. Conversational, cheerful and totally upbeat.

**Rosalind Murrel**      **Super Park**      Darren Williams escorted me to Rosalind radioed the parking shuttle about my lost phone until she found the parking shuttle that had my phone. She was professional and friendly. Thank you!!

## SOUTHWEST AIRLINES

**Glenda R Williams**      **Southwest Airlines**      I missed my direct flight to San Antonio in ATL, so had to take a circuitous route thru Minneapolis-StLouis. I thought I was staying on the same plane thru to Dallas & finally San Antonio. When I wasn't on the thru list in STL, I was truly confused. Ms. Williams figured out my error and directed me to the correct gate for a non-stop flt to San Antonio. I removed my bags and headed to gate E16, unaware that I had left my purse behind. Ms. Williams was waiting for me at the gate with my purse in hand. Overhead, I hear a page directing me to my gate immediately. She was determined that my flight's confusion stopped right there. She could've chosen a less inconvenient solution for her, as the concourse was quite busy, but she put me first. I'm forever grateful! Thanks, Ms. Williams!

**Cynthia Hendricks**      **Southwest Airlines**      I was lucky enough to secure 2 seats for my son and I out of Tampa, FL (after having moved to Florida from Oklahoma 4 weeks prior) and took the first thing I could get; 2 seats to Kansas City, MO late Friday night Sep 8. Once we landed in St. Louis I walked to the SouthWest counter and explained to the lady; Cynthia Hendricks that I was one of the people leaving due to Hurricane Irma and if she could reroute my flight to Oklahoma City which is where I really need to go. She was more than accommodating, despite being inundated with customers that she had to attend to before me (the flight to OKC was not leaving for another 6+ hours) she still managed to get

my 3x luggage taken off the plane instantly, processed several customers (she was by herself on the counter) and about 30mins later she called me back to the counter to finish my rebooking. I thanked her and told her how grateful I was in times like this. Her quick and swift action truly helped our family and saved us a lot of hassle and money. Afterwards, I walked back to the counter, she was already gone and described her, all iknew was her first name and they told me her last name. I just want to pass her name along because her customer service was outstanding, super helpful, and she quickly understood what I needed and jumped right in -with a smile, despite being the only person at that counter and having to service at least 15 other customers as well, back to back. Because of her, I will be starting with SouthWest when looking to airtravel and travelling. I truly appreciate her kind and professional demeanor. Thank you Cynthia. Kindest regards, Aziza Matthias

**Kerrie Keane & Lisa Adcock**      **Southwest Airlines**      I missed my flight by mere minutes. I had fallen asleep and not set a timer. I spoke to Ms. King first and she was very sincere about my situation. However, her station was out of power and she had to send me to her colleague Ms. Adcock. But, before I left she explained my situation to Ms. Adcock and expressed my situation with care. Overall great people skills in the face of unpredictable circumstances. Ms. Adcock was then to receive all the over flow because of Ms. King losing power at her station. Ms. Adcock remained poised and very pleasant through out the time she was helping me. Her tone was of perseverance. I admire both of these women greatly. They both deserve to be recognized!

**Karla Avers & Jackie Williams**      **Southwest Airlines**      Last summer my youngest daughter was ready to launch: she bought a ticket from STL to BOS and reported to the SW ticket counter in STL unfortunately, her flight was booked out of Kansas City. The two ticket agents were stellar: Jackie spoke with her supervisor Karla who assured us she would try to help within 5 minutes Karla had booked my daughter on a SW flight out of STL which left at the same departure time! No extra charge! Whenever possible I fly SW because of the flexibility in ticketing and the superior customer service like the assistance my daughter received last summer!

**Cheryl Tinsley**      **Southwest Airlines**      Ms. Tinsley provided excellent customer service in assisting me w/gate checking my wheelchair and reissuing my boarding pass and assisting my husband with his Rapid Rewards account. She could have not helped us and we would have still had a good travel experience but she turned our trip into a great experience. Thank you Cheryl!!!

**Michael P. Moynihan**      **Southwest Airlines**      I was diverted and was going to board my 3<sup>rd</sup> plane in 3 hours. I was tired and upset. Michael was kind & understanding. I was worried about my bag the airline made me check. Michael went down and verified my bag was at the airport and tagged to my final destination. Between knowing this and his positive kind attitude, my night was once again good. I wish I had more employees like him.

**Christina Brown**      **Southwest Airlines**      She help me all the time, she is so gentle she find a solution for my problem the best.

**Tamika Watson**      **Southwest Airlines**      I rushed into the SW terminal almost in tears. When I had been driving around for over an hour trying to find long-term parking. We had been

given inaccurate directions by our motel, and by two other service stations in the area. I knew we had missed our flight. She calmed my tears & smiled and said she would help me find another flight. She delivered! We passed her later near our gate & she asked us if things were okay now. Thank you for your kind helpful employees South west!

**Jackie Williams**                      **Southwest Airlines**                      Jackie went above and beyond to help me get my daughter in Florida in a wonderful way

**SWISSPORT USA**

**Saitofia Cummings**                      **Swissport USA**                      Saitofia was very efficient at Starbucks. It was a long line and she made it go very smoothly. She has a very pleasant demeanor and was always smiling. She made a point to refer to each customer by their name. Basically she brightened my day!!!!

**TSA**

**Darnell Fant**                      **TSA**                      Fant was amazing. Despite overhearing that he was there all night to include overtime He was very personable, super helpful, smiling&joking all the while

**Troy Lagerwall**                      **TSA**                      I had travelled on 8/16 SWA in am. I had put my earrings in my purse and when I went to put them on while on the plane – I only had one. My purse had tipped over during x-ray. I wasn't sure until I returned home to STL if I had left it at home. I called the airport but only could leave a message. Made a trip to airport and officer Lagerwall, got out the log and saw they had recovered on caring that day. He told me who to contact and I got my earring. Anniversary Gift Returned!

**UNITED AIRLINES**

**Odeth Horsford**                      **United Airlines** My flight to Denver was delayed and I would miss my connection to Bismarck. Othela got me a seat on the next available flight out of Denver to Bismarck and printed my boarding pass. She was very helpful and I know it had to be a stressful day because there were a number of United Flights that were delayed that day and numerous disgruntled individuals that missed their planes. Othela was very professional and courteous.

**Justin Robles**                      **United Airlines** Justine was incredible in solving a seat problem for my husband and I. After asking 3 other employees at United with no results, Justin efficiently & with kindness solved the problem. He listened respectfully and took care of the situation. I also noticed that after he helped me he helped other passengers as well. He is an outstanding United employee.

**Sharon Meier**                      **United Airlines**                      Sherri went above and beyond to help us find connecting flights to Frankfurt after our flight in STL was delayed extensively she came back to us on several occasions to update us and keep us in the loop. She really went out of her way to help us.

**Sharon Meier**                      **United Airlines**                      Sherry assisted myself and my sister to check in for a flight to NJ as well as a flight from NJ to FRA! The tickets were not linked. Sherry linked the tickets and checked our bags through to FRA. She did so with a smile and cheerful attitude. She is a credit to the United organization and an excellent representative of customer service.

**Jim Paulhus**                      **United**                      I was checking in for my flight, which was actually my second attempt at flying out of Lambert due to my original flight being delayed to the point I would not have been able to make my connecting flight to the final destination. To my disappointment I found that my second attempt at flying out of Lambert was also delayed, making it again impossible to make my connecting flight to the final destination. Jim was able to see my dilemma and found a new flight for me through a different carrier very promptly. I appreciate his ability to problem solve and think outside the box, as well as his prompt and professional service.

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**VINO VOLO**

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**Shelly Lewis**    **Vino Volo**                      Shelly at vino helped me get a great bite to eat AND make my flight.... all with peace of mind that I'd have time to eat. I had less than 20 mins and all worked out great

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Catch Us Giving is a customer service recognition program developed exclusively for STL Airport and its facility partners. The program has a key foundation of public involvement to "Catch" Airport employees giving great customer service. Nominations can be submitted by the public or a co-worker, and are considered eligible if a positive experience was provided to an Airport customer.

The Catch Us Giving Committee, which consists of managers from a variety of Airport partners, reviews nominations and votes to select the top two Monthly Winners. The committee also helps with the development of the Catch Us Giving program, planning of the annual celebration event, and selects the Ambassador of the Year.

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