



## CATCH US GIVING NOMINATIONS: NOVEMBER 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:

**ShaRon Gilstrap      G2 Secure Staff**      My husband and I are disabled and we were flying with an aid on Alaska from Seattle to STL. When we arrived in the St. Louis airport a wheelchair attendant (ShaRon Gilstrap) was waiting to help us. She not only took all three of us to baggage claim she even retrieved our cases after the belt stopped working. ShaRon also made a call for a shuttle that could handle a scooter and made sure we boarded it safely and on our way to our next destination. We couldn't have asked for better treatment and pleasant experience. On our return trip to Seattle through the St. Louis airport on 9/16/17 there was a series of unfavorable events. We arrived at the airport 3.5 hours before our flight to check in. After we finished at the counter the attendant called for wheelchair assist and we waited over 20 mins without anyone responding. Eric Spann was walking by and told us he would get a wheelchair and be back to help us. Eric went out of his way and job description to get us to the proper gate and checked in there. A terrific attitude and again above and beyond pleasant young man to help the elderly and disabled. After again and unpleasant event of waiting 3 more hours for takeoff, our flight was cancelled. The airport was nearly deserted when we deplaned with absolutely no one around to assist us. We awkwardly made our way down to baggage and was yelled at for asking a question for a baggage cart. When we made our way back up to the main floor we see Sha Ron helping many others trying to find out what was happening. She remembered us and came rushing over to help us find a hotel, shuttle, and get us on board and made sure she did as much as she could do to help us out again. The following morning the counter attendant who was also the gate attendant, Jennifer Hoffman, was thrown into a melting pot of angry passengers looking for answers and information on the days decisions. She tried to work out the answers that so many people needed to hear and became the target for the next 3.5 hours for people to focus their anger on. She still maintained her smile and composure to help us get back to the gate, checked in, and boarded on the new flight. Again someone special stepping up to the challenge and really doing a great job that should get a reward for her participation. Even with the excellent help in a bad situation I have to say that ShaRon Gilstrap was the

one that went the extra ten miles to represent the St. Louis airport experience even with all the mishaps along the way of our trip. She made us (and many more) feel safe and secure in a new place. ShaRon should receive something extra as a reward for her over and above efforts in a terrible situation. Please keep in mind the great job that these people did in a very difficult situation and reward them accordingly.

**Beatrice Brown**

**Huntleigh USA**

Miss Beatrice Brown was by far the Best airport employee we have come across in a very long time, if not the best ever!! We left from BWI in Baltimore and landed in St Louis around 12:00pm. Miss Brown was training the young man who picked me up with the wheelchair. She was extremely thorough in explaining everything from how to push the wheelchair up the ramp after picking up someone getting off of the plane to making sure we got to the correct area to pick up our luggage. She explained every single detail to the young man as far as picking up guests who need wheelchairs. She was full of energy and extremely friendly to my husband and I. She had a very professional attitude and took pride in her job. She was extremely informative and even told us about different attractions to visit and restaurants to go to while we were in St Louis. She made sure to tell the young man not to be influenced by bad habits of other employees but to do the job in a very thorough and professional manner. We were totally blown away at how professional, friendly and pleasant Miss Brown was. The young man seemed to be catching on very well and even asked questions when he needed to. On October 23rd we were dropped off at the airport. When we got out of the van low and behold we saw Miss Brown again. We were very happy to see her and she was waiting with a wheelchair. Not necessarily for us but we were lucky enough to get her. Once again she was very professional and extremely friendly. She even asked if I needed to use the ladies' room and if I needed to stop to get something to eat before getting to my gate. Just so happen, Huntleigh CEO was walking near us and stop to speak to her. She introduced us to him and we could not stop telling him what a wonderful employee she was. He informed us to fill out one of the cards and mail it in. When I saw that there was an online form I decided to provide my comments online because there was more space than writing on the cards. I could not fit how wonderful Miss Brown was on that small card. I sure do hope that Miss Brown is recognized for her hard work!!! Her customer service was impeccable!!!

**Other Nominations:**

<b>ABM</b>
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**Jasmine Gibson**

**ABM**

My mom recently had a stroke and I was flying her to California to live with my brother. Jasmine came to the car w/the wheelchair and stayed with us to the gate. She helped my mom in the restroom and everything. She was patient and gentle and made my mom's trip better than expected. She was awesome!

**David Rose**                      **ABM**

David went above & beyond to make sure all our luggage was safe and taken to its destination. He was kind & took our luggage w/care. Please consider this worker for an award.

**Carlo Travis**                      **ABM**

I nominate Carlo Travis for an excellent job finding the cell-phone of one of our passengers. He went to concourse C to look for the cell-phone and gave it back to the owner.

**Johnny Wood**                      **ABM**

Johnny is an awesome person! Very polite, very friendly. He helped my mother (93 year old) get from the curb & without a problem. Smoothly, efficiently the best part is Johnny's personality! Thank you.

**Keith**    **ABM**

Keith ALWAYS recognizes us, gives us a big smile and hug. He just made a very frustrating traffic morning into a "welcome to Southwest flight." He is always this bright shining sta

**Donald Clair**    **ABM**

Brought my mom down to gate & thru check in. Was extremely nice & helpful.

**Jasmine Gibson**                      **ABM**

It was great it have someone so pleasant and waiting at the front door. Sometimes I have to wait a long time for a wheelchair. Not today. Jasmine was there waiting for me!

**Jasmine Gibson**                      **ABM**

I believe she saw the look of desperation on my face when she asked me if I needed help. It was early morning when I noticed I was not given TSA (I'm Global Entry) status so how could I make my flight? I'm 76 yrs. she said no problem- got a wheelchair and away we went. A beautiful smile & attitude, thanks Jasmine.

<b>AIRPORT AUTHORITY</b>
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**Bobby Wilson**                      **Airport Authority**

Thank you to Bobby who helped me locate my gate number and then offered me a cup of coffee. It's nice to know how observant the employees at the AP are. Love the St. Louis AP because it is small but very comfortable and homey.

**James Wilcut**                      **Airport Authority**

On Oct. 19, 2017. I was taking out the trash for our department. I inter the area of the trash compactor, in the main terminal. As many times I taken trash out, As I raised to throw in both of trash into compactor, the scrap on the end of bag caught the edge of my work airport badge, rip it off and went down the container. Luckily to one person from building maintenance, that was James Wilcox. He spent

over 45 mins. trying to recover my bad he. But by a prayer, he was able to retrieve my badge. Thank you Mr. James Wilcox save me a renewal fee.

## AMERICAN AIRLINES

### **Terri Albritton**                      **American**

When I arrived to check in there were many people at various kiosks and it looked like finding a "real" person to help me would be difficult. (I'm 78 and not very good with technology.) Terri caught my eye, she came over and began to ask normal questions which I had difficulty answering. She was so patient and kind and eventually she walked me through everything...which included checking two bags, paying for them, and pointing me toward the gate my departure was on. I cannot speak highly enough of her. I was nervous and upset, she took charge of everything without making me feel like a dummy. GIVE HER A RAISE!!! She was wonderful.

### **Johnson**                                      **American**

Mr. Johnson was the first person we saw upon arrival at the airport. He was very friendly and welcoming literly, he changed my attitude to a positive one, and set high expectation for the treatment we'd received this morning. Mr. Johnson's many years of service were evident as he answered all of my questions thoroughly.

### **Scottie Wright**                      **American**

Scottie was so wonderful in helping me get a better seat@ the gate. I have anxiety when flying and she was more than accomodating! Thank God for her help! It allowed me to have such a positive experience.

### **Scottie Wright**                      **American**

She was great! Best part of air travel was dealing w/her.

### **George Kunkler**                      **American**

The St. Louis Amer. Airlines terminal was full of bags & customers and nothing was working. George got the bag and helped me check in. Pleasant spirit he did American Airlines proud!

## DELTA

### **Jaqueline Walker**                      **Delta**

Solid announcements, thorough, excellent job, took care of everyone and funny. Thanks!

### **Keiko Woodson**                      **Delta**

So helpful and pleasant. She went out of her way to inform as of an extra flight from St. Louis to LaGuardia flight #5508

### **Michelle He**                                      **Delta**

She gets an 'A' for great customer service, which I have taught at the college level over my 35 – year career. Handled a glitch, printed passes, refunded a fee, answered many?? with a smile.

**Katheryn Kohl**                      **Delta**

So pleasant & helpful

**Karla Robinson**              **Delta**

She was just a joy on the microphone!

<b>HALLMARK AVIATION</b>
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**Brandon Young**              **Hallmark Aviation**

Brandon was amazing to us, we were treated rudely by the manager on duty. She was a female did not catch her name. Brandon assisted us to the best of his ability. Thanks Brandon!

**Brandon Young**              **Hallmark Aviation**

Brandon was very patient and professional with a large travel group of 11, he accommodated every request. From purchasing our tickets to checking in and checking our bags he was amazing. Thank you so much for your help.

**Brandon Young**              **Hallmark Aviation**

Brandon was awesome, he treated us so kind and he was very patient but, his manager on the other hand should not work in customer service with an attitude like that. But again, Brandon was great. Thanks Brandon for being so patient.

**James Mosley**                      **HMSHost**

I am unfamiliar with terminal 1 in STL. I went into a small food restaurant & asked the employee some questions. She was unfriendly & dismissive. I left & went to Chili's. James was my waiter and couldn't have been nicer, respectful and kind. He was so organized & efficient in his service. I wondered if he was the manager even. I nominate James to get any and all awards possible. I told him how I appreciated his respectful manner & service.

**Shirley Carruth**              **HMSHost**

I am unfamiliar with terminal 1 in STL. I went into a small food restaurant & asked the employee some questions. She was unfriendly & dismissive. I left & went to Chili's. Shirley was out front and greeted me and took me to a booth so so nicely couldn't have been nicer, respectful and kind. I told her how much her kindness meant to me. I nominate Shirley to get any and all awards possible.

**Aaron Rickmon**              **HMSHost**

This young man provides stellar customer service...polite, smiling, joking, prompt in recognizing his customers at the register.

## HUNTLEIGH USA

### **Hakeem Bilal**

### **Huntleigh USA**

Very nice positive young man who advised me to take a shuttle to terminal 1 when I realized I couldn't go through security to eat and wait for my son's arrival. He actually followed me downstairs & showed me where to catch the correct bus. He didn't have to do that but was very caring & kind. Terminal 2 gave me a few more dinner options & returned to thank Hakeem.

### **Troy Edmond**

### **Huntleigh USA**

Troy met us at the entrance and escorted us professionally all the way. Troy was courteous and efficient as well as polite. He handled all our luggage carry-ons, our 2 personal carry-ons very well as the one my husband was in. This was wonderful for us as my husband has a bad heart condition and diabetes. Thank you Troy for taking such good care of us!

### **George Lee**

### **Huntleigh USA**

George is Awesome! My husband left me outside with 5 bags while he parked the car. George saw me and said "you look cold. Let me get you checked in". I told him my husband said I couldn't get checked in until he got there, but, George got me checked in and sent me inside to get warm. Then he sent my husband in when he got to the check-in counter. Yeah! George!!!

### **Townsal "Red" Woolfolk**

### **Huntleigh USA**

Red greeted us with a wheel chair inside the door – smiling from the start!! He was personable, kind, sensitive, and very, very helpful. My daughter Holly was traveling with us and she has many special health needs. She cannot talk and is hearing impaired. Red interacted with her in a manner that preserved Holly's dignity. He was responsive and caring with her, which is rare with most airport employees. He made Holly feel safe, comfortable and important. He was simply incredible. We were so touched by his kindness, we took a picture with him. It is rare to find an employee dedicated to an excellent customer experience. But Red... he was amazing. Don't lose him, he is an asset to your company.

### **Stephen Walker**

### **Huntleigh USA**

We are in our 70's and a little disoriented @the airport. If it hadn't been for walker's help we probably wouldn't have made the plane. He did everything for us- got our boarding passes helped us through security & got us to our plane loading area. My husband needed a wheel chair & he took care of all that also! Thank you Walker!!! Couldn't have done it without you!!

### **Kevin Townson**

### **Huntleigh USA**

Kevin provided excellent wheelchair service for me. He was exceptionally helpful.

### **Stephen Walker**

### **Huntleigh USA**

Original arrival gate was blocked by medical emergency leaving me late for connecting flight after redirect to far end of terminal gate. Steven gave speedy and gracious assistance to connecting gate like an angel in disguise. My highest compliments to your stellar employee & customer service representative.

**Bryan Bomar**                      **Huntleigh USA**

He was pushing an elderly woman in a wheelchair. But he wasn't just pushing her ...I would hear him asking her how was her trip and if she had a good time. No one else was around & I could tell from her response that his pleasantness made her day. It certainly warmed my heart that he was being so sweet & kind when all he had to do was deliver her. Thanks

**Stephen Walker**                      **Huntleigh USA**

Steven met us with a wheelchair at the terminal door, escorted us through security carried our bags, answered all questions and above all assured our comfort through the process. He is an AMAZING man. He made our first flight since my husband's serious accident much easier and I truly appreciated his assistance.

**Beatrice Brown**                      **Huntleigh USA**

I arrived at the airport and requested a wheelchair. Beatrice got the chair, my luggage and took care of everything. The airport was extremely busy yet she took care to check my luggage and take me to my gate. She was extremely pleasant and attentive.

**Lisa Douglas**                      **Huntleigh USA**

Lisa made a chaotic trip enjoyable. She handled everything from the car to the gate in a superb manner.

**Michelle Conner**                      **Huntleigh USA**

Michelle has all the attributes for being an escort in your airport STL. She is smart, accommodating, courteous, seems to know what she is doing goes far beyond the call of duty making sure your passengers are in the proper place \*\*\*\*\*

**IBS, LLC**

**Leslie Murphy**                      **IBS, LLC**

On Oct. 19, 2017. I was taking out the trash for our department. I inter the area of the trash compactor, in the main terminal. As many times I taken trash out. As I raised to throw in both of trash into compactor, the scrap on the end of bag caught the edge of my work airport badge, rip it off and went down the container. Luckily to one person from Regency, that was Leslie. He spent over 45- 50 mins. trying to recover my bad he. But by a prayer, he was able to retrieve my badge. Thank you to two outstanding airport employees helping another.

**INFORMATION & PAGING**

**Pearletta Malone Evan**                      **Info & paging**

She was absolutely fabulous helping me with a situation that I was upset about!!! She took time and walked me to Cape Air desk.

**Verne Smith**                      **Info & Paging**

Vaughn was crazy amazing! He advocated on our behalf with our car rental company when they were closing. Not only did he negotiate w/ employee, he talked to the manager and then called the master company. This guy is a power house... I have never experienced customer service like this before. If I had a company I would hire Vaughn right on the spot. All the while helping us, he helped 3 other people and still had the time to make us laugh. Just Awesome!

**Verne Smith                      Info & Paging**

Vaughn went above and beyond to help us with our rental car even though he didn't need to. Vaughn went to bat for us and spent so much time helping us.

**REGENCY**

**Brian Olds                      Regency**

I had some questions about where I needed to go, to get to my flight and Brian was extremely helpful, professional and friendly. The Mens Room was by far the cleanest public restroom I have ever been in. Thanks for your assistance and hard work Brian!!

**Terronda Williams                      Regency**

I really appreciated what she's doing this morning! Maybe not the greatest, but, so so important & she doing a lovely job!

**Dianne Bell                      Regency**

Tried to text my positive comment about how sparkling clean the restrooms were (it did not send correctly). She walked in so I told her in person/ put a smile on her face and mines. Good job!!

**Darin Knight                      Regency**

Darin was working hard making it shine!

**Unecia Gates                      Regency**

I was washing my hands and brushing my teeth and Ms.Gates entered restroom. I said to her..."Thank you for what you do". She responded politely with cheer in her voice " you're welcome". I finished what I was doing and said.. have a great day... she responded, "You too, have a safe flight". It was so nice to have a cheery face after flying all night...! It brightened my day, as I had 2 more connections before I would get home.

**SOUTHWEST AIRLINES**

**Tamika Watson                      Southwest**

Tamika was very pleasant, she was very helpful, smiles a lot and totally nice. Great Representative, especially on such a rainy day.

**Christina Brown                      Southwest**

It was a busy morning at SW. I was with two colleagues, one of whom was inquiring about the possibility of changing his flight to something more direct. Ms. Brown was a true professional. She was generous with her time and completely focused on the matter at hand. I had just finished instructing a four day



class in St. Louis on customer service for the National Cemetery Administration. It was nice to end the week with such a positive experience.

**Tammy Hesse**                      **Southwest**

I fly very infrequently and consequently did not know my way around. She helped me twice, once when checking in & especially the second time when the plane was full and she was tremendously helpful assisting me again. She was very modest & humble.

**Rebecca Maddock**                      **Southwest**

Rebecca presents a smile & a can-do attitude to me & to others she went out of her way to make sure that I was comfortable as a disable traveler. She volunteered her help. She is a outstanding employee. She deserves positive affirmations well done Rebecca.

**SUPERPARK**

**Vanessa Tolbert**                      **Super Park**

Great Personality! Very informative and pleasant!

**TSA**

**Janice NiHill**                      **TSA**

Janice was an extraordinary person. I had forgot to take my Swiss Army Knife, which I treasure and put it in my check on luggage. Janice seeing my anxiety helped assist me in placing it in placing it in my laptop and made suggestions for our ease. She then escorted me to the SWA counter to have me check the case. She was extremely kind and helpful to this elder man and she turned my bad experience into a very special occasion. Thank you Janice for being there when I needed you.

**Kearis Vaughn**                      **TSA**

I wanted to reach out to you regarding a positive experience with TSA at the St. Louis-Lambert airport on Sept. 14, 2017. I know this comment is long overdue but I wanted to tell you about my experience. I was departing on Southwest airlines around 4 p.m. to head back to Atlanta. Everyone was extremely friendly as I made my way through security. I am currently pregnant (I was a little over six months at the time of my trip) and I requested a pat down instead of going through the check point machines. The staff was more than happy to oblige – I have had other instances at other airports were security has given me a hard time for requesting a pat down. Your employee Kearis Vaughn performed my pat down before her shift ended at 2 p.m. She explained everything in detail, she was very friendly, and it was the best experience I have had so far. She did not make me feel like I was imposing by requesting the pat down. While the entire staff at the St. Louis-Lambert airport deserves recognition for their friendly customer service, I really wanted to thank Kearis for making my day.

**UNITED**

**Michael Moore**                      **United**

I typically fly United but this trip was American. For some reason my global TSA ID doesn't come thru on American. Michael was kind enough to take time to try to help me, find my TSA per-check ID so I could go through TSA per-check- line. Above & beyond call of duty for sure!!

**Jaspal Virk**                              **United**

Checking in Saturday morning. Making a pleasant experience with a pleasant smile and service making morning brighter.

Larry Potts      United



**Alex Fairbanks** @fairbanks\_estates  
1 hour ago · St. Louis Lambert International Airport

#unitedairlines most amazing ticket agent in STL, Larry. I walk in to check in for my flight to SJO at 5 am with my hand wrapped in toilet paper and Larry immediately asks if I'm okay.....I've seen better mornings of course but without hesitation he switched from ticket agent to on sight EMT. Tending to my hand, patched me up and after all of it, got me my ticket. #unitedcares love this airline. BIG shoutout to Larry. #needmorelarrys #unitedairlines #fly #finestservice

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**WHELAN**

**Theo Reynolds**                      **Whelan**

He was very helpful giving directions I was lost and very anxious. He took his time explain to me what I needed to do and how to do it. I never experienced a security officer so professional and eager to help the public

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.

**Catch Us Giving**  
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