



## GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

### Fourth Quarter 2019 Nominations & Winners

#### Quarterly Winners

##### **Mary Lou Brown – Explore St. Louis**

Mary Lou Brown arrived for her shift at 9:45A and soon thereafter a gentleman approached the Visitor Center asking for some help because he could not find his car in the garage and showed his parking ticket. Mary Lou assisted him and helping locate his car. Mary Lou comes to find out he is there to pick up his step-son on a flight that arrives at 12:35P and that his wife just passed away that morning. Mary Lou suggested he sit next to the Visitor Center and she gave him some reading material. Mary Lou noticed he was very confused throughout and he kept wanting to find his car in the garage because he could not remember where he parked. Mary Lou assisted and escorted him each time to find his car. Mary Lou asked if he had eaten anything this morning and he said just a few bites. Mary Lou went to Starbucks and bought him a coffee and scone for him to eat just in case his confusion was due to low blood sugar. Mary Lou even went to the Southwest Ticketing agent to confirm that his step son was on the flight number he had and indeed he was. Mary Lou escorted this gentleman and waited with him just outside of security on the ticketing level to meet his step son and wife. The gentleman was very emotional when he saw his step son. Mary Lou made sure that all knew where the gentleman parked the car in the garage. Mary Lou went over and above the call of duty to help this gentleman to make him feel comfortable and less confused while he waited. As her supervisor, I experienced part of this interaction while I dropped some items off at the Visitor Center.

##### **Aaron Courtland - TSA**

I want to give a massive shout out to the TSA officer at St. Louis airport tonight (I think his name badge said Courtland). Just ahead of us was a visually impaired couple, the man had a cane and his partner had a guide dog. The couple seemed confident going through TSA, but were struggling with bins and which direction/side to use to put their items through. The TSA officer stepped out of his place behind the conveyor belt and with the utmost respect offered assistance. He allowed them to still have a voice, gave them options for how they wanted to proceed through security and continued to give them the independence they wanted and deserved. I was blown

away by the professionalism and dignity he displayed, going above and beyond his job description. After my partner and I got through security, found our gate, and sat down... I watched that same officer assisting the couple to the correct gate. Again, with a tremendous amount of respect and dignity. I hope someone on here knows someone who knows someone who might know the young man, because he deserves the extra acknowledgment. People may have various disabilities, be exceptional, or simply different from us... but at the end of the day we are all human beings and want to be treated that way.

## **Ken Harris- TSA**

After getting through security, my husband sat down in one of the seating areas just past security and cut his hand on part of the seat that was coming apart. There was metal sticking out of the top, and he happened to rub his hand against it at just the wrong angle, and cut his hand. We alerted Mr. Harris to the issue, and he immediately jumped into action to help. He taped up the top of the bench and taped an 'x' on the top of the seat to make sure no one else could sit there and be injured. He also made sure my husband was ok and that he did not need a band aid or any medical attention (he was only bleeding just slightly). He also let us know that he would follow up with airport personal right away and see that it was fixed. Throughout the entire interaction, Mr. Harris was personable, funny and caring, and he is an excellent airport employee. He made our airport experience very enjoyable!

## **Marquita Jones – ABM**

I flew in today from Dallas Fort Worth (on American airlines, 738) and I had been travelling from Tokyo for well over 13 hours by the time I got home.

Only a week or so ago I had been snowboarding with some friends around Tokyo and I ended up fracturing my tibial plateau. For the first time ever I've been struggling to do things by myself, even just walking with crutches has been embarrassingly exhausting (I never knew how difficult it was until I had to use them!)

I had a hard time in Dallas being wheeled/carted around, so I was a little scared it'd be the same in STL. But the attendant who came to get me from my flight was just incredibly kind, professional, and considerate. Her name was Marquita (fairly sure I am spelling it wrong, please forgive me) and she was the first person in the entire trip who asked me how I was doing, if I needed to stop by the restroom, and chatted with me while she helped get me to the baggage claim.

I know maybe that's just 'standard service', but to me it wasn't. I felt like such a burden this trip, as someone who previously enjoyed total autonomy, and she really made me feel like I wasn't. It sounds silly but sometimes you feel a little less than human when people just push you along like cargo, so to have someone treat me with dignity...it really made coming home to St. Louis under these circumstances that much better.

I just hope her boss knows what a great job she's doing.

Happy Holidays, and thanks again.

## **Antonio Lawson - American Airlines**

Tell Us About Your Positive Experience: After flight cancellations on August 30th, we were desperately trying to get to Palm Springs CA with my 92-year-old mother to celebrate her 93rd birthday. We rebooked on flights to arrive in San Diego, with plans to drive to Palm Springs. That was the closest we could get within a 48-hour window. Our flight to Phoenix was then delayed, with the chance of making our connection minimal. Upon check-in upstairs, the agent refused to check our luggage all the way through, saying there was no way we could make the connection. So, our three bags were checked only as far as Phoenix. At the gate, Tony Lawson heard our story and personally called the baggage room to take our bags out and bring them to our gate. When the bags were spotted outside, he then personally went out and retagged the bags to San Diego in hopes that we could make the connection. The pilot was amazing, flying as quickly and safely as possible, arriving early in Phoenix with enough time to connect. All of our bags, as well as the three of us, made it to San Diego on time and then were able to drive to Palm Springs to enjoy our few days there and a wonderful 93rd birthday celebration! Our AA return ran according to schedule, so all was well. Tony Lawson was a hero! He went above and beyond to see that what looked to be another disaster turned out to be a wonderful trip! We are forever indebted to his kindness and efficiency. Thank you, Tony!

## **Roxie Mitchell - Southwest Airlines**

After discovering that I had left my cell phone on the plane, I was instructed to report to the Southwest Ticket Counter. I immediately ran into Rox and in a state of panic because several family members were meeting there and arriving by different airlines and different times. I had all travel itineraries in my phone. What a mess this could have been without my phone and not being able to connect and communicate with everyone. Rox recognized the emotional state that I was in and proceeded to calm me down so that she could get the needed information to help me recover my phone. She was very thorough in her questioning all the while showing compassion and genuine concern. She reassured me that every effort would be made to recover the phone as quickly as possible knowing that there wasn't much time to spare before the plane would depart for another treat. I was offered a sitting area that was comfortable. After about a half hour, here comes my angel Rox waiting with my cell phone. She is being nominated as my hero because it could have been so easy to say that she didn't have time, could not leave her work station or assignment or any other opt out reason for not helping me. No, not Rox. She demonstrated compassion, care and concern for solving my problem. Rox provided quality customer service with a warm and friendly smile. She is definitely a value added to the St. Louis Airport and Southwest Airlines.

## All Nominations

### ABM

#### **Tamika Williams**

Really appreciated Tamika's fine efforts. Helped on several occasions. Made a real difference. Thanks

#### **Dorothy Wilson**

Dorothy was wonderful. Helpful and caring. Met me at the Entrance. Thanks.

#### **William Robinson**

He was excellent. Kind, helpful went out of his way to assist me.

#### **Laticia Mack**

Laticia meet us as we entered the airport, immediately notice my mother having difficulty walking. She quickly brought a wheelchair & then assisted her and our entire group of 8 in the check-in, security & to the Terminal. She was friendly & very helpful, making he start to our trip a very pleasant experience. Great customer service. Thank you Laticia for all your help and wonderful smiles.

#### **Stephen Walker**

Great attitude, smile, service, team work.

#### **Emmalyn Chandley**

Emmalyn was professional, friendly & helpful even helped with putting on my shoes

#### **Loreal**

She pushed me in a wheelchair to a restaurant near my gate and was kind, understanding and seemed interested in what I was doing in a genuine way. She went out of her way during a hectic time of year to make sure my needs were met and I greatly appreciated it. Felt she deserved recognition for her excellent customer services.

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### **Anton**

We met Anton in parking lot D. He instructed us where to park in a very crowded parking lot. We had our 2 grandchildren with us headed to Disney. Anton is so very polite, personable and just has an aura of happiness and positivity about him. Then on the return trip, 7 days later-it was Anton again getting us at the terminal. He remembered us and asked all about our Disney trip-engaging the kids in the conversation. Two weeks later my husband and I are once again traveling to Florida-and our shuttle driver is Anton!! I just want you to know that you have a TRUE GEM working for you and it comes very naturally to him!!! He not only does his job, but I believe he goes way beyond his job!!!

## **Air Choice One**

### **Janine Hampton**

I'M HAVING A DIFFICULTY GETTING A FLIGHT, All booked up. Janine was nice enough to check the Am Track schedule to Burlington, Iowa for me. She also checked on Greyhound Bus service for me. She went above and beyond on customer service!!! I wish everyone was as friendly and helpful as Jannine is.

### **Hemalae**

This lady was promptly at desk as sign said. She was respectful, polite n caring. She did not rush us, helped us very kindly with our bags. Joyful n wished us HAPPY HOLIDAYS. I reached to thank her n she politely touched my hand.

Very polite to us n customer behind. Example of caring reception person. Grateful for this lady.

## American Airlines

### Scottie Wright

1. My flight was delayed 2 hours. Ms. Wright was very helpful in rebooking my connection. She had a long line was very nice to all of her customers.
2. My flight was delayed 2 hours. Ms. Wright was very helpful in rebooking my connection. She had a long line was very nice to all of her customers. We rerouted after my flight was changed despite AA software was slow.
3. At the gate, I was walking and lost in the area there was a lady with cute curls named Ms. Scottie. She helped me with a question that I had about a future flight with another airline., in which lead to further conversation. She was very nice and very caring as if I had known her forever. I wish there were more people like her that worked there. Exceptional Customer Service.

### Catrice Grant

She was AWESOME! She helped me navigate effectively through the Kiosk and she was KIND.

### Frank Tolson

We are on our honeymoon, on a delayed flight. We have to manage expectations and with the honeymoon short due to AA maintenance issues. Frank tried his hardest to get us to our destination, helped us out on where to stay in Miami, and even gave us recommendations and food to try. This angel even gave me a tiny bit of relationship advice. Just an amazing guy who turned our frowns upside down. Thanks Frank

### Richard Carvel

Richard was accommodating, patient & efficient. Made an unfortunate situation manageable! Very grateful for his help and willingness to work with me!

### Douglas Miller

1. It was my first time flying and I was with my young child. I was very overwhelmed. He was very helpful & provided me with diversion he was very friendly.
2. It was my first time flying & I was with my young child. Douglas was very friendly & he offered help and directions. I was very overwhelmed and he provided the help I needed for a smooth trip.

## **Carlton Smith**

United canceled our flight to Houston. A lady at United re-routed us on American Airlines. We got to the gate but that flight was now delayed 5.5 hours, meaning we would miss our connecting flight in Chicago to Houston. Carleton was alone at the desk at gate 16. He was so kind and so helpful and so smart. He found us another flight, through Dallas. He made several phone calls for us and "took us over" meaning he rescheduled all our flights through American Airlines. While he was talking to us, several other people approached him and he dealt so quickly, professionally, and knowledgeable with all of these other people. While he was dealing with our complicated change, he admitted that his wife was having surgery (and his mother in law flew in from Israel for it). So here he was under that stress yet so kind to everyone. I have to say he was about 10000-times better than anyone at United has ever been in over 20 years of our flying with United. What a great employee!

## **Antonio Lawson**

My flight was delayed and this my connecting flight would be missed. I called the 800 number and was given another flight Antonio 'Tony' checked me in to my next flight and was most kind and helpful securing my seats on my flights. I appreciated how nice he was.

## **Felicia Gillespi**

I was originally booked on United 11/30 but bumped to AA due to scheduling issues. When I went to AA from United check in desks Felicia assisted me. The switch did not go through and Felicia had to call United and fix it. She was so nice and polite to everyone. She made me feel relaxed because I could tell she knew what she was doing and she did it with a smile. I got on that flight to Charlotte but it got delayed and I would have missed my connection to San Antonio TX so I spent the night in STL. The next morning bright and early I returned to AA to check in and Felicia was there again. She was again serving with a smile and handling issues like a boss. She is a beautiful woman and she carries herself with such professionalism and you can tell she knows her job and has a good heart. During stressful holiday travel I am so fortunate to have had her to help me. I would also like to acknowledge other outstanding employees that assisted me as well. Vicki Stewart from AA check in assisted me today as well. She had to stop what she was doing and assist me with my ticket because I could not check in using the Kiosk. She was also professional and kind. Thank you.

Thank you AA American Airlines.

Gayla Zerr

I am seven and Gayla helped me. I had a paper cut and she brought us a Band-Aid. Thank you

## **Kim**

Kim was VERY understanding and helpful with my wife and I after missing our flight. After finding out we could have potentially lost a day in our destination, she quickly found another flight for us.

## **Don Quarells**

Don was running the boarding gate and just super friendly. Deep, kind voice. Helpful in all way. Checked my luggage, verified my passport. Made my send off so nice.

## **Airport Terminal Services**

### **Ijnanya Williams**

1. We have struggled with getting our TSA pre-check to work with Frontier airlines. Several attempts to resolve never worked. She spent the extra time to figure out what was causing the problem and got it solved. We are glad to finally benefit from this service we purchased.

2. Our Frontier was delayed because a crew member missed the flight from Las Vegas to St. Louis. Then the flight was delayed due to mechanical issues. I was sitting desk area and experienced the Professional and Pleasant manner that she handled frustrated passengers.

### **Candice Baker**

(Guess TSA had nothing better to worry about) Candice happily took care of us and fixed the problem and got us on our flight.

### **Robert Harris**

Robert was friendly and positive and made our check in awesome

## **Cape Air**

### **Patricia Davis**

Patricia helped us check in for our flight with Cape Air. My daughter is overweight and for those type of flights they have to know your weight. She was very self-conscious about telling her weight and Patricia went above and beyond to make her comfortable. This was our first visit to your airport and I wish there were more employees like Patricia at all the airports we visit. I truly hope you recognize this outstanding employee. Her customer service skills are amazing and there should be more people like her in this world.

## **Delta Airlines**

### **Ellie Crets**

I have been having issues getting my Pre-Check onto my boarding passes for some time now. I asked Ellie if maybe we could try my Global Entry number. She quickly asked if I had a number starting with a 9, which indeed I did. She entered the number and immediately was able to print me a new pass with TSA Pre-check in place. I travel often and no other agent has been

knowledgeable about potential solutions and able to solve this problem as confidently as Ellie. I so appreciate her help on this busy travel day!

### **Harriet Harris**

1. Harriet was amazing! We had to take two flights that were on separate confirmation numbers, but we wanted our luggage to go all the way through to LAX. She did it! And she was also just a joyous person to be around. Thank you, Harriet!
2. Harriet was SUPER friendly, efficient and was incredibly sweet to our young daughter. She's the epitome of great service. Thank you Harriet!!

### **John Cheatham**

He has a joyful attitude and witty delivery. Kept everyone informed. Did a good job convincing people to check their bags through.

### **Loretta Jones**

Positive attitude, pleasant to interact with

## **Explore St. Louis**

### **Tom Bolman**

Tom directed me to the Metrolink. Came out from behind desk. Welcomed me to St. Louis my first visit. Came for Hockey Game. Fans not so friendly. Yeah... Blues beat the Sharks Go Knights Go!

### **Mary Lou Brown**

1. Mary Lou helped a man who was unsure of where to locate his wife and was trying to locate his car. His wife \_\_\_\_\_ and he was at the airport to meet his stepson arriving 12:35 pm. This was 9:45am they watched over him for the next 3 hours until the stepson arrived. 3 hours of our 4-hour shift.
2. Mary Lou Brown arrived for her shift at 9:45A and soon thereafter a gentleman approached the Visitor Center asking for some help because he could not find his car in the garage and showed his parking ticket. Mary Lou assisted him and helping locate his car. Mary Lou comes to find out he is there to pick up his step-son on a flight that arrives at 12:35P and that his wife just passed away that morning. Mary Lou suggested he sit next to the Visitor Center and she gave him some reading material. Mary Lou noticed he was very confused throughout and he kept wanting to find his car in the garage because he could not remember where he parked. Mary Lou assisted and escorted him each time to find his car. Mary Lou asked if he had eaten anything this morning and he said just a few bites. Mary Lou went to Starbucks and bought him a coffee and scone for him to eat just in case his confusion was due to low blood sugar. Mary Lou even went to the Southwest Ticketing agent to confirm that his step son was on the flight number he

had and indeed he was. Mary Lou escorted this gentleman and waited with him just outside of security on the ticketing level to meet his step son and wife. The gentleman was very emotional when he saw his step son. Mary Lou made sure that all knew where the gentleman parked the car in the garage. Mary Lou went over and above the call of duty to help this gentleman to make him feel comfortable and less confused while he waited. As her supervisor, I experienced part of this interaction while I dropped some items off at the Visitor Center.

## **G2 Secure Staff**

### **Niesha Wiggins**

1. Niesha was very helpful and pleasant assisting my mom from ticket counter to gate. She definitely demonstrated work ethic beyond! Thank you for employing such a nice person.
2. I needed w/c assist from gate C28 to baggage area, a very long way. Niesha was kind and considerate to me and smiled the whole way.

## **HMS Host**

### **Katie Byrd**

Fun, inviting, pleasant and very friendly. A joy to talk with. Pleasant, cheerful, energetic, helpful, funny. Just incredibly friendly, bubbly lady. Just made our day.

### **Shannon Williams**

Shannon is so amazing, kind, thoughtful on a personal level, on a professional level, her customer service is impeccable my husband and I travel to St. Louis monthly and we always leave on time to stop at Schafly's because, a visit to St. Louis is not complete without seeing Shannon/

### **Jakia Brown**

Very excellent service. This was Jakia's first day on the job at this restaurant and she delivered the goods quickly. Very attentive. Very positive. Good job.

### **Crystal Reed**

1. She was so positive, upbeat & motivated. A hard worker and sweet person.
2. Crystal went above and beyond today in Chili's restaurant during a normally busy holiday Monday. She was a shining light to all her tables. She treated each table with compassion and attentiveness and gave everyone positive compliments. She eluded the spirit of caring and

service. We witnessed her take special care of a family dining with an autistic child as well. Her smile, pleasant attitude and incredible sense of welcoming to all people on Monday truly exemplifies an employee going above and beyond! Keep up the great work, Crystal!

### **Leslie Presanall**

Leslie Presanall was very informative, kind & caring. So appreciate her attitude & energy.

### **Courtney Wilson**

Tell Us About Your Positive Experience: It was a lot of customers and the young lady kept professional with no help and helped us all with a nice hot pretzel dog and lemonade it don't see how she does it but I will definitely be coming back thank you Saint Louis Mo & Courtney Wilson y'all have a great airport and employee's

### **Demertius Mims**

Fantastic customer service. Attention to detail. Attentiveness to our needs and very knowledgeable. Thank you for the great experience. Wish all servers were this good!

### **Janet Wilkes**

Janet was kind and sassy and made me feel like I belong here. I'm so grateful.

### **Janice Whiting**

Janice is attentive and a great server. She is friendly and talkative and eager to help.

### **Matthew Payne**

Matthew was very attentive and quick to answer any questions, made good recommendations and made the bar customers feel at home. Provided pleasant conversation and interaction and took the time to get to know and relate to everyone at his bar. Top notch service!

### **Mya Nicholson**

Kept a good nice attitude to me and to the person she was taking the order from -even when the guy in front of me sucked (a lot), apologized for my wait, asked how to spell my name which was a nice personal touch, she was very nice to me!

## **Krystal George**

Very uplifting and positive, cheerful, while waiting for my delayed flight

## **Hudson News**

### **Jerron McClendon**

Jerron was the definition of a superb employee. His customer service was one of the best I have received in a long while. He has extensive product knowledge helped me choose the products I needed, and was unbelievably friendly. Please recognize Jerron for his customer service. He has the ability to easily to be a manager.

### **Justin Harrold**

We were walking to our gate and I had to wait for my wife in the restroom. While I was waiting I could hear music coming from the stand where headphones and speakers are sold. And I look over there and this guy is just happy, smiling, dancing around a little bit, and just full of positive energy. Just watching him enjoy life and where he's at and what he's doing was just so amazing. We need more people in the world like Justin. Someone just needs to know how awesome of a person they have working for them.

### **Marilyn Schmitt**

We were buying some ear buds and when we were checking out, she made sure we had the right kind for our device. We appreciated that she took the time to ask. It's a small thing that can make a huge difference on a flight!

## **Huntleigh**

### **Ronald Macon**

Ronald was very kind, thoughtful helpful during a stressful time. Our thanks, such a kind man.

### **Watoshi Shurn**

1. Watoshi was timely/efficient (with 2 wheelchairs), very friendly & I appreciate the ride & visit
2. Help in every way, wheelchair, restroom, Starbucks, gate, friendly helpful
3. I arrived @ STL with 2 large suitcases 1 carry on 1 cat 1 backpack, I could not have navigated the check in process without them. I had an entourage!!
4. I simply observed Watashi with an elderly woman who he was assisting. He had such a kind, gentle manner it is not often experienced in the fast pace of an airport! I even took a photo of them and would have attached it to this document if able to do so!

### **Francois Steele**

Francois was the most genuine and kind person that I have dealt with this entire trip— very personable and kind. Had a party of 4 girls (extra luggage & heavy), very helpful. Need more people like himself in this world! Happy holidays!

### **Janay Jones**

This young lady had the task of transporting several wheel chair passengers by her self. Although working short, she was kind, courteous and corresponded to keep us assured she would get us all. She pushed out two wheel chairs at a time along with baggage, speed and care. She not one time complained and served with a smile. It's people like her that help make flying a joy and accessible for people with health challenges.

### **Patricia Jenkins**

We are traveling with a couple and the husband is paralyzed from the waist down and in an electric wheelchair. The wife had so many bags due to the medical supplies. An employee, Patricia Jenkins, went far beyond her job description to help facilitate our checking in, carrying luggage etc. She was so friendly and kind and she helped alleviate our apprehension since this was the first time our friend has flown since he became paralyzed a year ago. She stayed with us from entering the airport to security. I hope you can give her some type of recognition for her outstanding service. (She had the name Huntleigh on her cap.)

## **Hudson & Associates - Information & Paging Booth**

### **Pearletta Evans**

Pearletta Evans did an excellent, outstanding job helping answer all of my questions.

## **OHM Concession Group**

### **Breasia Thomas**

I had ordered toasted raviolis they came out over browned border line burnt. I did not say anything to my waitress. After eating 1/2 she passed by the table noticed I was not eating them and promptly placed another order. The second batch was cooked perfect and tasted much better. It is a pleasure to know some people still care. She deserves a promotion. Thank you.

### **Javon Ownes**

Javon was so great to us and our kids while serving our breakfast. Thanks for being so pleasant and accommodating!

### **Jim Richardson**

Consistently the top bartender at the airport. Understands the crazy Priority Pass situation as well as anyone at any airport I've been to. And just an overall good guy.

### **Ruth Mitchell**

Ruth was extremely polite in organizing the customers before taking their order. She did so with professionalism, respect, and kind words. Her bubbly personality was a welcome respite during our layover in St Louis. It was a pleasure to place our order. All the staff were polite and kind. Even though this is the holiday season and I am sure they have busy lives of their own, they made our experience delightful. Thank you to Ruth and her friendly coworkers

### **Kimberly Downer**

Kim is by far the friendliest airport employee I have ever run into. So friendly, prompt, fast, accommodating! GO STL!!!

## **Regency**

### **Lois Pattin**

1. As I was walking to my terminal these 2 ladys was there going the other day. They spoke a friendly Good morning. That started a fun and very enjoyable conversation. Their humor was (is) absolutely fun. Both are a great asset to this Airport. I'll look for the both the next trip.

2. She was cleaning the floor when I went in she told me certain stalls were already clean and ready to use those; don't risk slipping. So floor over here. She's was really friendly & polite & deserves a commondation.

### **Alanah Geans**

This young lady was diligently cleaning the restroom when I came in. She looked up, made eye contact and said hello with such a pleasant demeanor that I had to send in my first-ever employee compliment. With such an attitude, too bad she's not front and center with the public. She was clean and neat in her appearance and was also friendly as I left. Had a big smile. Such a sweet girl.

### **Amanuel Awoke**

Amanuel assisted us my crew and I as we were looking for a specific exit door for our hotel shuttle to pick us up at. He was in the middle of cleaning and stopped what he was doing to escort us personally to the elevator and gave us specific instruction on how to get where we were going. He was very friendly and pleasant. We were with delta flight 2170 from MSP. Thank you for your hospitality Amanuel!

### **Andre**

I missed my flight to Portland and got it rescheduled to 1:45 pm. It started snowing and I am not from the area. Andre made sure I got on the next plane leaving because she didn't want me sitting in the airport overnight in case my flight got cancelled a couple hours later. She was super helpful and very thoughtful. My mom almost cried when I told her what she did for me. Definitely the best experience i've had with southwest. She made my Christmas. :)

### **Michael Turner**

So we landed in St. Louis today and as we were going to our gate to catch our next flight we noticed how kindly this young man was to all the passengers rushing here and there as he emptied the garbage cans. He carefully maneuvered around the crowd. He seemed to be working very hard and very carefully.

This kind of job goes unsung. We would like to recommend Michael Turner.

## **Southwest Airlines**

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### **Francesco LoForto**

An elderly Veteran was pushing another elderly woman (he was struggling) and SW employee Franco Lafonte came up upon them and asked if he could help them get to where they needed to go. They were very appreciative to have someone help them. I was extremely pleased to see someone have the compassion to help them!!He pushed the wheelchair to where they needed to go!

### **Cierra Sherman**

Cierra was so kind. I lined up at the incorrect gate and she gently corrected me. A true shining Southwest Star!

### **Connie Ladyman**

There was 6 plus handicap people to load on delayed flight to San Antonio Connie explained delay very well & then loaded all the handicapped people with care before loading everyone else.

She had NO help despite another gate attendant closing his station and walking away. Connie is a very caring & professional sweet lady.

### **Ashley Davis**

Ashley was so friendly and cheerful as she waited to clean a very busy women's restroom. I always enjoy running accrose someone who brighten my day & those of the people around her!

### **Atiya Reed**

I actually did not have any interaction with Atiyah myself but over the course of just 10 minutes, I witnessed her not only help one traveler who forgot his phone on the plane but the also offered an elderly pre board customer kindness by asking if she was ok and if she needed the bathroom, or something to drink before the flight! Just a class act and so pleasant!

### **Debra Mahan**

I arrived off a flight coming from Virginia and I need a wheelchair and Debra who is dressed in the beautiful color red which I know is South West was going to board another flight to Texas Dallas I think she stopped in her tracks got me a wheelchair push me to my gate which was E 16 politely asked me had I eaten and gave me a food voucher I have been flying Southwest for 20+ years my experiences are always great with this airline that's why I continue to give you my money but Tuesday I felt extra special I met Kately at gate 16 she was wonderful but the star is Deborah thank you please give her a raise I really appreciate it her kindness thank you again Debra for great customer service It meant a lot to me I am a loyal customer of South West because of people like you thank you Merry Christmas Southwest airline I love you already Debra

### **Earl Payne**

I hope we got the right name, he has black glasses and a short beard. The young girl in front of my seat had a bit of a rough flight but got so excited when she saw Earl waving back to her through the window. She started making faces at him and he made faces back and she was LOVING it. They were both laughing and he looked like he was genuinely enjoying it. Watching this made me smile and I heard the mom sigh of relief to hear her daughter laughing and having fun. It was a pure and kind gesture to go along with this young girl and make her day. Another person joined him for a moment and Earl pointed out that the girl was waving again and they both smiled back at her. It made everyone's day and he deserves to be acknowledged for his kindness. Thank you.

### **Kerrie Keane**

I checked two Gooley Butter Cakes in my bag so I asked Kerrie for a "Fragile" sticker and explained why. Not only did she put two fragile stickers on, she started to write down her family gooley butter cake recipe from memory so that if the cakes were damaged, I could remake them when I got home. She couldn't remember it exactly so she took my cell phone number down so that she could text me a picture of her recipe card when she got home. She then gave me a hug over the counter and left me grinning ear to ear after the interaction. She then followed up and

texted me a couple days later with the picture of her recipe card. She is the kind of person that cause people to gush about why Southwest is the best. She was very friendly to everyone and dressed festively with tall Santa socks. I am a huge fan. Thank you Kerrie!

### **Mary Bonkoski**

I was checking 2 bags and the second bag was 5 pounds over. Mary graciously retrieved my first bag from the conveyor belt so that I could transfer weight from the second back into the first. She did it so cheerfully that I struck by her kindness. I've had some grumbly attendants that think you are totally imposing on them but Mary just went about her business and put the customer first with a smile on her face. I'm so sorry this is so past the actual date but it was still worth posting.

### **Sherry Tipton**

I was travelling over the busy Thanksgiving week when the airports are all busy, crowded, and pretty stressful. When I got off the plane, I realized that I had left my scarf, which I had been using as a pillow and must have dropped down between the seats when I fell asleep. I approached Ms. Tipton (SWA employee #124408), who was working the gate and asked if she could retrieve it for me. Even with all of the confusion and mayhem going on at the time in the airport, she right away went and found it on the plane for me! Thank you so much Ms. Tipton for being so kind to save my scarf!

### **Zachary Markworth**

I was the last person off the plane with my one year old daughter and I happened to remember that we didn't get souvenir wings and it was her first flight. Zachary saw me hesitate getting off the plane and asked what I needed. I told him and he immediately said "oh hang on, I can help you!" He popped over to the supply truck, grabbed wings for my baby (and my five year old too!) and wished us a happy new year! What a super nice guy! Thanks, Zachary!

### **SuperPark ABM**

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#### **Antione Clark**

He was extremely friendly and very courteous.

#### **Eric Baker**

I want to thank Eric shuttle driver to lot D for his kind and gentle service. I am deaf and he just knew and he communicated very well. He helped out with all the little things along the way. He was very attentive.

### **Tangela Hunter**

Please salute Ambassador Tangela for her hard work. Trust! I've watched her for 53 minutes at T2 direct shuttles, answer passenger questions, help frustrated customers and more with a smile. She's bundled and shivering. Never complained. Expect a letter from me.

## **TSA**

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### **Fallon Gordner**

This agent was very professional and dedicated in helping me locate my lost medication and belt. We'll be boarding soon so I'm abbreviating my comments. But, I appreciated very much the personal touch and creative resolve she showed in helping me out.

### **Anthony McCollum**

I got separated from my pills and belt going through security for my knee replacement detour and an hour later, this Agent persisted in getting my things back to me despite running into several dead ends where he could have politely said he tried and just send me on down the road. Very personal feeling. He was going to get the job done not just make a token effort.

### **Eric Anderson**

Very helpful in getting my lost medication & belt returned to me. We were on a flight schedule & despite an apparent limp made the trip necessary to reconnect me with my much needed pills. He treated the matter as just as part of his job but, it felt like more than that.

### **Jimaye Evans**

Tay was very helpful with answering my questions and concerns with getting my minor to his gate on time. Tay went above and beyond to get assistance for my son to get to his gate on time. Tay went to get Ronald to escort my son through TSA and to his gate the customer service of these two was wonderful.

### **Ken Harris**

After getting through security, my husband sat down in one of the seating areas just past security and cut his hand on part of the seat that was coming apart. There was metal sticking out of the top, and he happened to rub his hand against it at just the wrong angle, and cut his hand. We alerted Mr. Harris to the issue, and he immediately jumped into action to help. He taped up the top of the bench and taped an 'x' on the top of the seat to make sure no one else could sit there and be injured. He also made sure my husband was ok and that he did not need a band aid or any medical attention (he was only bleeding just slightly). He also let us know that he would follow up with airport personal right away and see that it was fixed. Throughout the entire interaction, Mr. Harris was personable, funny and caring, and he is an excellent airport employee. He made our airport experience very enjoyable!

### **Aaron Courtland**

I want to give a massive shoutout to the TSA officer at St. Louis airport tonight (I think his name badge said Courtland). Just ahead of us was a visually impaired couple, the man had a cane and his partner had a guide dog. The couple seemed confident going through TSA, but were struggling with bins and which direction/side to use to put their items through. The TSA officer stepped out of his place behind the conveyor belt and with the utmost respect offered assistance. He allowed them to still have a voice, gave them options for how they wanted to proceed through security and continued to give them the independence they wanted and deserved. I was blown away by the professionalism and dignity he displayed, going above and beyond his job description. After my partner and I got through security, found our gate, and sat down... I watched that same officer assisting the couple to the correct gate. Again, with a tremendous amount of respect and dignity. I hope someone on here knows someone who knows someone who might know the young man, because he deserves the extra acknowledgment. People may have various disabilities, be exceptional, or simply different from us... but at the end of the day we are all human beings and want to be treated that way.

### **JacQuese Polk**

He's been a great employee, operating in a positive and friendly manner. His joy radiates and helped make a stressful process a breeze! He deserves some recognition.

### **Danielle Joffre**

I'm a disabled vet. I had [a] spent shell casing from a good buddy of mine killed in action. I could not carry them on. This young lady PAID for my bag to be checked. WOW!! Thank you.

[United Airlines](#)

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## **Odetal Horstord**

1. Was very helpful in checking on the status of our flight and connection in next airport. Came to us with information very cheerful.
2. Ms. Hortford was super friendly and very helpful when our flight got delayed. We had an International connection to make and were concerned about being able to get back through security to recheck our bags all the way through to our final destination. While she was ultimately unable to accomplish that she did check back with us. We truly appreciated her assistance.

## **Steven Whaley**

- 1, Mr. Whaley helped my parents checking in for their international flights journey he was kind, professional, compassionate, knowledgeable but mainly a gentleman loving his job and respecting his customers. I told him that my guardian angel sent him today to help me facilitate my parents travel. Thank you
2. Stephen went out of his way to help me this morning. My 1st flight was delayed and that was causing me to miss my next flight. Stephen patiently went over every option with me and did all he could to get me an earlier arrival than what was offered. He calmed my anxiety and assured me I would get to my destination. I am so grateful he was the first person I interacted with when I got there today. This man was an angel!

## **Daniel Duncan**

Our flight departing from St. Louis was delayed, which affected our connecting flights to Washington D.C and Brussels to reach our final destination to Prague. Mr. Duncan worked diligently to re-book our flights for our international vacation. We are very appreciative of his dedication to providing a high level of customer service.

## **Jenny Black**

1. When I checked in for my flight I was confirmed my original aisle seat, but when I scanned my boarding pass at the gate the system issued me a new window seat further back in the aircraft. The gate attendant was Jenny Black and she did not even understand why this happened. She asked if that was OK and I said I do much prefer aisle seats, so she offered me a travel voucher for a future flight. This flight was already over 2 hours delayed and she was in a rush to get all the passengers on board, so she asked if I could just board the plane and she would email it to me to save time. Sure enough, when I landed at my destination, she had issued me a travel voucher as promised. She recognized how to keep a customer from getting upset on an already frustratingly long travel day, and handled the situation very efficiently. Thank you so much, Jenny!
2. There were several delayed flights, gate changes, and passengers so confused they missed flights. Amidst the chaos and grumpiness of travelers, Jenny kept a level head and helped every

single passenger, with kindness and compassion, get to their final destination (or re-plan an itinerary). She maintained constant communication and helped make our otherwise less than ideal Christmas Eve very merry.

### **Jim Paulhus**

There should just be one Jim in the United check-in desk - I hope this can be linked correctly to him! Jim was so incredibly patient and helpful with my query. When I approached the United desk, he was all smiles and ready to help. This is rare in my experience traveling domestically and internationally where the folks at the check in desk can be sour, at best. On the contrary, Jim was ready and eager to help with my request to get on standby. Because there were no standby tickets available he patiently went through the options with me to change the ticket. My ticket was a bit complicated and it took some phone calls and a lot of patiently waiting on the phone. Jim did so in a focused, courteous, and very friendly manner. At the end of the day, he got the job done with more than a smile on his face: he was happy to serve. I got the sense that he lives with purpose to help the client and learn what is new and unexpected about his job. I think this helps him keep a positive attitude even in the face of bureaucracy and flighty software systems. Thank you so much Jim!!

### **Justin Robles**

He helped me out beyond belief and was beyond expectations

### **Pedro Saladin**

1. Extremely polite and courteous gentleman. He made me so happy that I shook his hand and wished him a Merry Christmas. Thank you, Pedro!

2. We were very pleased with the assistance Pedro gave us at the front desk. He was pleasant from the beginning and when we booked flights to the wrong Rochester (we were supposed to go to NY but booked for Rochester, MN) he was able to help us out and assure my wife “that people make mistakes all the time and that it was ok” he got us our flight and gave us a wonderful Christmas present to be with our family! THANK YOU PEDRO!!!!

### **Terry Prince**

Handled difficult situation very calmly.

\*Nominations have not been edited for grammatical accuracy or typing errors