



GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

4th Quarter 2019 Winners

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!

Roxie Mitchell- - Southwest Airlines

Tell Us About Your Positive Experience: After discovering that I had left my cell phone on the plan, 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 plan 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 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.

American Airlines - Tony Lawson

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!

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.

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.

Aaron Courtland- TSA 12-27-19

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.