



GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

2020 Q1 Winners

Krystal George- HMS Host

On Friday, January 10, 2020 I fell in the terminal while trying to get to my plane. Krystal George saw me fall and immediately came to my aid. She took great care of me until the EMS arrived and took me to the hospital. While everything was going on, she kept me calm, cared for me with great care, spoke to my husband on the phone and kept him informed of what was going on as I was travelling alone back to Toronto. She took the initiative to rebook my flight for me not once but twice and sent all of the information to my husband. I unfortunately did not get out the Friday evening and had to spend another night in St. Louis. Krystal called my husband on the Friday evening to inquire as to how I was doing and to see if she could be of any further assistance. She also called us on the Saturday evening to make sure I had arrived home safe and sound. This in my mind is more than catching us giving, in my opinion this lady went above and beyond just helping out a stranger in need she was a guardian angel for me that day. Therefore, I would like to nominate her for Employee of the Year 2020 at the St. Louis Airport and I trust you will agree with me that she highly deserves this recognition. Please feel free to share my comments with Krystal. Thank you.

Theo Khaafidh - Garda

It's not often that the actions of a single person are recognized, but today I wish to give acknowledgement to the efforts put forth by Garda Security Officer Theapolis "Theo" Khaafidh. On December 06th, 2019 a suspect was observed stealing luggage from baggage carousel #6 in Terminal One.

On December 12th, 2019 Security Officer Khaafidh recognized a subject that resembled the baggage thief, wanted for questioning by this department. Khaafidh, followed his department procedures and also notified the on-duty Police supervisor. During this time, two separate victims responded to the police station and stated that their luggage was missing from the baggage carousel. They had just arrived in St. Louis from an inbound flight, but their bags were not on the carousel.

After receiving this complaint, officers responded to the alarm center where Khaafidh had

located the previously mentioned subject in-route to the Terminal One Metro Link, with 2 pieces of luggage in his possession that he did not have when he arrived at the airport. Because of S/O Khaafidh's heightened awareness while off-duty, officers were able to locate and apprehend the suspect and return the stolen luggage to the potential victims of this crime

Sue Heffner – Hudson & Associates/ Information Booth

I met Sue when I flew into STL on the 18th Of December. She met my Emotional Support Animal (ESA), answered questions about relief areas and protocols, etc. - and had an amazing conversation with me. Sue connected with me personally and was a great representative. When I came back through STL on the 1st Of January, I walked by just to see if Sue was working - and she was! Before I could say anything, she said hello to me and my ESA by name and asked how my trip had gone. She really cared. I travel a lot for work and leisure, but Sue's genuine kindness made this trip so much better than any other I've taken. Even though two weeks had passed, she remembered me and took the time to talk.

Victoria Sommers and Vikki Bryson- TSA

When I started to grab my laptop out for security, I realized I left it at work. It was imperative I have it. I immediately called a coworker. Vicki overheard my panic and asked if someone was bringing it up. They were. She said she would talk to her manager, Tori, to see if there was a way for me not to go back through security. The fact that she even offered, and didn't have to, was so incredible. She followed up with me and spoke with Tori. Tori follow up with me and when I got the call, Tori went out and got my laptop so I didn't have to go through security. Everything went without a hitch. Having had a bad day, I didn't expect security at the airport to be the shining light in my day. All thanks to Vicki and Tori.

Kelly Grimes - Southwest

On a 3-hour drive to Lambert to meet my daughter who had a 4-hour layover between Hawaii and Boston I discovered to my horror I had left my phone at home. I continued to the airport unsure of what to do. She had sent ALL of her information to my phone, so I had no clue as to flight #, arrival time, gate #, originating airport, her phone #, etc. You get the picture. Unknown to me at the time, my daughter had been frantically texting me and receiving no answers she thought the worst scenario. I got to the ticket counter nearly in tears, and told Kelli the entire story. She said there were several flights that originated in Hawaii and were coming in from California. I had NOTHING. She checked and checked and said she had her phone number and asked if it was ok for her to call or did I want to text her. I was overjoyed. I texted her (on Kelli's phone) and told her I was ok and was at the terminal waiting for her. Kelli said there were certain rules as to what she could tell me, but said if I would stand at the place she pointed to, my daughter would be there about 3pm. At 2:30 Kelli found me in the terminal and said that my daughter had just called her and said they were landing early and since Kelli didn't want me to miss her, she hunted me down! Sure enough, a few minutes later my daughter appeared!! She told me that she and Kelli had been talking and texting to work out the details and make sure everything was in place for her to find me. I cannot thank that ticket counter angel, Kelli, enough

for helping "Amanda's mom" through one of the most stressful times EVER. Kudos and Hugs to her.

Jo Ann van DeVen – Explore St. Louis

After arriving in St. Louis from San Diego with my 8 year-old and 6-month old granddaughter we learned our flight home was cancelled. We were rebooked for the following morning. Joann helped us find a hotel and get diapers because we were out. She even went out of her way and brought diapers and wipes and brought them over to the hotel after getting off work. She went above and beyond to help us and we are forever grateful to her.