



## GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

### Second Quarter 2018 Nominations & Winners

Nominations have not been edited for grammatical accuracy. Nominations are sorted in alphabetical order by employer name.

#### Quarterly Winners

##### **Greg Rivera & Norma King – American Airlines**

These two people worked together to make it possible for me and my daughter, Makenna, to travel to Detroit Metro Airport with our Golden Retriever Vixie. I was recovering from a serious bicycle accident with head injury. This had occurred shortly after my daughter Delaney had passed away (March 12, 2017). My daughter Delaney had adopted Vixie in 2015 from a residential treatment center for teenagers with Reactive Attachment Disorder and was the absolute love of her life. During Delaney's hospital stay, and then my prolonged hospital admission, Vixie was cared for at the residential treatment center. I had recovered to be able to bring her to stay with my nephew for a few more months before my husband and I could have her with us. We arrived at the st louis airport without the proper crate. There was no way to rent one, no where to buy one that early in the day. To make things even more complicated, my elderly father had already left his home in Canada to meet us at the Detroit Airport to help us manage and does not use a cellular phone. After hearing about our story Norma and Greg worked together, designated Vixie as an emotional support animal (which she truly was and still is for our family) and allowed Vixie to travel with us in the cabin. Makenna reminded me that this would have been so important to Delaney, who never wanted Vixie to have to be alone under the plane. Delaney had serious emotional struggles, and had already taken the first steps to have Vixie designated as an emotional support animal for herself when she died. Norma and Greg made me incredibly grateful and reminded me of the intrinsic goodness in every person. Please make sure they know that they made a real difference for me, my daughter Makenna, Vixie and my family. Thank you.

##### **Krystal George – HMSHost**

I was headed out of the airport after the very unpleasant experience of having to spend the night unexpectedly due to flight changes. I was looking for someplace to eat before heading to my hotel. Disappointment and frustration were very much with me. As I walked past Mike Shannon's, they looked like they were closed, I saw some of the staff and approached. They

welcomed me in literally a 5 Star fashion. Krystal, she may have been the manager, invited me to sit down with her in order to have her Review my options. She read me and was able to make an appropriate recommendation immediately. She drew me a map relative to my hotel. Told me the hotel shuttle would take me to the restaurant and then pick me up to return to my hotel. She gave me the names of the key staff members there and even called ahead to let them know to look out for me and to take good care of me. They surely did ! To say Krystal went above and beyond is to me a profound understatement. In the midst of a painful and disappointing night, she literally made my day. I'm truly grateful for her good and kind service. Please acknowledge her in the most powerful manner possible.

### **Stephanie Stough – Southwest Airlines**

My husband (who has Alzheimer's Disease) had an accident on our flight from Boston to St. Louis. When we arrived in St. Louis I went up to Stephanie outside of our gate and asked where we could buy new clothing. There was no where we could buy underwear and pants. I was a little frantic as we had to catch our next plane in an hour. She told me that they could retrieve some of our luggage. Since there was a time crunch, she personally went out to retrieve our bag and get out what clothing my husband needed, sorting through dirty clothes and all! She coordinated with TSA to come to our new gate to inspect the clothing and with Steve at gate E38. Stephanie also called for a wheelchair for my husband to bring him from the arriving gate to our new gate E38. She was with me every step of the way. She went ABOVE and BEYOND to help us out, and for that we are truly appreciative. These acts of kindness meant so much to us. Thank you Stephanie!

### **Kamal Umarov – Southwest Airlines**

My husband who has multiple sclerosis has lost so much due to his illness. Recently we have started taking up flying again. Kamal has always made sure everything is ready for my husband upon our arrival . Our last flight was to San Francisco to celebrate our 22 year anniversary . Kamal came up after his flight ramp work to make sure everything went well and if there is anything we need to make dad getting on the plane better . We told him Southwest was ready with the wheel chair, TSA was super kind . But Kamal's happy smile , hand shake , hug and just knowing he is there to answer questions is so comforting! He even told us we could get a discount on parking for my husband being handicap. We always can depend on Kamal when we have questions. Yes, he is much more than a friend! Southwest has a great guy working for them !!! He's dedicated , responsible and works endless to make sure everyone is happy and things are moving ! So we the Dapron family nominate Kamal Umarov!!!! Oh yeah... our car didn't start when we landed .., who Gus we call ... Kamal ! Security came ♥

## **Carlo Edmondson – Super Park**

Fantastic Customer Service. Carlos E. totally rescued me out of a total panic situation. I arrived at the airport a full hour short and already knew I would miss my flight. I knew I would have to get on stand-by but, if I could make it to Southwest curbside within 10mins. of departure, I would not lose my entire return flight. I approached Carlo in his B lot Super Shuttle and begged if he could get me to Terminal 2 curbside in 10 minutes to save me. He smiled and said "no problem, ma'ma" immediately came to my car to help with my bags and got me there with 2 mins. to spare and saved my flight! Great guy!

## **Sharon Meier – United Airlines**

Around 7:40 am at gate 16 to Denver. I was walking pass and witness a male passenger getting revived from a doctor that was flying out as well. The passenger had lost his pulse. Suddenly a United worker Mrs. Sharon Meier witnessed the passenger that had collapsed. She ran over to the cardiac machine and gave it to the doctor. She really did think real quick. The doctor was there at the right time. The passenger went with the medical aid. United worker Mrs. Meier did something very awesome to help someone in need of care.

## All Nominations

### ABM

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#### **Emoni Turnbou**

1. I was wondering baggage area, and she asked if I needed help. I had just had surgery and was having trouble walking. She took me in a wheel chair to check in to the Cape Air terminal for Cape Air and also stopped for water so I could take my pain pill. This employee went out of her way to help me. You need more employees like her. Thank you, and thank you Emoni.
2. Very good, staff member very patient, kind and friendly. I look forward to meeting and greeting her the next time I come to the airport for a flight.

#### **James Rush**

James is very excellent to be with thoughtful, kind and resourceful and helped me when I was forgetful coming off a Red Eye from Calif. A perfect gentleman.

#### **Jasmin Gibson**

1. PASSENGER ASSISTANT JASMINE GIBSON WENT ABOVE AND BEYOND THE CALL OF DUTY IN HELPING ME AND MY DAUGHTER MAKE IT BACK HOME SATURDAY JUNE 1ST MY CREDIT CARD WAS DECLINED AND SHE OVER HEARD ME AND NY DAUGHTER TALKING ABOUT NOT BEING ABLE TO SEND OUR LUGGAGE BACK AND SHE ALLOWED US TO USE HER CREDIT CARD AND I GAVE HER THE CASH FOR THE TRANSACTION AND A WELL DESERVED TIP SHE IS A GREAT REPRESENTATIVE OF YOUR AIRLINE KEEP UP THE GOOD WORK SHE WAS A LIFE SAVER THANKS, AGAIN JASMINE ....OTIS FONTENOT AND TABITHA FONTENOT WITHOUT YOU WE WOULD NOT HAVE MADE IT HOME ....SHE WORKS IN THE ST. LOUIS TERMINAL
2. Dec. 28 my flight was cancelled and rescheduled to Dec. 29. I fly AA 1st class because I use a walker have bone disease and metastatic breast cancer. Jasmine saw me struggling w/my backpack and luggage getting back to taxi, she came up to me and helped me to the bathroom and get a taxi home. Bless her heart! When I arrived at the airport on Dec. 29 at 5:00 am she saw me checking in and came up to me and stayed with me thru TSA! With my walker and backpack and purse that it always a bit for me by myself. God bless Jasmine for taking the initiative to help me in a difficult situation. You have an outstanding employee whom for 2 days was my airport angel! Thank you Jasmine! Bless you!

#### **Kelona Nobles**

Pleasant informative nice lady.

#### **Laticia Mack**

Laticia Mack (Ms. Mack) was wonderful. She met us at the can, took me through security quickly, offered a bathroom stop and made sure I was settled in at the gate. She made the trip through STL airport easy. Please recognize her positive personality.

**Patricia Qua Nobles**

She was assigned to take my 90 year old uncle, Lee Smith from his American Airlines flight 4410 arrival gate, C6 in terminal 1, to the USA Express van service. I gave my uncle all the info but he left it at his home. She called to make sure he was going in the right direction and was taken care of. Thank you thank you thank you!

**Rosalyn**

There was a orange cone blocking the entrance of the garage. I was taking my 8 year old son to the airport to travel with Grandma. Roselyn removed the cone and allowed us to find a parking spot. Thank you!

**Tim West**

The Avis van left us at the lower level of the St. Louis airport where there were no wheel chairs available. My husband managed to get to the elevator and when we got off Tim appeared and helped us through check in and took us to Admiral's club. When our flight was delated again he continued to check on us and after appropriated time appeared, took us to the gate and arranged with another man to wheel my husband to the plane. He was the best wheelchair assistance we have ever had! He is a kind and thoughtful ma

**Lalani Alvaret**

1. Being confused that the Delta arrivals were not posted on the board Lalani noticed my disappointment in the system failure. She not only assured me about the flight I was waiting for.
2. She escorted me to the Delta counter. After receiving the needed information to meet my seven month pregnant daughter, she accompanied me back to the proper area. Her help was greatly welcomed.

**Rowland Brown**

He was so kind & considerate of my needs. I didn't have change for \$100.00 to give him a tip & he said, I don't do this for tips, it's my pleasure. I was impressed!

**Dearest Wynn**

1. Mr. Wynn was so pleasant and accommodating when transporting my husband and our friend following their stem cell procedure on their knees. He was not only very helpful, but also very courteous!
2. Wyn pick me up- along with fellow passenger and pushed both us thur airport to our Delta boarding destination. He is courteous, kind, very professional, positive and polite. He made our experience at the airport amazingly easy and pleasant. He spoke to everyone as he whelled us to our destination. I was pleasantly surprised by his postive and caring demenor. He was a joy! We need more people in the world like Mr. Wyn!
3. Mr. Wynn was very professional and courteous. I really enjoyed my 5 minutes with him.
4. I arrived 3:00 am for a 6 am departure with 3 Rottweiler dogs - 1 cat - 4 pieces luggage and a wife for long trip to Alaska could not have done without his help, he stayed with use until fully checked in at least a hour, and he was a veteran and very pleasant to talk to, great asset to the airport

## **Tion**

Most polite gentleman to assist me ever, Fantastic customer service. Not easy to find today, he met us when we arrived introduced himself 1st time ever extremely courteous on my way back return flight home United 7:15 when I returned from restroom Tion was there to greet me.

## **Air Canada**

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### **Jeff Miller**

Mr. Jeff Miller - St. Louis Air Canada / Mr. Justin Robles - St. Louis Air Canada, both for their assistance to the customer, professionalism and positive attitude, as well as Jessica A. Black Public Information Officer St. Louis Lambert International Airport, for the incredible assistance she offered to me today when I was in Sao Paulo, Brazil, struggling to retrieve my luggage. They all deserve the deepest recognition! Thank you! As I said before, they all three are highly professional in their knowledge, attitude, and willingness to serve and assist the customers. Congratulations for having such distinguished and knowledgeable personnel.

### **Justin Robles**

Mr. Jeff Miller - St. Louis Air Canada / Mr. Justin Robles - St. Louis Air Canada, both for their assistance to the customer, professionalism and positive attitude, as well as Jessica A. Black Public Information Officer St. Louis Lambert International Airport, for the incredible assistance she offered to me today when I was in Sao Paulo, Brazil, struggling to retrieve my luggage. They all deserve the deepest recognition! Thank you! As I said before, they all three are highly professional in their knowledge, attitude, and willingness to serve and assist the customers. Congratulations for having such distinguished and knowledgeable personnel.

## **Air Choice One**

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### **Angela Smith**

I was disappointed to know my flight was to be delayed 2 hrs. However, my complaint to Angela Smith on the "front line" she remained professional, calm & pleasant delivering this unpleasant news.

## **Airport Authority**

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### **Orangella Bittick**

I am a Saint Louis County Mechanical Inspector who was assigned to inspect the inflatable amusement devices at the STL Day on the runway event. The airport supplied temporary generators for the event, and the safety requirements required the generators to be grounded. I phoned Mrs. Bittick off hours for assistance. Mrs. Bittick helped me contact the Electrical Shop team on duty, and they came out and grounded the generators. The inflatable amusement devices were able to be approved for use for the event, and for her help I am nominating her with Catch Us Giving.

**Amanda Jefferson**

I just wanted to highlight one of your employees for being so wonderful with our 2 year old daughter. Your employee's last name was Jefferson and I think her first name was Amanda (but I couldn't get a good look at her badge). Our 2 year old, Avery, was throwing a tantrum of a lifetime, face down on the airport bathroom floor. Ms. Jefferson came in and was immediately able to calm her down, gave her the sweetest talk about how beautiful she is and informed her that pretty girls don't cry. She sent us on our way, smiles all around. Please pass on our thanks!! It turned our day around and she clearly was going above and beyond.

**Tina Rein**

Beautiful landscapes and planters

**Airport Shoe Shine**

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**Phil**

It is always a pleasure to visit with Phil. He works hard, and always with a smile on his face. His positive outlook with life and strong faith make visiting him when I'm at the airport a joy. His laughter can be heard from afar and it will make all people around him smile.

**Leroy**

Leroy gave me a great shine, great conversation and he was very upbeat and positive. I enjoyed the experience!

**Alaska Airlines**

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**Alvin**

Alvin showed patience, kindness and politeness as I was needing to switch flights. I was able to catch an earlier flight home avoiding a four hour layover in Portland late at night, YAY Alvin!!! Thank you

**Joshua**

Joshua was extremely polite and kind and helpful when we were checking our bags.

**Travis**

1. My daughter (15 ½) was flying by herself for the first time. Travis went out of his way to give us recurrence of we seemed to need it and even pointed the best window to watch take off. Travis exhibited a high level of professionalism, efficiency and, kindness toward each of his customers. Just wanted to let you know well done!
2. Super cool- real nice- professional, helpful kind obedient sharp God Bless

**Victoria**

Was above the typical Alaskan pleasant employee

## **American Airlines**

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### **Arianna**

We are in our 80's and Arianna came to our rescue . She had a lovely manner and was very helpful. We have been Customers for over 40 yrs. and we appreciate AA treating us so well on this occasion.

### **Belinda Wilborn**

I came to the airport with one bag weighting 67.5 lbs. for my international flight only to learn that American does not honor Qatar's international baggage allowance. My bag was filled with children's vitamins, prenatal vitamins, clothing & books for the poor in Dhaka, Bangladesh. My weight overage was going to take \$250.00 for the extra money that could instead help the women children in Dhaka. Belinda patiently offered several ideas. She was incredibly kind, understanding and helpful. She noticed my computer bag and suggested shifting the vitamins to it and checking that bag. We had the perfect solution at last! I am very grateful to her and hope she will be blessed in return for the poor in Bangladesh!

### **Carlos Tadros**

Due to Thunderstorms our flight was delayed by several hours and connecting flights were missed. This of course caused a lot of upset, frustrated and confused travelers. Carol very calmly and professionally helped every traveler. She helped everyone recall their luggage as needed or reroute it to new flights, print new boarding passes and reschedule travelers flights. She was able to handle the baggage of questions that flooded in. Carol showed amazing care and concern for even the irrate travelers and found common ground to calm the travelers. She was extremely helpful and calming in a very intense situation and preformed admirably. If like to thank her to turning a bad situation into a much more bearable ordeal. Thank you.

### **Dana Washington**

I was already so stressed out from missing my flight in the morning. I had to sleep at the airport in LAX for 7 hours before my next flight in St. Louis. By the time I landed, I was cutting close to my best friends graduation. When I rushed to the baggage claim, my bag got stuck. I was looking around and talked to an employee that told me to wait. Dana saw that I was nervous and I told her I was in a rush for the graduation and she quickly helped me. I thought she was very kind and helpful. Honestly I had a bad experience with my flights and all so it was very nice of Dana to help me. This is the kind of customer service that should be at all airports and Dana is the example of it. Thank you so much for helping me Dana!! this made me appreciate lambert airport so much more!

### **Danette Weems**

1. Danette assisted us in transferring our golf bags last minute to another flight. Very pleasant and helpful!!!
2. Danette went beyond the call of duty for me due to the inclement weather in St.Louis. Already checked headed to Chicago. But in reviewing the flights out of ORD. It was inevitable that we would not make it out of Chicago to our final destination BWI. So our flight was change to route us through Charlotte. Danette immediately contacted baggage had them remove the bag had new baggage tickets made. Her expertise, her smile made our trip worry free. Job well done!



### **Felicia Gillespie**

1. I arrived at STL on American Airlines Flight 323 from DFW. I was exiting baggage claim when I noticed that I had misplaced my laptop. I was directed up stairs to the ticket counter. I explained my dilemma and was referred to the supervisor/team leader on duty. I believe her name was Felicia (I hope I'm correct, but please try to locate her based on the date and time). I was distraught and Felicia calmed me and assured me all would be fine. I told her that I was pretty sure I left my laptop in one of the restrooms, but could describe where it was. She asked me to have a seat while she checked. She came back later and told me that she searched three restrooms and spoke with the attendant, but no laptop. I was beside myself because the laptop did not belong to me. She offered to take me to lost baggage and directed me to the airport police department. She is one of the most patient people and calming people I've ever encountered. She said that in most cases things turn up a few hours later. I was doubtful, but in the end, the laptop and I were reunited. Upon leaving Saint Louis (AA Flight 2810 at 1140), I found her to let her know that I had the laptop. She was just as excited as I was that everything had worked out. That experience will forever hold a special place for me, because although I was not weeping, moaning, or shouting, she knew that it was important that I find my item. Her customer service skills are exceptional and I only regret that I did not get her full or correct name. I am hoping that she will receive some recognition of how much this meant to me although, I can tell that she loves her job and needs no such validation. If you locate her, please tell her to continue to be herself and that STL and American Airlines are fortunate to have such a great staff member.
2. Felicia was kind, helpful and attentive to making sure our departure with children and a wheelchair went smoothly.

### **Gayla Zerr**

Gayla was very nice

### **Jeff Coleburn**

My experience started yesterday with AA. It was fraught with unmet expectations and disappointment. However when the dust settled and I met Jeff Coleburn here in St. Louis the world began to change. He listened patiently and effortlessly offered \_\_\_\_\_ spirit resolution to my travel issues and in fact saved my business travel agenda. Had I not met Jeff today this would have been my last time traveled with AA. He is simply the Best...promote this man!!!

### **Jim Marino**

Jim and his family welcomed us to the country and made our whole stay so much more fun and a lot easier. He is generous, thoughtful and happy to spend time in the service of others. Top class guy.

### **Lauren**

She worked two hours trying to get me home, after a cancelled flight the night before by AA, then again this morning with Air Canada. After cancellation of Air Canada flight, still trying to get to work, the AC front desk was being taken care of by United Airlines employees, who then booked me on one of their flights still trying to get to Toronto. I finally decided I just needed to go back home and Lauren worked with both Air Canada & United personnel which was being difficult to work with but, she was successful in finally getting me routed back home. She definitely went above and beyond for me!! She had great customer service!!

**Nikia Davis**

In my past as a Gold/Platinum traveler member, I always loved the customer service of AA. Over the last 15 yrs. I have travelled less. Now my interest and requirements to travel has grown. I came back to AA today with expectations of the same wonderful service I had received in the past. I was really disappointed then I met Nikia Davis. She restored my faith in AA. She was simply wonder of customer service possible simple and only because of her . I plan to continue to exclusively use AA when possible for my travel needs. She is pleasant, polite, knowledgeable and helpful. She is just the best.

**Norma King**

We needed to change flights and seats. She was very patient, very nice, and very professional, explaining to us the protocol as she was working, always w/a smile on her face. Airports are stressing, and it's great to bump into employees like Norma.

**Peg**

Our flight was cancelled & we were traveling under 2 separate reservations. Peg did a phenomenal job re-routing us all together on the next flight out to our same destination airport. Thank you! You were awesome!

**Ralph**

Ralph was both helpful and happy to work with. We had six bags to get to Sydney, Australia, and he did everything for us. Every company needs employees like Ralph!

**Richard Carvel**

Richard provided outstanding customer service. He is kind, helpful, efficient, accommodating & greets you with a smile. "HATS OFF TO RICHARD" for a "JOB WELL DONE" Richard is very conscientious, cares about people . Also Danette & Gary, Herschal provided outstanding customer service on 04.17 & 04.18, 2018

**Romunda Newman**

Romunda spent nearly 45 mins to one hour helping me with my flight reservation & SATO military travel. Several events made it richety, difficult. However Romunda remained professional, calm, looked for answers, and had a smile on her face. Excellent customer service is the only way to describe her! Thank you Romunda.

**Scott Dixon**

I was trying to get on a flight to go to Dallas, and then had two more connections after that to go to London and then ultimately to Cape Town. My flight was delayed 2 hours, meaning I would miss the rest of my connections. I was then placed standby on another flight, which was delayed for 3 hours, and then I was told my only option would be to arrive two days later than expected by someone on the American Airlines customer service red phones in the terminal. I finally went back to the original gate desk to see if there were any other options and Scott worked with me for probably almost an hour to figure something out. Almost in tears from frustration, and panicking because I would be late for my business in Cape Town, he worked with me and tried every option he could think of to get me to South Africa on time. We tried finding flights going to other cities in the US, and then making up a new route completely, but then he even went to the next step and started looking at other airlines. He was able to find a way to fly me to New York with Delta, make sure I had a hotel voucher to make my long layover more comfortable, and

then make it on my original flight from London to Cape Town. When everyone else told me I would have to wait for the next day to fly, he was able to find a way to make sure I got to Cape Town on the original flight, meaning I lost no time and arrived as scheduled. I am so thankful for his help, and that he spent so much time and effort making sure I was able to get to where I needed to be on time when no one else would.

### **Sheryl**

We walked in, she walked up to us and helped us finish checking in. We had tried to pay baggage fees online like we had done on all our other flights out. She explained our website doesn't have that. She helped us do that, etc., very easily and very pleasant. Made our day!!

### **Tiffany**

Tiffany was an absolute champion for us today. Our cab ride failed us, the D lot bus took 30 minutes and we missed baggage check by 3 m minutes ( its one hour now btw) Tiffany calmed us down in a very professional manner and made it all better. She personally checked us in, shared kind words and assured us American cared....We Love AA! thank you from two that have a long trip ahead.

## **Cape Air**

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### **Patricia Davis**

I've talked to Patricia from time to time when I fly through St. Louis, and she is always nice to me, but, today she went above & beyond . My flight to Marion was at 6:57pm and I got in from a connecting flight around 2pm. I had checked on line to see if Cape Air had any spots available on an eariler flight, but no luck. However, when I asked Patricia' she quickly got me on the next flight! We laughed & talked, and people like her help take the stress out of air travel. I commend this lady for her helpfulness & cheer!

## **Customs & Border Patrol**

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### **Rodney David**

Rodney was genuinely helpful and kind. My husband feels a little uncomfortable having to use a wheelchair. Rodney treated him with such care, dignity and respect. After a long day at EWR and then being greeted first by someone who clearly enjoys his job and is great at it was a welcome surprise. I am nominating him because of how his kindness lifted my spirits and my husband's! He represented your airport very well. This is a small way to say "Thank you" for the big way Rodney Davis Employees #138553 does his job! No matter the position every job is important!

## **Delta Airlines**

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### **Brandon Watson**

1. Mr. Brandon W. attempted to book us on a flight after our original flight was canceled due to mechanical problems. Unfortunately we could not fly back home as planned original, but Brandon W. made my day pleasant, he was very kind and respectful.
2. Brandon helped us many times as our flight got delayed and with very kind, patience helped with clear information nice \_\_\_\_\_ warmth a gentleman and \_\_\_\_\_ staff.

3. Our flight to Minneapolis was delayed and we missed our connecting flight. He redirected trip, made sure we got the luggage tags back.

### **Brittany Brassfield**

Professional, kind and knowledgeable, just the person you hope to encounter at the check-in desk.

### **Creighton**

Creighton was friendly, professional, and went above and beyond what was expected to ensure me and my wife were both taken care of and prepared for our flight. He even took some extra time to double check and try to get our seats together, even though he didn't need to. It is these kinds of little actions that really make for a memorable flying experience.

### **Dan**

Dan was so nice, patient and helpful!!!

### **Erin Arnott**

After the check in kiosk made me reserve another flight, as the first flight would depart too late and I wouldn't get the second one. I have seen this and told that my first flight would be on time. She booked me on stand-by as my initial seat was already sold. In the end there was no seats left for stand-by but she was helping me as much as she could. Great service

### **Frank**

Frank checked our bags & suggested we have boarding passes printed even though we had phone app. He was very professional, pleasant & helpful! He is deserving of hearing about positive remarks. Delta is fortunate to have him as one of their employees!

### **Gaya**

My flight got cancelled and she tried to switch my flight multiple times, in the end I ended being delayed 7+ hours in STL. However her efforts were very much appreciated. Also, during the time she was trying to help she was helping her colleagues on other people issues. It was clear she is the expert and leader of that team.

### **Jacqueline Walker**

1. Very professional, passenger accommodating
2. Oversold condition on flight 4187 worked well with individuals who had missed his flight across the isle. Stayed calm when he was very upset.
3. Yesterday, I found out that my son had an accident. As soon as I heard of this, I tried to change my flight through calling customer service. I was told that because of the type of ticket I purchased, I had no options other than to buy a new ticket for over \$450 which was above my budget. When I found he may have emergency surgery today, I headed to the airport. The agent I spoke with at check-in told me she couldn't help me, that I had to go to the gate to see if I could get on a standby list. Upon arriving at the gate, Jacquelyn gave each person she assisted her undivided attention. She heard my story and immediately went into action. After not being able to change my ticket, she called a supervisor and received an immediate response. In less than five minutes, she handed me a new boarding pass for an earlier flight. She advised me where to wait and encouraged me to board the plane during pre-board so that I could settle in and ease my mind, to mentally prepare for supporting my son when I arrive. I asked if I could give her a hug and she willingly accepted. So often in this world, people are unable to think outside of

the box or to even consider alternatives to resolve a problem Jacquelyn didn't miss a beat. She immediately used her compassion and humanity to help a mom get home to her boy and showed her amazingly tender heart.

4. Jaqueline was one of the most pleasant and accommodating individuals I have dealt with for a flight delay resulting from weather delays in ATL. She went above and beyond making certain my bags would make it on my flight. In the unbelievable stress of the moment with countless individuals looking for revised travel arrangements she maintained a composed, professional and friendly demeanor. I am very appreciative and recommend recognizing her for her service.

### **John Cheatham**

John is a wonderful gate agent, keeping things lively, happy, positive and light hearted at the gate with his cheer and charm. He is the type of person that makes traveling transform from a chore into an experience. If Delta hired more people like him, their profits would skyrocket because people would enjoy traveling so much more. It's people like him that make all of the difference!

### **John Tyson**

John always has a super outgoing, friendly disposition! He is a welcome face to see when in a rush at the beginning of your travel experience! He refers to customers by name and shakes hands. He is a gem! We love John!

### **Karen**

Karen was stellar in her CS.

### **Karla Hill**

1. She has a wonderful positive attitude, joked and made a late boarding process go smoothly.
2. Karla gave the most upbeat, positive, funny welcome speech to all the customers on the flight and just seemed genuinely happy to help all of us! She loves her job!
3. Karla made a slightly behind schedule flight entertaining in the gate area. Bags were pink tagged ahead of time, boarding process was seamless, thank you to fathers for Fathers Day, jokes about random things, but the part that struck me was she called for a round of applause for the active service men boarding segment (which the gate area freely obliged). Thanks Karla for your positive attitude! It's definitely apparent you love your job!
4. Karla is very enthusiastic and gave us something to smile about
5. She boarded every one after many funny and different announcements
6. Pumped us up!! She was so positive. People were clapping and HAPPY. Great attitude. Made my day.
7. In travelling through STL for the last 7+ months I have had Karla as my gate agent a number of times. She is always pleasant and friendly, as well as, working to insure that our flight goes out on time. She is not shy for she encourages, cajoles and at times conveys a sense of urgency (which is often need for many of the infrequent flyers out there need a bit of a nudge) about getting the flight out and how getting the flight out on time is critical to people making his/her connections. Specifically on 4-4-18 my flight connecting through MSP was getting later and later putting my making connecting flight in jeopardy. On 4-4-18 Karla was working the front counter. She saw me and said she said I looked like something was wrong. She calmed me down and rebooked me right

there and told me not to worry that there were seats at the counter for me. She was right and I eventually got to SFO that night to join my family that had flown in from DTW.

8. What a delightful, fun, positive attitude. Employees like Karla make your day, and make travel fun. She embodies the STL spirit!
9. Karla is one of the most outgoing individuals I've met. She is the best and if she lived near me I'd figure out how to hire her from you!
10. Karla was extremely pleasant, thorough and most of all personable and warm and welcoming! She communicated clearly and efficiently to all passengers.
11. Karla made boarding a joyous experience!!
12. Karla with a K always makes everyone in the gate area feel special. She is one of the best I've ever experienced. When I see her I know things are going to go well. Yesterday I was getting ready to find a seat to wait for my flight & she asked why I was so early I told her I tried to get on an earlier flight but was told no... she was able to make it happen.

### **Karrie Johnson**

She was extremely helpful in getting my seat situated, extremely friendly from start to finish, made a bad situation because of a cancelled flight on another airline so much better... thank you Karrie

### **Katherine**

Through many delays and missing my upcoming connection in Cincinnati enroute to Baltimore. Katherine explained that I would be on Standby going to Baltimore if I took the flight to Cincinnati. She rerouted me through Detroit to a guaranteed seat to BWI. She went above and beyond and deserves to be recognized.

### **Kiona Glass**

1. I had a flight schedule change. Kiona helped me make the changes to get me. Thank you so very much.
2. Busted flight and she worked for 2 hours to re-schedule past her working hours.

### **Michelle**

She listened to my request and although it was a delicate issue, she solved it with enthusiasm and a smile all the time. And I suspect my issue was taking up time from her lunch time. She showed me that we still can have faith in humanity! Thank you to Michelle and to you for recognizing these deeds!

### **Sherry**

1. My daughter and her friend were traveling to Tel Aviv, Israel. Her friend checked in without explaining they were going all that way. Sherry made sure my daughter checked her bag all the way to Israel and helped her friend get her checked bag back so it went all the way to Israel also. This avoided them having to go get their bags and recheck them in New York
2. What a ray of sunshine! Beautiful inside & out. My sister and I noticed her greeting & assisting & welcoming the Delta customers for Delta then she took the time to speak to my sister who was having a hard time saying good bye- Sherry felt it and she shared a little extra love and concern. Just what the world needs. Keep it up Sherry we all need it! God Bless ☺

**Shoa Lu**

Ms. Lu was amazing! This happened in January but, basically, my luggage was lightly damaged upon arrival in STL from NY State. Ms. Lu told me the airline might reimburse me but offered me comprise in the form of a voucher. Super /kind, detailed, helpful, humble, did extra for my assistance.... An amazing human! Please promote J for Management consideration. The Best!

**Stephanie Powell**

After the check in kiosk made me reserve another flight, as the first flight would depart too late and I wouldn't get the second one. I was offered to get Delta comfort & for \$, but I brought it already for my first flight. She helped me getting the Delta comfort service for free!! Thanks!!

**Tom**

I had a very old lock on my luggage for which I did not have a key. Since my final destination is Berlin, with two stops in between, I wanted to put a TSA compliant lock on my bag. Tom quickly and efficiently and cheerfully saved the day by removing the lock. Hooray for kind, helpful employees!1.

**Tony**

Tony was so kind to look to see if my husband left a bag at the airport that should have been checked onto a flight to Minneapolis the day before. This was the first leg of my husband and children's international flight. After verifying that the bag was not in his possession, Tony gave me the number to the Airport Police Department. I want to let Tony know that the police did have the bag and I have it now. Thanks so much

**Frontier Airlines**

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**Brandon Young**

Brandon heard my problem of a bag that didn't arrive. He quickly applied and sprang into action checking various options, getting on the radio, and physically checking spots it could be located. In the meantime he continued supporting other travelers next in line by directing her to another service provider and problem solved an oversized package stuck on the belt next to claim 2 without ever directly from his efforts to locate my bag. Eventually he gave me a receipt and email w/clear expectations about the bag's return to my address . Overall kind, solution focused, and skilled multi tasker.

**Rob**

Rob was absolutely amazing. I accidently brought my invalid passport with my maiden name for my flight to Mexico. I got all the way to the gate without anyone noticing. Rob noticed and told me that I wouldn't be able to board my flight with this passport. He told me if I could get someone to bring me my passport within the hour he could ensure I boarded my flight. My dad rushed to get my passport and bring it to me at the airport. Rob notified his people at the frontier desk at the check in area so they could rush my passport from check in to the gate. Without his help I wouldn't have been able to make this flight. He is the hero that saved my trip. THANKS SO MUCH, ROB!

### **Ashia Savage**

I want to offer my thanks to Ashiya – she saved my day and treated me with world-class service! I left my bag on a plane as the airport was closing down, and I had no luck getting back to the plane as I had left security. Ashiya reassured me, got on the radio and was able to get the bag back to me through the carousel. My meeting would have been a total loss if not for her help! I hope that you pay special recognition to Ms. Savage, as she really went above and beyond to solve my problem!

### **Damion Brame**

Senior traveling alone. Got off 9 passenger plane. Was suppose to be met by wheelchair . No chair no assist. No info on picking up luggage. Instructed to go up stairs then down stairs then up again for luggage. Exhausted due to repeated flight delays. Flagged down Damion. He allowed me to set while he got all the info and obtained my bags. Took me to desk that called my shuttle and took me out to the shuttle bay. Good 110% service up and beyond. I was close to passing out when he showed up to save me. A great example of guest relations, give him a raise!

### **Michael Brooks**

1. I wish to commend "Big Mike" for the outstanding service he gave me yesterday, Sunday, April 8, 2018 at the American Airlines baggage check-in. He was such a friendly, outgoing professional. When he asked where I was going, I replied "St. Louis". When he pointed out that I was already in St. Louis, I told him that I was a bit confused because my Mother had died. He was so sympathetic and understanding, telling me about his experience with his sister's death. When he was done, checking in my baggage and getting my ticket as well as boarding pass, he gave me a big hug. That meant so much to me because it helped me to deal with my grief. Please convey my thanks again to him. He is a superlative employee and deserves to be recognized for his devoted service. He should also be given a bonus for his understanding of how to treat customers.
2. Big Mike took excellent care of me at Lambert Airport and very professional. I wanted to pass that along!
3. The first face that greeted me on my recent out-of-town trip was Big Mike. Leaving St. Louis on another rainy, gloomy Sunday (4/22/18), my mood was matched by the weather. I had not traveled alone in a while. My anxiety was internal as I tried my hardest to look like I had my act together. Somehow Big Mike sensed my need for a big smile and big assurance that my bags would be taken care of and my flights would be smooth. Mike's friendly, genuine attention to me in that moment meant the world to me. He chatted about where I was going and what I should do when I arrive. I found out a few things about Tampa and my mind was occupied with his friendliness. His final words to me were to "have a blessed day". Indeed I did. Literally from that moment on, my trip was smooth, connecting flights made without incident, and the sun shined bright every day! It all started with Big Mike. My trip sent me to Charolette S.C. and Tampa International airports. Although both airports were nice and warranted no complaints, no employee from either of those airports and airlines matched the genuine spirit of Big Mike. Makes me happy to know that many other folks traveling for many different reasons will be greeted with Mike's warm approach. What a blessing to have someone on your staff who goes above and beyond their responsibilities and truly takes care of his customers.



4. Your employee "Big Mike" was so very helpful, accommodating and pleasant as we checked in for our St. Louis to Los Angeles flight on 6-10-18. His humorous personality softened our attitude as he stated "oh you mean your 430pm flight that is now departing at 10pm?" And he proceeded to explain why the flight was delayed. He checked our luggage and reviewed our boarding passes and directed us to the security check area as well as our gate. What an efficient young man. In this day and age, when most airport personnel are "processors only", he made our situation very personal. I was a little distraught as I had just been to my dear brother's funeral and was quite sad and depressed.
5. I just wanted to tell you that the world would be a better place if there were more people like Big Mike! He made my day by his helpful & joyful attitude. He helped this weary traveler with my bags then made certain I knew where I was supposed to go. He put a smile on my face with his kindness. His customer service was excellent & he went above & beyond & I know cause I travel a lot for my job. You are lucky to have him working for you & I hope you appreciate him as much as I did.
6. I wanted to write to express my appreciation for the aid given to me by BIG MIKE. I had no idea that my flight had been cancelled when I tried to check in my bag at the airport. My people had just driven away and I discovered that my phone wasn't working. BIG MIKE rescheduled my flight, called my people to bring them back using his own phone, and he found a place for me to sit and wait for their return. He definitely was my guardian angel!
7. Just a quick note to let you know what a pleasant experience I had today when checking my bag for an American flight from St. Louis to Los Angeles today. Big Mike was professional, courteous and kind!
8. Just dropped off my mother in law for a trip to Prague. She was very nervous, and Big Mike was absolutely fantastic. Friendly, professional, reassuring, and made sure she knew exactly where to go. You are lucky to have him on your team.

### **Niesha Wiggins**

1. Niesha was amazing! I received a call the night before my flight that my grandmother was in liver failure, my plane was delayed which made me late arriving to STL. She not only helped me get to the right terminal, she helped me make sure I made my plane with my luggage. She was a blessing as I was completely emotional trying to make my flight to be with my grandmother who was slipping away. I can not say enough nice things about Niesha! She truly made my experience in Saint Louis and I will plan to continue to fly in and out of Saint Louis due to Niesha and her kindness and willingness to make sure I made my plane.
2. Niesha was very pleasant and helpful. She treated me & wife with so much respect. Not only did she assist me in my walking to the plane, she also stayed with me to find some much needed food! She made me feel welcomed and worthy of attention. She represented the terminal with dignity and professionalism. While some of my escorts were more concerned with the signs of the tips I gave them, Niesha was dedicated to my comfort, well being and, security. I am thankful that you have provided me this way to express my appreciation.
3. First time I flew Alaska Airlines from Portland to St. Louis and back a few days later. There were 5 seniors citizens in our group 2 in wheel chairs. Your ground crew, Miss. Wiggins, & another gentleman waited at the restroom and took us to a restaurant and came back one hour later when another friend joined us from another flight and took us where we needed to go. We had rented a car. Will fly Alaska from now on.

### **Pearlie Coleman**

1. I'm writing because one of your employees, Pearl, a wheelchair attendant was a great comfort and help this evening. When my flight was cancelled she was very kind and helped me be reasonable about the situation. She was knowledgeable about the airport and helped me maneuver a difficult situation. I appreciated the wheelchair service very much and thank you for recruiting such amazing staff.
2. I was traveling with someone using a wheelchair for the first time. Pearlie greeted us with a smile and made us feel safe and comfortable. She is an amazing employee and person!!
3. On May 2, 2018 my plane was 6 1/2 hours late getting into St. Louis. I had traveled from Alaska and was very tired. I had wheelchair assistance and this employee was there to rapidly help me from the plane and pick up my baggage She helped me go to get in contact with my family who had been trying to pick me up for hours because of her wonderful customer service.

### **Tony Mosby**

Tony went out of his way to help me get around the airport after retrieved a wheelchair and took me to luggage return. He was very kind and a great sense of humor.

### **HMS Host**

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#### **Ali**

Ali was very friendly and extremely helpful in serving us. His cook was also accommodating in handling our custom order.

#### **Amanda**

Amanda was genuinely kind, polite & above & beyond her service. She was attentive but not obtrusive.

#### **Ashley Moore**

I had a fantastic experience in the airport (Lambert) overall. Ashley was so friendly and kind to everyone with a smile and she could have been more professional. She was warm and genuine! Keep up the great work Ashley! She was truly a blessing!

#### **Barry Binner**

Barry made me a wonderful breakfast I was leaving out of town on a long flight and he went out his way to prepare my eggs just the way I like them. He even checked on my table.

#### **Cortez**

Cortez was very friendly and helpful. He honored food vouchers that another employee had told us we could not use. He also made a very good pizza.

#### **Crystal**

Really cheerful even when other customers were not. Great energy and accommodating

#### **Crystal Byrd**

1. Great Customer Service
2. Crystal was sweet and funny. She made our delay fun and enjoyable. What a beautiful personality!

**Cierra Woodson**

Cierra was warm in her attitude. Her welcoming tone & voice and smile were a good beginning of my day. I told her so. Thank you Cierra.

**Danond Riddle**

Outstanding service, pleasant, outgoing, suggestive, and knowledgeable about his product-calories etc.. (Egg Wrap). We have traveling since 2 am out of Phoenix & encountered a true kind soul. Simply pleasant and outgoing made the morning.

**David Porter**

My son and I arrived at Mike Shannons. Before our flight was set to board. I was also before the Resturant opened. David was setting the chairs and asked when they would be opening. David said in about 15 minutes. He notice the look of concern on my face and asked me what time my flight will be leaving. I let him know it starts boarding in about 35 min. Knowing it would be too close if he waited til opening time, David went ahead and took our order & promised we would get our food in time for boarding our flight. 20 minutes later we had our food in hand and made our boarding time w/time to spare. David could have easily turned my son and I away and told us were they werent open yet. But he did not, he went out of his way to ensure we were well taken care of. That shows me that Davis is a genuinely good guy and because my son got his hot wings, Davis was his hero for the day. Thank you David

**Deonna Galvin**

Great, great, great customer service. Very friendly, very positive. Fast service. Asked me how my day was. Treated other customers with great respect. Great employee

**Derek**

I always say the employees @ the STL airport are rude. Derek proved me wrong and was friendly, bubbly as can be. Stl Airport needs more of Derek. Thanks for making my day.

**Destiny**

My flight was delayed due to weather, I needed some food. I already walked to one overcrowded restaurant and left because no one helped me after waiting. I asked for a substitution of a turkey patty for a beef patty at Grounded, and I could see that was not something that had likely been requested before, but Destiny not only made it work, she followed through to make sure she understood my order and that the guys in the kitchen understood too. Then she double checked it before giving it to me, even though they were busy.

**Didi**

She was intelligent, connected and caring. Great smile and attention to detail. We shared more than a few great moments

**Dominique**

Dominique was very efficient at her job. She greeted everyone with a smile and got their orders ASAP. The entire crew had their act together and got the job done!

**Donald**

Donald made an otherwise unremarkable long travel day really pleasant. Professional & courteous and struck up great conversation. He informed me of a delay in the kitchen and gave

frequent status updates (& refills!) Model server & I hope you use him to train new staff on "How it's done!"

### **Evelyn Santos**

As I waited for my smoothie to be prepared I couldn't help but notice how clean & tidy her station was. No wonder Evelyn was wiping the counters, the smoothie machine (when completed) as she went along. It was a refreshing sight. Thank you Evelyn.

### **Hemaxi Pastagia**

1. Henaki was very, very nice, helpful and funny.
2. **LOVELY**
3. Great Customer Service every time I visit this locations
4. Hemaxi is great. Funny and helpful!
5. I travel every week. I stop and get Dunkin Donuts coffee each time I take off or come back to STL. Hemaxi is always so courteous and friendly. She remembers my coffee and has it ready for me. She always asks me how's my day & hope I have a good trip. Because w/her I am so relaxed before my trip

### **Jay**

Jay was an exceptional waiter. He was the only waiter who gave any attention at the restaurant as I was sitting waiting for someone to take my order. Other servers seemed very helpful but Jay constantly came over with water refills, delivered accurate order full of customizations and was quick when asked for the check. Jay was hard working, responsive and helpful!

### **Jennifer**

My wife and I were getting something to eat at Chili's Restaurant while waiting for our connecting flight #143 to Tampa Florida from St Louis. Jennifer waited on us and was very Professional, Friendly and Courteous. Our food was brought to us promptly and exactly as we ordered it. Jennifer is an excellent waitress and a rare find in an Airport Restaurant. We recommend Jennifer for whatever award(s) are available. She is very deserving

### **Judith Jones**

Great team work! Very efficient and friendly took the time to thank everyone in the military, for their service. Great job Judith! This Burger King Rocks!

### **James**

James noticed that I had my water bottle out and empty and offered to fill it for me while I waited for my coffee to be prepared.

### **Kelsey**

I fly out at least once a month and avoided the Brewhouse after previous times when I was completely ignored. Thought I'd try it again and I'm glad I did! 4 hour layover and Kelsey took care of me and didn't rush me. She even helped choose my meal. Fantastic customer service - thank you, Kelsey!

### **Kristian Edwards**

Such an excellent Server. Very efficient and cheerful. Also meal was very nice.

### **Leon Carbon**

A passenger asked Leon how to get to the T2 Metrolink platform. Leon walked her to the entry doors and showed her the way. He was coming back into the lobby and remembered he had an extra Metrolink pass in his wallet. He ran outside and caught up to the lady, and gave her his pass. Above and beyond just being a nice guy!

### **Leslie**

Pleasant, helpful cooks great egg sandwich!!

### **Meghan Hervi**

Megan went out of her way to make the long layover in St. Louis pleasant and enjoyable. She suggested food options at other locations and took the time to talk to me about the area. I will remember my time at St. Louis Lambert International airport fondly do to her friendly and professional demeanor.

### **Mikayla**

This woman is a professional. Very polite, respectable, kind and shows that she cares. I wasn't having a good morning, she managed to cheer me up just by doing her job without interrupting her work flow. We need more employees like her!! Awesome service.

### **Mike Abady**

1. Mike had a super long line of customers in front of him and he got through the line quickly and efficiently. He was very friendly to everyone he helped. He did a great job.
2. I have been traveling for work and decided to stop by @ Burger King. In the background I heard a male voice referring to his employee as "sir" and then that same voice asked his employees if they had taken a break. The response from the team was very positive and from an outsider I could tell this manager had a good relationship w/his employees. That manager later passed by my table and asked how my food was he even asked if he could throw the trash away. Mr. Abaely goes above and beyond not only for his customers but most importantly for his team.

### **Monique Byrd**

1. Monique was the first employee we had contact with. She was cheerful and very helpful to us. I nominate her for airport employee.
2. She was friendly, fast and full of energy. My family was dead after a long day of travel, she brightened our day!

### **Montrell Burch**

1. It has been years since I have been to Burger King and I am unfamiliar with the menu. Montrell was pleasant, polite and patient. He took his time to describe menu items and options to me. All the while he had the most wonderful smile. He is the most pleasant airport food service employee that I have ever encountered.
2. Montrel was very friendly & pleasant & polite despite being very busy.
3. After a miserable day of traveling with my family (waking kids up at 4 am for travelis the pits), Montrell's friendliness and smile was so very welcome! Enough so that we felt compelled to write his supervisor. A positive attitude seems to be a lost art in the service industry; burger King and STL should both feel blessed to have a representative like Montrell.

4. I go up to order from burger king Montrell is there very positive and waiting to take my order and then he slides in a free drink. He was very so amazing. My friend and I each tip him \$5. He was very gracious and told us to get a cold free beverage. It was amazing he is so nice, positive and deserves this award. Please We need more people like him . He is always smiling and happy. Montrell made my day. Kindness is contagious!

### **Natasha**

1. Natasha has great customer service. Very good employee.
2. She greeted us, asked what we would like & then her coworker suggested different items, while being kind & happy & welcoming. I would gladly hire her at my company

### **Quina Skylin**

I first asked Quina where the high chairs were. Instead of directing me to the location of the chairs, Quina came out from behind and spent a few minutes locating the chair herself & personally brought it to my table. Being a mother of two children, this act of kindness really meant a lot to me. After finishing our meal, my 2 year old son made a scene \_\_\_\_ to eat his food. ! Quina again came to my rescue & helped calm my son down . She made my day that much easier by helping me take of a potential meltdown from my son. I can't say enough good things about Quina. She was such a pleasure to interact with. CPK should be proud to have such an associate. I just wanted to write and say Thank You!!!

### **Rhonda**

Best bartender ever

### **Roy Taylor**

Roy Taylor went completely out of his way, to make sure I get my food despite the fact that it was past their Norma business hours. He caught me walking away and asked me to come back and went ahead and took care of me like family. Made a huge impression, I want to come back to St. Louis just to visit three King's again.

### **Ruth**

It was very early this morning as I ordered a quick breakfast, but was helped by one of the most friendly, engaging people - Ruth. She was smiling, positive, friendly, efficient. As I spoke with her, I learned she had been here overnight - which made my respect for her energetic attitude even greater knowing she was at the end of her shift and had been there all night! Ruth deserves recognition for how much of a positive impact she had on my day. I am grateful to her!

### **Samantha Hammock**

1. Samantha went above and beyond to be especially kind, thoughtful, and respectful to all patrons during a very busy lunch time rush! She did everything with a smile on her face, and really helped everyone have a positive experience.
2. Samantha is very social, loves to interact with her customers, and loves to hear about what part of the country they are from. Overall, a very positive experience that exceeded my expectations. She was kind of enough to take photos of my girlfriend and I, and kept on making sure that we were doing well.
3. Samantha brings a positive attitude to everyone she serves. It's refreshing to have outstanding customer service with a smile.

4. I always come to see Sam because of her attitude , positive energy and high level of customer service. She should be in a customer service training video and receive compensation for her amazing ability to brighten anyone's day
5. Samantha gave us a beautiful smiling face with a welcome greeting as we came in the 1876 Bar. She made us feel welcome and want to stay, even though there was a snag and they weren't serving food. Remembering Samantha will make us smile too.

### **Shamekka Dabas**

Shamekka is amazing! She is so fast. I watched her as I stood in line. There were 3 people in front of me. In one case she had the order ready before the customer was finished at the register. The other orders were ready in less than a minute after the customer had paid, including mine. My wrap was excellent. Her speed did not impact the quality. I complimented her and she was very nice and gracious. She deserves a raise!

### **Sharita**

Shatira was our server at Chili's, she had a smile on her face whenever she spoke to us. She was extremely helpful and kind to all of us, especially my parents in their 80's. It was nice to see a young person with a nice attitude and good work ethic! Thanks Shatira!

### **Tamils Patrl**

What an absolute delight to have someone in the service business treat you with a genuine smile and fun friendly attitude. Made a leave St. Louis with a great midwestern attitude

### **Tony Little**

Went out of his way to get me a to go cup.

## **Hudson News**

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### **Ali**

I purchased water from the store across from Dunkin Donuts by gate A18. While checking out, all of the cards in ny wallet fell out. After returning to my gate, Ali found me and returned a card that I had missed. Ali went out of his way to ensure that my card was returned to me and I am very grateful to him. What a wonderful example of a trustworthy and considerate employee.

### **Amber King**

I, was looking for wireless ear buds. She showed me what she carried and then began to share the great experience she had with hers: Power Beats 3. She proceded to let me know how esay they were to use and how she used them at the YMCA and how in addition, you could tell how much they meant to her because she said she spent her own money on them. We thought she was charming. She did such a great job, I had to buy them. She was patient, courteous and kind.

### **Arceli Francin**

Arceli was most friendly employee I've encountered in an airport. She provided me information far beyond her immediate responsbity. Thanks!

### **Dagmawit Assaminew**

Apoligies this note is late but Dagmawit Assaminwe spent over an hour helping me pick out a sweater for a trip. She new the inventory 120% and gave me excellent feedback about look (when I tried something on), and flexible ways to style the long wool sweater. She was extremely

smart, sharp, preselective, patient, helpful and kind. She is a phenomenal , and your airport is very lucky to have Dagmawit!

### **Denise**

Denise went above and beyond to help me find, and then improvise, what I needed! She was friendly, kind, and cheerful: just what a traveler needs after a long frustrating week (and morning). Denise is a great employee, and I nominate her for Employee of the Month! Thank you, Denise, for helping me out, bringing a smile to my face in the process!

### **Elona Paraham**

What an absolutely kind, helpful and beautiful sales lady. She was a breath of fresh air on my layover and I ended up spending over \$100.00- mostly because she was just so pleasant! She's a role model for customer service.

### **Eva Brun**

Love the shop & Eva was a delightful, knowledgeable sales person. Was able to guide me through the bulk candies to find what I wanted.

### **Gedian**

As I wandered around the store I noticed how friendly the gentleman was to all customers, he made friendly conversation with everyone and was very approachable. I bought a universal socket to charge my laptop not realizing it wouldn't work my European device. Gedian was so very helpful. As a solo traveller it made a huge difference to my travelling experience at STL. Thank you so much. I hope I got your name right. Keep up the great work. The world needs people like you.

### **Haregewoin Wolde**

1. Great customer service. Very friendly asked inquisitive questions. Made me feel welcome and appreciated. Great asset to your company and the airport.
2. I travel monthly and frequent this shop. Haregewoin always greets me with a smile, is very helpful and has become a friend of mine. Always works hard.

### **Iran**

Made my day

### **Kevin**

1. Kevin wasn't on duty, but came over to help me find a headphone adapter, then helped me get the device setup. He was very friendly and generous with his time. It was greatly appreciated!
2. Kevin went above and beyond to make sure my unique needs were met. He took the time to understand what I was looking for and was extremely friendly and helpful.

### **Lilia Beng**

I was catching a red-eye flight from St. Louis to Houston to Jacksonville, FL. Trying to save money, I did not check a bag, but had a small carry-on luggage. Luggage that my family has been using for 8 years. Unbeknownst to me, one of the side pocket had my son's pocket knife from Boy's Scouts in it. Flagged in security, I walked upstairs and stood in line (again) to check one bag, United charged \$25.00 to check one bag. I could buy a new pocket knife for that much. I declined checking my bag. I could throw it away, but I asked Ms. Beng if she could hold it for



me for 10 days. She said she couldn't do that, but she had a solution. She created a strong envelope, I addressed it to me gave her \$5.00 to mail it and ran on! Second security check, ran to my gate, and and boarded just before they closed the door. Thank you Lilia Beng!

### **Senait**

I have been flying through STL for five years, almost always in terminal 1. Senait has been a bright presence for as long as I can remember! I have never seen her be anything but kind and friendly, even to customers who were not nice back! She deserves ALL the rewards!!

### **Tagista**

checking out customers very quick at the cashiers stand, even using both Registers. Very kind. Works through customers very quickly and is very friendly. I accidently put on the same hadick before but saw the lady's nametag

### **Yadeshe**

Greeted with a genuine smile, helpful at check out.

## **Huntleigh**

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### **Brandi Davis**

1. She was so helpful, happy, and kind! We were in the wrong terminal and she made sure our family made it to the right place. She gave us a hand with our luggage and took us to the shuttle and help us load up because we had 2 young children. She even played with them and kept them occupied during the wait!
2. Very pleasant experience with this young lady, very friendly person to talk to and helped getting to our destination. Give her a bonus.
3. Brandi was positive, joyful, funny, and helpful. She gave good direction to my blind husband and went above and beyond the call of duty! We can't believe she's only been doing this for two months; she seemed like a seasoned pro! Give that woman a raise!
4. Miss Davis is a bundle of positive energy. Flying is stressful. When Miss Davis smiled and engaged flyers with warmth and joy it makes everyone in a better mood, even those who she is not directly assisting. The world needs more more people like her.
5. I was warned by a church member that I would hate St. Louis airport to our surprise everyone was nice. But Brandi was so extra nice both times. I met her. She was super nice. She has a super nice personality and made me feel extra special. Can't say enough about this lovely lady. She deserves an award!
6. I am not the recipient of this good act, but every day I am in the airport I witness this individual escorting passengers in wheelchairs have never seen anyone smile so much and she is laughing and, joking, speaking to kindly to her passengers. I think the harder she works the more she smile and laughs. She always seems to be laughter and cheer to her passengers. This is not a one time thing... I have seen this woman many times.
7. Watched this young lady helping others. She was amazing. Kind, cheerful and stopped to help anyone she was near. I was impressed
8. We need more people like this: We were sitting waiting at the gate and as a plane disembarked Brandi was pushing two wheelchairs, but smiling & cautioning people wheelchairs coming through- watch your tooties! I remarked to my husband how cool it was to see a person who brought joy to a job that could be thankless, & I would nominate her for undercover Boss. Thank you Brandi!!

9. Brandi is si excellent at what she does. She was responsive/attentive to her wheelchair person & made her feel beautiful & valued in a \_\_\_ timely manner. She does a great job. I noticed this as a by starter walking to my gate, give her a raise.
10. Brandi went out of her way to help me. I use a walker and I don't come to airport very often. I was scared and she went out of her way (she was assisting someone else) to help me navigate the secutiry lines. She is an awesome employee & exemplifies excellence at work.
11. Miss Davis was transporting a senior citizen and helping him stop for lunch and ordered for him. Talking him through the menu and was patient and helpful to him. After ordering she slowly navigated the crowd space of other diners with kind and loving words to make sure all were safe.
12. I observed Brandi to be very comfrotong to a woman who was becoming anxious about going through the metal detector after being told to remove her laptop from her bag to place it in another container by another agent (who was rude to all) and was also having to make sure her cat wasn't seperated from her. Immediately afterward, I observed Brandi to be very kind to another older adult who was being assisted in a wheelchair. What asset!
13. I was warned by a church member that I would hate St. Louis airport to our surprise everyone was nice . But Brandi was so extra nice both times. I met her. She was super nice. She has a super nice personility and made me feel extra special. Can't say enough about this lovely lady. She deserves an award!

### **Brandon Brooks**

Brandon did everything from start to finish, well mannered and kind

### **Bryan Bomar**

1. A very personable young man who carted two wheel chaired persons through TSA and to the end of a long concourse. Bryan was very professional as well as friendly. He exemplifies all the good qualities to make Lambert passengers friendly.
2. Made my wheelchair needs a great experience. Polite, kind, courteous, and never stopped smiling. He's a winning example for Huntleigh at STL
3. He went beyond expectations. As a matter of fact we doubled the tip. He expedited us thru security. He also arranged for a wheel chair to be waiting for me in Charlotte, NC and Cleveland, Oh. Very polite & knowledgeable about the workings of the airport
4. Bryan went above and beyond with his service to my friend, Nancy, who needed wheelchair assistance. His kindness & great attitude are to be commended. God bless him!

### **Darnel Lathan**

I required wheelchair assistance and he was wonderfully helpful and friendly. We felt so bad because we didn't have any cash for a tip so please tell him that we appreciate him and this was the next best thing we could do to show it

### **Eric Stanford**

I travel a lot. I'm never treated as well anywhere else as I am at St. Louis Airport. The shuttle drivers are always very helpful and kind. Especially Odessa. The Southwest skycap guys are so upbeat and kind and smiling. I always leave feeling good because of their positive attitude. This is my favorite airport because of the staff.

**Gail Davis**

I'm a person that needs a wheelchair assistant. Gail had a great attitude a welcoming smile and made my trip more enjoyable, Thank you Gail.

**James Herrison**

James was able to bring my husband, who has Alzheimer's to our new gate, after he had an accident on our previous flight. My husband was being a little difficult and did not want to ride with the wheelchair, so James walked along side him the whole way. He stayed with us, along with Stephanie Stogh, to make sure we caught our next flight. Thank you James.

**Jamod**

Jamod was very accommodating to my disability. He was patient and provided me with a pleasant ride to my gate. He is the best I've had at any airport and I appreciate this service.

**Jerry Hammond**

1. Extremely polite and very courteous . Jerry handled two wheelchairs with ease & very, very helpful to my wife and I. A Great employee!
2. He brought a wheelchair to my family, helped us all get our bags checked and through security and everything we needed and he went out of his way to make sure our experience was as smooth as possible. Very sweet and helpful

**Kevin Townson**

1. Kevin met us at the SW check in & got us a wheel chair for my mom. He stayed with us as we checked in our bags and got through security. He walked us to the gate and helped check in the walker and got a pre-boarding pass. I have traveled with my mom a lot and I have never had such a smooth airport arrival process. It made our travel experience! My stress was reduced greatly because he communicated everything to us. Thank you very much Kevin! You are a very good example of a caring employee.
2. Kevin was polite, gracious and patient with my 94 yr. old mom.

**Michael Townson**

Michael was amazing getting my Mom a wheelchair and feting our pre board boarding passes, wheeling Mom and I through security, we could not have done it without him!!!! And all the while a smile on his face!

**Ozzie McLamore**

Ozzie McLamore, wheelchair assistance is a keeper, upward bound. Went above & beyond helping me, he was kind, humble & took care of me like I was his mother with a sincere compassion/love. Ozzie is an extradinory employee & he is only 19, this type of employee deserves your highest award. Not only was he tender toward me he took responsibility for stacking those grey bins while waiting for my purse & made me smile and made sure I always had my purse. He took pride in being an employee & owned it. Ozzie is an outstanding employee.

**Pattie Taylor**

I want to nominate Pattie Taylor. Excellent hospility she provided today. I'm in a wheelchair. She went above and beyond. To make sure were met. I'm a smoker. Next time I come to St. Louis I will personally ask for Patti Taylor.

### **Philip Coleman**

I need a wheelchair escort. I was also traveling with an infant. Phillip, carried my backpack on his back, pushed me in the wheelchair with one hand and my daughter in her stroller with the other. He insisted on pushing my daughter in her stroller, instead of having her ride in my lap, so that my daughter could have more fun, which she absolutely did. He then found my bag for me at the baggage claim, got us all out to the curb, and flagged down my husband who was pulling around in the car. Finally he got us, and my baggage, into the car in record time, which was greatly appreciated in the cold wind. He was also cheerful and friendly the whole time. He was amazing!

### **Shantell Gibbs**

Shantell Gibbs was extremely helpful, kind and considerate in assisting while I was being transported in my wheel chair. Her genuine care was very refreshing she is an ideal candidate for recognition.

### **Steven Walker**

1. Steven Walker is an "Above and beyond" exceptional employee. He is very professional and courteous in executing his duties. He is dedicated and very attentive. He also has a great attitude toward his job and uses his initiative wisely. We are very fortunate to have had the opportunity to work with Steven. Thanks
2. I had a walker and Mr. Walker ran to our car & helped me out of my car with all of my luggage & a wheelchair. He checked my luggage in & took me through security and on to my gate. It was all so hassle free because of Mr. Walker & quick. A huge thank you to Mr. Walker!! God Bless!! Much appreciated!!

### **Troy Edmond**

1. Troy saw three of us with my 89 year old mom seated for wheelchair. He whisked us through check in, baggage and security so fast and so cheerfully

### **Watoshi Shurn**

1. Outstanding service.
2. Kind, friendly and concerned service. I did not have to wait & was treated with kindness. Thank you.
3. Watoshi Shurn is a great man. Thank you.
4. Positive attitude answered all all questions made us relax on our a new experience with handicap.
5. Pleasant friendly very efficient . A pleasure to meet and "ride" with.
6. Most excellent, Watoshi always had infectious smile. He stopped @ bathroom & food to go. As a person w/disabilities, traveling is not always comfortable or fun. However your very special staff made me feel as if I was not a burden and made my experience so special and lifted my spirits. Whatever award is out there, he deserve it!!
7. Oh my Gosh! Watoshi was awesome!! He provided fast, courteous service, and was such a pleasure to spend time with. He made me feel as though I was of value...& he was pleasantly patient with all of my stops between skycap curbside all the way to gate 34. Thank you Watoshi.

## Information Booth

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### **Kim or Angie**

While traveling with 3 children and 11 pieces of luggage, one piece of luggage was lost at the airport. My husband was traveling overseas on Sunday, 6/24/18, and did not realize that a bag was missing until he reached his destination. He asked me to make sure he did not leave the bag at home. I then remembered all of the commotions from the day before and called the Information desk for the Delta Baggage Claim Office to see if Delta had our bag. The lady was so kind and said that she would walk my message over to the Delta Baggage Claim office to make sure someone called me back. Thank you so for doing that.

### **Millie Ocasio**

1. I flew from Atlanta to St Louis on Delta last night May 29th flight 1619. Our flight landed around 9:30pm. When we made it home we realized my Ipod, earphones and case were missing. I knew immediately that my husband accidentally left them on his seat on the plane. We immediately filed a lost item claim with Delta. In the morning I tried to call Delta but was only able to reach someone at their 800 # which wasn't much help. I called Lamberts lost and found # asking for a direct line to Delta in St Louis. They connected me to Millie. She explained that all phone numbers that are local for Delta are not given out to anyone at Lambert nor to the public. She suggested I come in to terminal 1 carousel 5 and speak to the baggage claim for Delta. I thought about that but I also thought about the fact I would have to pay to park and I may be told they never found it or no one turned it in. I ended up calling back again to a different # and Millie answered again. I explained that my Ipod had very sentimental meaning to me because my late father & mother both contributed songs to it. I began to cry and she knew how much this item meant to me. She took my name and phone number and said she would walk it over to an agent at Delta and have them contact me. When Jane from Delta called she said they were just looking at my item 5 minutes before she called me. I ended up crying again for the joy of knowing I was going to be reunited with something that means the world to me. If it weren't for Millie going above and beyond to help me my item probably would have been boxed up and shipped somewhere for Delta's lost and found to deal with later. I applaud Millie for her willingness to help me in a very kind and professional way. If I fly out of terminal 1 again I plan to find her and personally thank her. It is people like her that make a difference in my overall experience at Lambert International Airport.
2. I was about to enter security when I realizes I was carrying a key chain with a metal multi-function tool on it! This was a gift from my wife and I knew it would be taken away, from me as a potential dangerous object. I went to the information booth to ask if there was a store in the airport where I could buy an envelope and stamps. I told Millie the story and she produced an envelope for me. Directed me to an ATM that dispensed stamps and told me where the mail slot was located. I was able to accomplish all of this in under 10mins without jeopardizing my flight. Thanks to her I will be able to keep my Father's Day gift and my wife happy. Thank you Millie

## **OHM Concession Group**

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### **Brandy**

Brandy was on point with her service. She was professional and very hospitable disposition. Our party was well taken care of before our flight. We had a wonderful experience at the airport before take off. Thank you Brandy

### **Breasia Thomas**

1. You are very lucky to have a server like Breasia. She has a huge smile and excellent service. She kept an eye on the table and was always accessible when I needed something. She is an asset to your organization. I also overheard many other patrons telling her the same thing. You do need to work on your food. The burger was dry and tasteless and the chips were like cardboard and under seasoned. Despite the food, next time through St Louis airport I will stop to sit at Breasia's table.
2. Thank you for your bright and happy service.
3. Hi – just wanted to send a note that our server today, Breasia, was absolutely terrific and made our quick breakfast very easy and pleasant. Thanks!
4. Just wanted to pass along that we had a wonderful experience with Breasia this morning. She was an excellent server and we'll def be back because of her. Thanks.

### **Destinee Walker**

Destinee provided fantastic customer service to me and the others around me. She also went above and beyond for an elderly couple who sat next to me. They were concerned that about making it to their gate in time for early boarding but also wanted Togo's to take with them. Destinee recognized their concern and offered to bring their food to their gate. I watched in amazement as she continued to check the kitchen for their food while maintaining excellent customer service to the rest of us. It was incredible to watch her take the food to the couple just in time for them to board their flight. It's inspiring to see someone take such pride in what they do! For her record - the couple was short on time due to their own schedule not BC of the service of the restaurant. Thank You Destinee for proving that customer service does still exist.

### **Hemaxi Pasteigici**

1. LOVELY
2. Hemaxi is the best. Great Service. We love her. Best D/D employee St Louis Airport.
3. Great Customer Service every time I visit this location
4. I travel every week. I stop and get Dunkin Donuts coffee each time I take off or come back to STL. Hemaxi is always so courteous and friendly. She remembers my coffee and has it ready for me. She always asks me how's my day & hope I have a good trip. Becausew/her I am so relaxed before my trip

### **Joanne Alogavi**

She was so sweet! She came in front of the store to compliment my friend on her dress and then visited so nicely. People like her sets the tone for our whole visit.

### **LaDonya Lagron**

1. We ate at the St. Louis Airport Pasta house today and had Ladonya as our server. She was wonderful and I wanted to let you know that we thoroughly enjoyed her service and our experience. She was attentive, went the extra mile and made our meal amazing. Thank you for having such great staff!
2. Ladonya, at the Pasta House in terminal 2 at St. Louis airport was amazingly friendly, helpful, and provided me a Ohem Knell experience. She was a class act, and anything you can do to recognize her would be appreciated.
3. This trip had a lot of ups and downs. The positives,my waitress was amazing. Ladonya. She was kind, knowledgeable, and personal. Best service. The down sides was the food. The pizza I got tasted of disinfectant and I couldn't eat it. Which made me sad because the staff was so awesome. I will come again and try to food again BECAUSE OF THE STAFF. The genral manager was also very helpful,it was great to meet her and she seemed like a wonderful restaurant owner. Shelly was also very helpful and kind. Overall I will come again because of the staff and the amazing service I was given.
4. LaDonya, Bright smiling, happy to be alive. Made my day!!

### **Pamela Wyatt**

All three employees had the best attitude & very positive environment !!!! Thank you for the efforts

### **Roxanne**

Roxane is a delightful person keeping the restaurant flowing. She is engaging & goes out of her way to help all of her employees from hosting to setting up tables, answering questions and always maintaining a positive attitude with both staff & customers. It made for a very pleasant dining experience in her restaurant. We will definitely go back & recommend others do the same. Please acknowledge Roxanne for us. She is very deserving.

### **Shelly Zurosky**

1. Regarding your hostess that was taking orders under pressure . Just wanted to say we need more people in the service industry like her . They were rushed and my order took a little longer ( did not miss my plane ) But Shelly Zurosky was kind , diligent and awesome . Very kind and gracious under her pressure which was at the lunch hour . I hope she gets some recognition for something . She made me want to try your restaurant again in which I never had tried before . The hamburger was great . Very nice lady you have there . Thank you
2. We just purchased food-to-go from the Pasta House at Lambert Field. We ordered with Shelly Zurosky, Who was patient and amazing. Each of my children had special detailed requests, and addition to my questions about meal size and ingredients. She could not have been more friendly or patient with my children nor more helpful to me. What an awesome face to your company! Thanks for having her in a customer-facing position!
3. I would like to write a commendation about Shelly Z during my visit to the Pasta House at STL on March 30th. I ordered from the To-Go bar because I had to catch a flight. I ordered three yogurt parfaits and Shelly Z informed me that she did not have any in stock, but would go down to their partner restaurant and see if they had any she could bring over. She was very quick and within a few minutes I saw her walking back down the concourse towards me with a box of three yogurt parfaits She was very friendly, went above and beyond and provided exceptional customer service.

4. Shelly has the most pleasant attitude. I often bring my own lunch because of terminal prices, but when I see Shelly I stop just because of her. She's the Best. Pls. take the time to acknowledge her excellent hospitality
5. I wanted to take a moment to recognize an exceptional employee that I encountered last Sunday, April 15. I'm originally from the St. Louis area, and whenever I make my way through STL, I always try to stop at the Pasta House in the Southwest terminal for an order of toasted ravioli. I cut it a little close to my flight this time, so instead of dining in, I placed a to-go order, which is where I encountered Shelly. She was warm, friendly, and kind as could be—not to mention efficient! She had my order taken and fulfilled in no time at all, and it was packed to perfection. I sure hope the next time I'm flying through STL that Shelly is the one working the Pasta House To-Go counter—she's a fantastic employee and an asset to your organization!
6. I am emailing you to let you know what an amazing employee you have in Shelly Zurosky. Not only is she efficient and helpful, but she is also so kind. I've never had such good service at an airport restaurant. Don't lose her.

### **Travis**

Travis was the busser who took our dirty plates from us from our seats at the bar. He was VERY pleasant and asked us how we were doing and wished us a safe and happy trip. He looked like he was enjoying his job and did it with a smile. It was refreshing!! There needs to be more employees like Travis. He deserves this award.

## **Regency**

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### **Bridget White**

So nice helpful and made our 5 hour delay less miserable.

### **Chloe Collins**

After a flight from KC I stopped in to the ladies restroom I washed my hands and a very sweet young lady with a bright smiling face told me to "Have a wonderful day & enjoy my flight!" I was so surprised and pleased by her wishes to me. She was as friendly as can be. Thank you Chloe you made my day!! Needed to use restroom. Danny had just finished servicing the restroom. It was perfectly clean. You can tell he cares about doing his job well. I travel frequently, and the E terminal always has clean facilities no matter how busy it is. I took a picture in case you need it.

### **Jacob Girard**

He found and kept safe my cell phone and a great attitude. Thanks for having employees like Jacob

### **June**

June correctly observed that I was uncertain of which way I needed to head for my flight. I was standing looking around - I suppose looking like I was lost, when a cheerful June asked me if she could help me out - which she did!!



**Darlene Savage**

Greated with smile, allowed me to enter 1st, bathroom impeccable. Greatly appreciated after long travel day, already delayed by hours. Thank you Darlene for taking pride in your job! Wanted you to know it was noticed!

**Maggie**

I left my boarding pass and baggage claim tickets in the ladies room. When I returned to search for it, I saw Maggie and told her why I was there. She said a passenger had just found them and she had told her where to take them at a service desk nearby. Maggie was so pleasant and helpful. She walked me to the location where she believed the passenger had gone to. Sure enough the boarding pass and claim tickets were there. I appreciated her support and kindness so much. Please take time to recognize this hard working and caring employee.

**Michelle Williams**

1. Went to restroom and she acknowledged me with a polite and friendly greeting. It is so nice to have someone be friendly when you are newly in town.
2. Michelle was working hard keeping the ladies bathroom clean
3. She was cleaning the restroom empty a ton of trash and made an effort to speak to speak to me and ask me how I was ..... I was thinking wow cleaning a bathroom late night---! I would not want to do that!!

**Shirley Luster**

I'm not familiar with STL and needed help finding my way to the TSA screening area. Shirley stopped what she was doing in order to provide very clear directions. She was friendly, courteous and very helpful

**Taylor**

Taylor was so pleasant and helpful cleaning the ladies room. She has a very sweet demeanor & was very helpful to me. Please recognize her.

**Tia**

I arrived to pick my daughter and her baby and Tia was cleaning the ladies room. She caution me to walk carefully (wet floors) and when I commented on how clean the bathroom was she explained how she can't walk by a messy counter without wiping it up. She was hard-working, thorough and delightful.

**Marnice Purnell**

Marnice was cleaning the gate area and I thanked her for cleaning paper by my seat. We started talking about our grand kids and we had a beautiful conversation. This is a wonderful woman who is kind and wise! She was so helpful to me! Thank you for considering her outstanding!

**Yolanda Taylor**

Very polite gave greeting of the day. Lovely spirit. Smiling & inviting.

## Southwest Airlines

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### **Adrian**

Since this was our 1st time flying Southwest, my husband & I had a number of questions we flew from EWR & had & had a number of questions before going to BNA. I asked Adrian about open boarding & she explained the A, B, C categories & how to qualify for each. My husband is blind & I told her we preboarded in EWA & had a great experience. Prior to boarding for BNA she came over to us to make sure we were preboarded for BNA. She was very professional- yet friendly with all customers, even some who were rude. She thanked everyone as they submitted either paper or digital boarding passes & called them by name. Southwest is lucky to have her!

### **Amanda**

Amanda was amazing. I could not get out of San Francisco in time to get my connection from St Louis to Pittsburgh, PA. So that meant I had to stay overnight in St Louis. I was on my way to my Aunt's funeral. She was 95 years old. So I had to get money together for a ticket, etc. I asked for help with a hotel. Amanda graciously explained the policy for giving vouchers. She said she would check with her supervisor on what they could do. Bottom line they were able to help me. Amanda was finishing her shift and volunteered to walk me down to where I would get the shuttle for the airport. She was very sympathetic. It was over and beyond customer service. Thank you Amanda and Southwest.

### **Andrew**

After a day of cancelled flights & plane changes I was exhausted & really stressed. Andrew was very helpful in getting me a final leg of my flight. Thank you!

### **Antonio**

Bad flight situation. Antonio was level headed and helpful.

### **Ariana Perdona**

1. Ariana was pleasant, kind and sweet! She helped me out to rebook my canceled flight. I just want to thank her for her cheerfulness and beautiful personality and for kindly rebooking my flight and printing my tickets with such kindness!!! THANK YOU!!!!!!
2. We started off poorly because of weather delays. When the flight was delayed a second time and we wouldn't get to our connecting international flight we were told we could fly until the next day. We are staying in Cancun for three nights so this delay was going to cost us 1/3 of our trip. Ariana took a long time with us researching every flight possible and was able to get us on a flight the same day so we wouldn't miss a part of our vacation. So was so patient and wonderful she saved our vacation.

### **Athena Evans**

My experience started out negative I was having a problem checking in & asked for help. The woman was not friendly or very helpful & told me I should check in outside. Athena saw that I was having a problem & came up & walk me through the process. She made my day. She was very helpful & friendly. You need more employees like Athena.

### **Carl Withers**

1. Carl was of significant assistance during a medical issue that my wife had prior to our flight. He helped directly and notified medical responders quickly & efficiently. He was re-surring and kind which helped my wife recover quickly. He then got us on a later

flight which was a direct flight. He also got us vouchers for meals. He was a great help to us and is an outstanding Southwest supervisor.

2. My grandson Desmond, had a medical issue at the airport requiring intervention. Carl and his crew stepped up beyond the call and ensured that Desmond received the medical attention he needed plus arranged for me to make travel/hotel accommodations for myself to pick up Desmond from hospital. Carl stayed in constant contact with me. Thank you.

### **Carla Lee**

1. On 6/10 I was traveling through STL with my elderly mother (who has dementia, and very limited ability to walk). I had anticipated the Enterprise van would let us off closer to the SW airport doors than was the case. I was unsuccessfully trying to take care of Mom plus 4 luggage items, a recipe for disaster!!! I was unable to find a service person or wheelchair out on the tarmac and had to leave my Mom and luggage to go into the terminal to seek help. That was a frightening decision to make knowing how confused she could become!!! No one was at the information/service desk. I poked my head inside the Baggage Service door and asked if someone knew where I could get a wheelchair and help with some luggage. I briefly explained my situation. The individuals working indicated they would call the airport's contracted baggage service provider. Carla, an individual working in that dept., volunteered to actually help me get my Mom off of the side of the road and into the airport. She even helped me get all of Mom's luggage and equipment inside the airport. I want to tell you I will NEVER forget the kindness that individual showed to me and my mother! She never once made us feel like a "bother", rather we felt welcomed to the airport. She demonstrated all of the attributes and skills an employer could ever want in an employee. She was informative, helpful, knowledgeable, conversant, efficient and effective. I do not know if STL's Baggage Services is a Southwest Airlines division or Lambert Airport's division but I hope whoever is reading this email can make sure Carla's employer and/or supervisor becomes aware that Carla is an EXCEPTIONAL employee and ambassador for St. Louis!!! Thank you.
2. There was not a lot of passengers behind us Carla was patient to answer all of our questions and she had a warm and accomandating personility she was also very kind to our 12 year old who was celebrating a birthday.
3. Carla was particular helpful with changes that were needed on our boarding passes. She is friendly and hospitable and makes one feel very positive about the travel experience.

### **Carol**

Explained that we had to print our baggage tags & then check in outside was closed. Carol then gave assistance in securing tags. Very courteous and provided directions on procedure. Thanks Carol.

### **Christina**

She went above and beyond to help us switch to an earlier flight so we could fly with family. We went up at first and asked about seats and there were not enough available so she asked us to check back. About a half hour later we went back and she remembered us and had already checked and there were enough seats. She also went through the hassle of tracking down our bags and making sure they were on the right flight too. Such a great experience.

### **Cindy Williams**

Cindy was the most helpful Southwest agent we have ever had and we fly a lot with Southwest. She was incredibly helpful getting us a new flight since ours was delayed and so we could make our connecting flight. She also reached out to baggage to make sure our bags would make it to the correct airport. She even took the time to come tell us in the TSA pre-check line to let us know she was able to reach baggage and our bags should arrive in the correct location at the Tahoe/Reno airport. We appreciate her kindness, interest in our situation, and helpfulness throughout the entire process. She is a wonderful person with a kind heart and we think she should definitely be recognized for her wonderful effort and customer service. Thank you, Cindy!.

### **Clifton Ware**

1. Our flight from Chicago to Wichita, KS thur St. Louis was delayed because a light in the galley did not work. We missed our connection because of a stupid light (PLEASE) Anyway we have been here on my wife 60 B-Day stuck in this Airport until 9:40 So I thought. Now bad weather at this time has set us back till 11:30 and no guarantee at that. Anyway Clifton has tried everything, he was very pleasant and at least got us a standby for 6/12/2018. He was very knowledgeable and courteous.

### **Connie**

1. She was very kind, patient, & helpful in resolving an issue for me and my 8 year old grandson. She had a great attitude during the whole process. We appreciate her.
2. She was very helpful & kind & friendly. You need more employees like this

### **Crickett**

1. Cricket was amazing. Really helped on a very stressful day
2. I was unable to get a security pass to escort my daughter through because of my own luggage (flying out another airline). Miss Crickett met her and escorted her to her gate. I felt more at ease and I know my daughter did too. Thank you Miss Crickett for making it just a bit easier.

### **David Porter**

Traveling to Washington DC for Grandson's high schools . Connecting flight through Atlanta cancelled! Long wait in line w/others passengers but when I reached David. She could not have been more helpful or courteous!! Because she didn't hesitate , I was able to connect thur Denver & arrive for Graduation on time. Thank you Southwest!! Thank you David

### **George**

George was one of the nicest people I have ever met. Just being in his company and conversing with him while he printed a boarding pass for me (mine was on my phone) and checked my bag, was one of the nicest encounters I've had! He made me feel very important and treated me like royalty. He absolutely made my day! Wish more people were like him. personable, caring, cheerful, nice, and easy to talk to. I was so happy that he took care of me today! God bless him!

### **James Harrison**

1. James assist us getting a new flight out of St. Louis. Our flight was delayed with possibility of missing connecting flight. James transferred our bags, got us a direct flight with the same arrival time. Great job James!

2. James was a pleasure to deal with while we waited a ridiculous amount of time for our flight from St. Louis to Phoenix. He was polite and personable. And his professionalism in dealing with a drunk patron, which the St. Louis Brewhouse essentially dumped on him when they closed up. James assisted her when she could barely stand and also made sure that help was called as she was completely unable to take care of herself as she was extremely intoxicated. And he did all of this while still smiling and maintaining a positive attitude, even though I'm sure his day lasted a lot longer than normal due to the never-ending flight delays.

### **Jaime**

Jamie (employee #e54124) was AMAZING to my mom and I! This is our first time flying and we were a bit frazzled. She double checked our boarding passes to make sure they were correct. Thank goodness she did because I am a person of size and my pass was incorrect! Not only did she fix my pass, but she went above and beyond to help me get the refund for the extra ticket! She is an kind, bubbly, and overall just an exceptional woman! We are very thankful that it was her bright personality at the gate that day!

### **Jayla**

My flight was cancelled due to weather in Detroit. My gate had a very long line, so I call (800) # & tried but was advised I needed to speak to someone at gate. Jayla was very helpful to me, I was upset (I had been trying for 3 days to get home) I was emotional mess. Jayla was very kind, understanding & helpful!

### **Jerry**

Just super helpful & friendly!!!

### **Justin**

My Southwest flight was cancelled to get me home. He saw me crying and instantly was ready to help me get home. He found me another and booked everything for me. Made me feel comfort and like he actually cared unlike Southwest I cannot thank him enough.

### **Kellie**

Kellie helped us check in. She was very pleasant and helpful. She was willing to go above and beyond her job requirements, and it was obvious she is not afraid of work. The only problem with Kellie is that she made the TSA agents we encountered next look very bad by comparisons. Keep up the good work. Kellie ☺

### **Kerrie Keane**

Kerrie works mornings all the time and always has the brightest personality day in and day out. When people walk in to the airport and are tired, nervous, or just flat out scared; once they interact with Kerrie they're guaranteed a smile. She's a role model for what customer service should be across all employees!

### **Lewis**

I was in line waiting to enter security had my boarding pass and ID ready watched as Lewis check fellow customers thru when I helped a man get rid of a 1/2 water bottle. He did it kindly AND when my turn I asked him a question which he answered with a laugh and an honest answer. Made me me happy. THANKS Lewis for doing a thankless job!! Make it good!

**Lisa**

I was juggling my belongings & trying to print my boarding pass. Lisa came over, helped & even got a picture of me starting y trip!!

**Lu**

On Tuesday 4/24 I noticed I was missing a pair of shoes from my bag and I contacted Southwest. I spoke to Lu and she was very nice and helpful completing a claim form. Later she called me back to let me know she found them in the baggage claim area belt. She stated she would put me name on them and I could pick them up at my convenience. Today I am leaving to go home and I was able to pick up my shoes that she had put in a box to keep safe. I really appreciate her service and willingness to go the extra mile. Thank you.

**Mary**

She was very helpful and got me a better flight than I initially wanted.

**Meghan Sloan**

I booked our family vacation for Colorado . One of our sons was not able to go with us. His name is Brian Scheidegger. I called and cancelled his booking on 6/19 in the morning. I was told that Brian's ticket could not be refunded to our credit card which was fine and that he would have a credit of \$427.95. When we arrived at the St. Louis airport on June 24 for our vacation my husband and myself had already checked in and we're at the gate. When our children they are all adults checked in which by the way we had gone on and checked in early online. When my son-in-law David York arrived they did the check in at the kiosk his name came up and when they went to check their bags they told him that he did not have a flight. We found out that when I called in they canceled Dave York's flight instead of Brian Scheidegger's flight. Time was of the essence. My son-in-law called me explain the situation I went to the service desk at the gate and spoke with Megan Solan. I explained that there was no way that I would have canceled David York's flight and that Brian Scheidegger's flight was supposed to be canceled. She called the front desk where check in is spoke with a woman I do not have her name. I guess Long story short Megan work this out with the system got David checked in and they almost had to hold the plane for him to board. I know that Megan ask the woman at check-in to have someone walk David through security and she did not do that . David was the last one to board I did tell the flight attendant that he was hopefully on his way and he didn't make the flight which we were extremely happy about. If Megan had not given us the customer service that we deserve since it was Southwest airlines mistake David would not have made the flight and I'm not even sure what we would have done after that. I am nominating her for going above and beyond her responsibility . She worked fast and courteous which was necessary in this situation.

**Miona Phipps**

We wre standing at a gate looking lost and she offered us help even though we had not asked yet. She told us our new gate and was very friendly & helpful

**Quinton Donaldson**

Just started a conversation with this man was very nice very informed told us about places to eat here in the airport and we talked about St. Louis in general very nice young man ! Very polite and courteous !

**Russell Tropp**

Russell Tropp is amazing! No matter how many times someone approached him about a delayed flight he was kind and patient with his reply. Over the intercom he had a positive tone and fantastic sense of humor. Even though there were many exhausted travelers sitting at his gate, he was able to get us to laugh! Anytime someone takes the time to call you by your name as they scan your ticket is also a bonus in my book. Love flying Southwest!!!! Keep up the good work Russell! You're almost to retirement LOL :)

**Sarah Delashmit**

Sarah recognized a problem I was having with my luggage at check in...and, without really needing to go out of her way to help, she did. She was proactive to find a solution and made my morning substantially better just by caring about my well being. She went out of her way to help. She was great!!

**Shamika**

Shamika was very helpful and respectful with my medical needs, super friendly in everything I saw her do, not only for me, but others she was helping.

**Shannon Bolden**

Ms. Bolden is a efficient professional. I was in a total panic with my flight departing in 15 minutes. She quickly got me a boarding pass for the next cheapest non-stop that day, what a Godsend! No wait list, she gave me an immediate solution. Excellent take charge supervisor. Give the woman a hug & a raise!

**Sharifa**

Sharifa was extremely helpful and kind through my time at the airport. She answered all of my questions about my flight and helped with my frustrations. Once my flight was boarding, I was sitting in the wrong area and didn't notice my flight was beginning to board. She came and found me and pointed me to my correct gate and saved me from further frustration and possibly missing my flight. Such great energy and a kind smile to have working at the airport!

**Sheryl**

Sheryl helped me re-check my bag from Cancun. It was difficult to find the location. She helped and took me to the security check & told me where to go to the gate. She was super!

**Sierra**

Sierra (that's how you say her name; I don't know if that's how you spell it) helped my wife and I track down our stroller which we had gate checked in Los Angeles but which did not get put on our plane. She made phone calls and was very sympathetic and friendly and made us feel confident it would all work out. A few hours later during our layover she paged us and our stroller had arrived on the next flight and was waiting for us. I know she helped facilitate this happening and she did it with a smile.

**Steve**

Along with Stephanie Stogh, Steve assisted us with my husband, who has Alzheimer's. We needed to change his clothes and were very short on time to catch this flight to Kansas City. Steve said that he would hold 2 seats for us on the plane, as we needed to sit together. This was very reassuring as my husband needs help with his seat belt, etc. He coordinated with the flight

crew as well to make sure that our seats were held since we missed the pre-boarding. Thank you Steve! We appreciate your helpfulness.

### **Tristina**

Thank you for helping with our boarding pass for our lap kid!! Southwest is always awesome

### **Zach**

1. Zach was absolutely amazing! As my husband and I were reading the Flight Status screen Zach called us over and asked me about my tshirt (harry potter)...he was polite and fun to speak with, he then helped us transfer to a nonstop flight since our flight was delayed and could possibly miss our connecting flight! Best day at an airport ever!
2. Noticed my wife was wearing a Harry Potter shirt, he called us over for a very cheerful and pleasant conversation about Harry Potter and Disney. Definitely brightened our day.

### **Venecial Day**

1. I was escorting my 2 very impatient grandsons to their gate and needed a security pass for myself. Mr. Day was VERY patient and carefully, politely and knowledgeably entering the information needed in order to produce the security pass(es.) He was pleasant and kind, a very exceptional representative for Southwest Airlines. His caring attitude is one of the many reasons I will choose to fly SW whenever possible. I was SO impressed i knew I needed to thank him in whatever manner I could. Thank you, Mr. Day!
2. He went out of his way to make sure that my baby and I were on a flight out of St Louis to DC. He went above and beyond to look for another flight for us.
3. "Little things mean a lot" I have not traveled alone for years. I know nothing about computers. He was so kind, with a delightful sense of humor. I didn't in the least feel like a dumber. He took care of all and directed me in the right direction. I felt so much more relaxed

## **Super Park**

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### **Antione**

Antoine was very friendly. He waited while we got our bags out of the car. He put our bags in the shuttle and got them out for us. He made pleasant conversation. Great customer service all around!

### **Darrell**

Darrell (I'm not sure about spelling) was driving the shuttle and was SUPER helpful and kind. He went above and beyond to help us (we had a ton of luggage). Traveling is often stressful for my family and we truly appreciated Darrell's proactiveness and warm attitude.

### **Garret**

He may not be an employee of the airport... but he circled back to my car when I realized I had left my lights on so that I could turn them off, was dressed impeccably in his uniform and was generally very professional and thoughtful



**Mark**

Best Ever! We fly 2X every week. He had enthusiasm & early morn.energy. Helping with bags, luggage was kind & professional to co-workers on radio. A pleasure to tip him :) On return another great guy Willis C lot guys are great. Should train new hires

**TSA**

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**Adrian Jones**

Adrian was very friendly and bright to people who were ahead of me, to me and to those who were behind me. Treating each customer as nice as can be. Using sir and mama with everyone. He took interest and tried to joke with us, no one likes bag check (the TSA employee/ the hurried customer)but he worked as he enjoy his job and even every ones bags with a genuine gesture (maybe he is required to offer, but if so, he didn't seem bothered to ask to do it. I have flown a lot and he was the nicest, friendliest and respectful TSA employee, I have come into contact with. Thank you Adrian!

**Ashlee McGee**

My husband was traveling overseas. With traveling overseas, one takes gifts back from the US. He forgot to put some body wash in his checked bag, and instead put it in his carry on. Ashlie was so kind as to explain to him what happened and allowed me to retrieve it as I was seeing them off. I was close by for him to call me and let me know to meet her.

**Brad**

I am a regular traveler from NJ to St. Louis for the last 2.5 years. Brad is a TSA Agent. Brad is a true professional. He recognizes me & greets me each times he sees me. Brad is courteous & makes what can be a stressful time pleasant. Brad keeps us safe & is pleasant at the same time. I appreciate his demeanor . Tsa should be proud of Brad. I know I am.

**Bryan Henry**

I have an implanted Left Ventricular Assist System or LVAS which is basically a heart ""blood pump"" to assist my own heart. I traveled from St. Louis MO to Phoenix AZ on 5/1/2018 and returned from Phoenix through Dallas Fort Worth to St. Louis on 5/5/2018. I contacted TSA Cares before the flight to inform agents of my condition and the medical equipment I must have with me when I travel. I was contacted by TSA agent Brian Henry in St. Louis the evening before my flight who reassured me that TSA agents at the airport would be prepared for my security screening the next day. I must say that the assistance from TSA agents at St. Louis and Phoenix could not have been any better. Everyone in TSA who I encountered was courteous understanding patient and helpful. This was my very first flight with an implanted LVAS but the TSA agents at both airports were very helpful in reducing my apprehension about air travel with an LVAS. T hank You

**Brian Taylor**

Brian was kind and professional to each, I was in line of 6 people and he carefully checked each ID, then called each person by name and thanked each person! How lively! He carefully handed the documents back to each person too. What a great guy!

**Charles Kelly**

Charles was happy and nice and brightened my morning because I was sad my vacation was over.

**Johna Stevenson**

Professional, kind. I'm a new flyer & her kindness gave me confidence.

**Mia Owens**

Mia had a friendly yet efficient demeanor. She's an old friend, and it was great to see her doing her job well. Those around her smiled because she was smiley! Thanks for being you Mia!

**Savannah**

That was the easiest security clearance I have ever had. Very friendly!! Helpful!! Thank you Savannah!

**Thomas Mann**

Professional and takes his job seriously and above anything. A great man

**Traci Sutton**

1. I am certain TSA agents get more complaints than compliments. As I waited in TSA precheck there was an elderly gentleman ahead of me struggling to get everything on the belt to proceed through the Xray. His money was falling all over the floor and he reached down to retrieve. He was obviously unsteady. Immediately Agent Sutton recognized what was happening, bent down to help the man then used her own strength to help the man rise back up to his feet. About a dozen or so other passengers just kept walking by without a care or concern. Her kindness touched me as I was still waiting in the ID checkpoint line. When I passed through the scanner I told her that what she did to help that man was "very cool". I think she was surprised that I had noticed. Not only did I notice but I also applaud and recognize the kindness you showed to your customer. Sadly, there are few people today that will step in and help someone out. I don't know what writing this compliment will do for Ms. Sutton, I do know it will not be enough to recognize what a truly good person you are. THANK YOU Agent Sutton for what you do and for being kind. It was a true pleasure for me to witness.
2. SA Sutton (last name) is as one of the most professional and accommodating TSA employees that I have had the pleasure of coming in contact with. Please share my appreciation with him for his professionalism.

**TSO Bates**

I'm not sure about the employee's first name, but his name tag said Bates. He was very cheerful and nice, which can be rare at the airport.

**TSO Bischer**

1. He was friendly, jolly, and courteous as the security line was very backed up. Made the wait pleasant.
2. While standing in a very long line at security checkpoint c gates. Mr. Bischer made the wait much easier. He was friendly, outgoing and pleasant. He talked to customers smiled and explained things. It made a huge difference. Thank you for your pleasant, friendly personality. It made my long wait tolerable!

**TSO Johnson**

I asked for a manual pat down @ security. Officer Johnson was very conious of my belongings and at the same time very efficient and courteous during the pat-down. He was through in his job yet also able to be kind!! He is a model employee @ TSA and I was thankful for our interactions!! Thanks Officer Johnson!

**United Airlines**

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**Althea**

This employee went out of her way to help us, even though we were traveling on Delta. Her kindness saved us valuable time and great inconvenience as we were traveling with our elderly parents, as she retrieved our dad's walker. Sorry that we did not catch her name, but it started with an "A".

**Ann**

I flew United Airlines to St. Louis on 05.11.2018. I left my Bible in the back pocket of the seat in front of me. I called United on Sat. am 05.12.18 and they gave me another number to call! But my son said call Lambert Airport. I did and they would check into lost & found and get back with me. Well Ann did call and said they have my Bible! I appriciate her looking and getting back with me! She did her job very well, give her an award!! Thanks

**Barbara Greenup**

Barbara has such a pleasant disposition, and I never forget someone who has shown me kindness. Sometime last year, for some reason that escapes me. I had to see her about a flight problem. Not only did she take care of me, but her smile & kind words made such an impression that I had to speak to her and thank her again today. Please consider her for your award! She is an angel, and we could always use more of them in this crazy world! She's the best!

**Celia Pastore**

My wife and I are flying to Hawaii for our honeymoon today and as we were checking in realized we forgot our cameras. Celia went above and beyond to assist my wife in retrieving them from my mother-in-law via the TSA. Celia was exceptionally professional and courteous. She was instrumental in helping us to be able to capture our favorite honeymoon moments to cherish for life

**Daniel**

My outbound flight was late so Daniel took the time to book me on a second flight from ORD to PHL in case I couldn't make my connection. He was very patient & helpful.

**Deborah Mercer**

I was scheduled to fly 3742 to EWR ON 6/26/18 but I opted to get off the plane (gangway) as thunder boomed and lighting lit the sky. I explained to the flight attendant and gate agent that despite the Xanax I needed off and I'd be doing them a favor. The United gate supervisor (Debra) helped me reschedule until the next morning and then decided to do so at no cost and gave me a hotel voucher. It was shocking how helpful and kind everyone was although it shouldn't be considering how kind the folks here in the mid-west have been during my visit.

**Felicia**

We were four women in our 70s travelling together for the first time. It was 5:30 a.m., and we were nervous and keyed up about our trip and the flight. Felicia calmed us down and had us laughing by the time she had our bags checked in. We appreciated her pleasure in helping us and went on our way with smiles.

**Frankie**

Really went above and beyond to get me an earlier flight. Frankie restored my faith in United after several bad experiences. I wish everyone in United was like Frankie.

**Ismael**

1. My husband's suitcase didn't arrive from Toronto- quite frustrating, but Ismael was so understanding and helpful that we immediately stopped stressing and relaxed. He didn't just give us the automatic answers but instead helped us consider our situation and come up with the best solution. I'm so glad Ismael was there to help us in such an informative and friendly way
2. Flight VA 4667 was cancelled at the last minute on 06.09.18 while it had been postponed several times. There were no hotel rooms available. I had no where to go. Ismael Rosado saw me and asked if he could help. I asked him where I could stay comfortably. He suggested the 3rd floor where the large orange benches were. Later around 12 midnight he brought me some water and a toiletry kit. That is what I call service recovery. He was the only one who went above and beyond. You need more employees like him. Maybe he needs to be promoted to Service Recovery Director. Thank him again for me

**Jennifer Black**

1. Not only did this employee help me with seating arrangements, I observed her assisting other travelers. Not only was she helpful, she hustles. All the while smiling and remaining professional. Her positive attitude goes a long way to making a difficult situation better. She is an asset to United as well as this airport.
2. So pleasant and helpful finding our mileage plus program and TSA applications
3. Jennifer is extremely organized & efficient in dealing with customers during the flight delays. She was extremely courteous, friendly, explained the situation to customers with a pleasant personality. She has a wonderful sense of humor. In my 50 years of flying, I have never seen a better gate agent & United should be proud that Jennifer works for them. Outstanding job Jennifer!
4. My husband and I were on flight 4769 from Denver to Des Moines. Our plane was diverted to St. Louis due to mechanical problems. We now have been here for 6 hours and \_seen people get short demand their bags and have tons of questions. She kept her cool, problem solved and gave great customer service in a stressful situation. United is lucky to have her and St. Louis airport is too.

**Jim**

Super guy helped us out!!

### **Justin**

1. Justin was just wonderful, kind, considerate and made my travel so much easier when faced with delays. He came up with solutions, was friendly, and super efficient. Thank you for asking and please thank and recognize Justin as an outstanding employee
2. We were flying with our 8 year old daughter , and we did not have seats together. My daughter just wanted to sit with her mom & dad. This was only her second flight and Justin went above and beyond to not only get us together but also ensure, that she had a window seat. Her first flifgt was into St. Louis on a differnt airline and it was not a positive experiance, Because of that, the way Justin treated us was even more touching. Thank you Justin, United Airlines, and St. Louis airport, for making our experiance so amazing!!

### **Larry Potts**

1. Larry showcased an incredible willingness and effort to help me out. His humble attitude and endless patience made my day!
2. Super friendly to me (traveling with two kids). Upgraded us. Found us rather than paging us
3. Larry helped us get home early. Was very nice and professional and amazing!! Thank you!! Thank you!!! Thank you Larry!!
4. Was amazing! Friendly and extremly helpful!

### **Pedro Saladin**

1. I have been so stressed out about my flight today...am flying alone STL Stuttgart, and so as I got to the counter, Mr. Pedro noticed my stress, calmed me down...smiling all the time then calmed me with a soft "handshake". I can't tell you how much I appreciated his concern and attention EXTRA KUDOS AND THANKS to him United.
2. Mr. Saladin was personable, professional, efficient, and very pleasant. He patiently explained what was required of us and guided us to our gate with clear and succinct instructions.
3. There was a problem with my ticket, but interacting with Pedro Saladin at the check in counter early in the morning was so positive that the situation hardly felt like a "problem." He was kind, helpful, and even a bit humerous. Because of him, our day of traveling with 3 United flights is off to a great and positive start. Thanks, Pedro!
4. My husband looked at our itinary for Hawaii wrong thinking the 8:30 was our departure time. So that thinking we had plenty of time we arrived at the airport an hour ahead finding out that was our arrival time in Houston. 6:30 ish was our STL departure time. I just assumed he looked at it so many times he was rightPedro S. at United took care of us, he was friendly understanding and confidant he could get us to Hawaii. Enough though we went to STL, Houston, Denver, San Fran, Hawaii. We made it thanks to Pedro S.
5. Very, very friendly- great sense of humor

### **Steve**

Steve was the gate agent for my flight to Chicago O'Hare Airport, and was the perfect combination of professional and entertaining. He explained everything about the boarding process so simply and gave us the important information without going overboard and in a timely manner, which I believe to be incredible customer service because I have never heard this information given to passengers waiting to board. He explained the different boarding groups, the limitations of a few of the different groups and the valet baggage process. Of course, I've heard other airline agents briefly explain some of these procedures, but Steve was the first to do

it so flawlessly, while being extremely friendly and engaging with every single person at the gate. For an early flight, he was able to bring about laughter from the lot of us waiting to board, all the while doing his job perfectly. "Scuba" Steve really made an impression on me that morning, made me smile, and I felt he should be recognized for his wonderful customer service.

### **Tamika**

Tamika is a fabulous, compassionate, sweet person. She went above and beyond to help us with my elderly disabled Aunt could not find her photo ID & Tamika stayed right with here for almost an hour until everything was taken care of with. Thanks, Thanks for such a super lady.

### **Tyrell**

Tyrell was loading the gate checked bags onto the plane and went above and beyond to get my carry-on bag that was being gate checked back for me when there was a miscommunication that the overhead bins were full. I am traveling to Calgary for work and have a huge fear of losing my luggage and he helped make my flying experience a positive one and I am eternally grateful to him.

### **Victoria Scott**

1. Victoria was very proactive in getting new flights due to late arrivals
2. She went way out of her way to help me out on a delay that was going to cause me to miss my international connection. Even though I still missed it she made it more tolerable.
3. Victoria assured us we'd be okay on our connection at EWR to Dublin. Even got us on the next flight before it become vital. So helpful! Now I can relax

### **Vito Razzano**

This was my first time flying internationally alone, and I am moving to Japan to live and work for the year so I was already stressed out. My flight out of St Louis to Chicago was delayed, and I went to the Help Desk at Gate A16. I've never had to get a flight changed before but Vito was beyond helpful and kind. He not only changed my flight for me, but he gave me a window seat and a meal voucher for my troubles. He honestly made my day and reduced my stress immensely. I'm very grateful he is the one who helped me.

## **US Bank**

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### **Rhonda Fairman**

Please give her recognition for being kind and grabbing my cell phone out of restroom. I am so grateful that she did the right thing by turning it in. I am so grateful because everything is in my phone that I needed. Thank you so much