



GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

Second Quarter 2019 Nominations & Winners

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

Quarterly Winners

Michael Cannon – ABM Aviation

My boss and I flew from Las Vegas into St. Louis in order to catch a connecting flight to NYC. Upon arrival, our flight to NYC was cancelled and we received zero help from Southwest to remedy our problem. We spent a frazzled hour attempting to book on another airline, and in the meantime Southwest has no idea where our bags are. Our bags were extremely important on this trip, as we were traveling to a work event and the bags contained our supplies. Needless to say, our stress levels were high! Our (huge, very heavy) bags were finally located, our new flight on Delta was booked, and we knew we had just enough time to make it to ticketing to check our bags and get moving. We were a mess going from the Southwest terminal to the shuttle to Terminal 1. Our bags were falling everywhere and we clearly had too much to handle. No smart carts could be found! Like a ray of sunshine, Michael Cooper suddenly appears and immediately springs in to help. We didn't ask and it isn't his job, but he saw us struggling and was kind enough to take the time to assist us. Michael not only took command of 2 of our ridiculous bags, he did so with genuine care and a smile. He led us right to the Delta counter. In a very stressful travel moment for us, Michael truly made our day by taking a moment out of his. I travel many times a year, but I have never met anyone in an airport willing to go above and beyond in the manner Michael did. He is truly a treasure!.

Jeff Miller – United Airlines

Unlike many United employees dealing with weather in Denver and Chicago (delays/cancellations), Jeff helped me out with great customer service. Yesterday was our second attempt at getting out of town after getting stuck on Sunday. Our bags were about to be loaded onto a plane to Chicago, but our flight was canceled and we were stuck here again in St. Louis. He hustled to get our bags off of that plane while also helping an older couple get onto that same flight (they were celebrating their 40th Anniversary). He was calm and courteous under pressure, which was a rarity with United this weekend! Thank you, Jeff!

Peggy McKinnon & Jason Romero – American Airlines

My sister-in-law, Maria Petrus, is from Brazil and speaks little English. She spent the last month visiting us and yesterday, June 5, was to return home to Brazil, departing St. Louis to Dallas and on to Sao Paulo. The flight to Dallas was showing as "on time" so my wife and I said our goodbyes at security and returned home. Unfortunately after sitting on the plane for an hour or so all passengers were told to exit the plane due to mechanical problems and the flight was canceled. Maria called us at home and told us what had happened but the phone disconnected before she could tell us where she was located in the terminal. My wife and I drove back to STL, arrived around 4:30 pm, and immediately went to the AA customer service area to talk to the supervisor. We told her what had happened and asked if my wife could go through security to look for her sister. The supervisor said this was not possible and instead called the gate area. She told us we would need to wait. After a half hour passed we became concerned and talked to Jason Romero, an AA customer service agent working the kiosk area. He suggested we approach Peggy McKinnon, one of the customer service agents working the counter, which we did. We told Ms. McKinnon, what had happened and she immediately set up a pass for my wife to go through security to look for her sister. While my wife was doing this Ms. McKinnon rescheduled my sister-in-law on flights for today, June 6. She printed out new boarding passes and also redirected the checked luggage from the canceled flight to the baggage carousel for pick-up. Today we returned to STL and my sister-in-law made it to Dallas on the rescheduled flight without problems. I just wanted to take this opportunity to commend both Mr. Romero and Ms. McKinnon for their sincere concern for our problems and for making the effort to set things right. Ms. McKinnon in particular went far above and beyond to deliver true customer service. Both are a credit to AA operations in St. Louis and to the STL airport.

Tierra Bost – Hudson Group

I had forgotten my cell phone in my sisters car.. she & my brother had dropped me off in front of Frontier Upper Deck.. I was in full panic mode .. didn't know who could help me... and I see Tierra working in the gift shop... I explained my situation to her and she remained calm and offered the store phone for me to start calling my family... well no one would answer their phones and my stress level was increasing. She suggested that she could use her personal cell phone to call my daughter and I could continue to call family members. Still no luck with contacting my family and my check in time window is closing... so Tierra suggested I go over to Frontier to check in since I had my passport and she would continue to call my daughter... and good luck finally kicked in and she reached my daughter, who lives in Las Vegas... who had been contacted by her Dad who lives in Southern Calif.. who had finally connected with my brother who was driving back to Illinois... to come back to St Louis Airport with my phone!! Sweet Tierra gets my attention while I'm checking in to catch me up on all the connections and that my phone was on its way back to me at the airport!! She kept a calm sense and took control of my high stressed situation and it all ended up good!!! Can't thank Tierra enough for her help!!! Please recognize her for going beyond her job requirements!!!

Timothy Swafford – TSA

After a series of unfortunate events, I arrived at the airport without my wallet or ID. (I was on a work trip and managed to lose my wallet.) It was very stressful and scary to say the least. When I got to the airport, it was pretty hectic and crowded. When I asked TSA agents for help, they seemed pretty befuddled and uncertain about what to do. Eventually, someone told me to ask for a supervisor. After waiting a bit, I eventually got to speak with Mr. Swafford. It was clear he knew what to do. I had to go through extra screening, but I felt like I was in good hands and was with someone who took my experience seriously. He was very professional, courteous, and transparent. I really appreciate his actions and demeanor (treating me like a real person). As soon as I was through security, he was pulled away to another matter - a man had lost his wedding ring going through security! It's evident Mr. Swafford has a tough job and clearly has a lot to manage at once, so I appreciate the high level of service. I didn't catch the name of the female TSA agent who gave me a pat down as part of the extra security measure, but she was also very professional and courteous. She explained everything that was going to happen before it did and made sure I was comfortable before beginning.

All Nominations

ABM

Alicia Purnell

1. Alicia pushed me in a wheelchair stopped at restroom for me. Carried my carry-on. She was extremely pleasant & kind, Alicia got my bag off the carousel and took me to baggage claim due to damage of my checked bag. She literally took me all the way to my car. She is a outstanding person.
2. Alicia provided superior customer service! She assisted me and my 94 year old mother from the United Airline ticket counter to our departure gate. She helped with our luggage pushed my mother's wheelchair and truly made our passage through security so easy because she helped with the carry-ons purses, etc. and truly knew what to do to help us. She did all of this with a big smile, positive attitude & true caring. Please recognize her for her dedication!

Brandi Davis

I was in need of a w/c, Brandi was very friendly, helpful and assisted me to the gate

Bryan Bomar

1. My sister & I were traveling w/our 94 year old mother. Bryan was helpful (mom in wheelchair), cheerful, respectful a joy to deal with! Thank you Bryan!!
2. Bryan tried to make my wheelchair trip as pleasant as he could. He is a great guy.
3. I'm 94, so traveling can be stressful for me! Bryan helped me feel comfortable, he was so courteous, fun & polite! He's an amazing employee! Thank you!

Christian

Christian met us at the outside baggage check for Delta. He was patient, polite, and very friendly to my mom, dad, and self. He even offered to bring something to someone at the gate for us that we had forgotten to leave.

Jamesha Strother

Jamesha met me at the airplane gate in the terminal. She found out where we were going and walked with me in a wheelchair to the pickup zone in departures. Jamesha said I have a 15 minute free parking. Jamesha stayed with my wife and I until we were picked up. She is an excellent employee.

Laticia Mack

1. Sweet lady sounds like she loves her job. An all around sweet lady an a good ambassador for the airport.
2. Waited for a chair at 10:10, no chair. United agent was concerned, called again for W/C 10:50 Mack came & very professional brought me my gate 14. Impressed by her kindness & my welfare .

Lauren Kye

Lauren was so sweet when we had to change gates. She waited with me until the plane came she took me down the ramp. She's a keeper

Shakira Holmes

Shakira was kind, helpful and patient. When we arrived at my gate I realized I had left my cane at TSA. She took me back to retrieve it. Great service

Tamika Peck

1. Tamika helped my wife with a wheelchair - she did a great job - was friendly and positive. Really good lady. She deserves a raise.
2. My knee bothers me, so I requested a wheelchair. Because of my connecting flight was with a different airline, I had to go to baggage claim & then go through security & all the way back out to my gate. This took quite a bit of time and mussels. Tamika was kind and helpful. She offered to stop so I could use the restroom or get some food, which I needed both. She worked, pushing up hill at times without complaints or unpleasantness at all. I'm so grateful for her willingness & thoughtfulness. Yes, it was her job. Yes, she gets paid. But there is no other way for me to express my appreciation. Money cannot buy a happy disposition & a helpful attitude. Thank you Tamika!!

Tony Mosby

1. Really appreciate the friendly, help getting through the airports & someone push the wheelchair.
2. He was very helpful got me _____ even some food. Wonderful service.
3. I appreciated what he helped me with and because I'm travelling alone that helped with my anxiety. He would stop by to assure me that he would be here to make sure I got on the plane safely. He was very polite with a great attitude. Once again thanks.
4. Tony stepped up after my wheelchair person disappeared. He arranged for transportation

Air Choice One

Angela Smith

Very helpful and positive throughout process. No stress

Jeannine Hampton

See my note Great employee..multi tasks well. Friendly n smiles

Airport Shoe Shine

Phillip White

Mr. White is professional and energetic and makes the airport experience fun whether or not he shine your shoes

Alaska Airlines

Kennese

Kennese was so kind and helpful! She listened to my request and helped me change my flight. I appreciated her smile and kind way of interacting with me! Kennese helped make my long day at the airport more pleasant.

Sevell Robinson

Sevell was friendly, attentive and efficient. He seemed happy at work. Refreshing attitude. He needs a raise and the airport needs ore people like him.

Travis Binford

1. It was a long night with little sleep. I tossed and turned on many of your chairs and enjoyed sharing time with other travelers. I did not have a good experience with a few, possibly not morning people, understandable, but it made me sad. Travis saw that I might be heading toward a bad day and cheered me up with a smile and reassurance that the remainder of my day would be better! He seems genuinely concerned about the welfare of others and not only is he sweet, he is humble. Thank you Travis for helping my day, and I will be driving all day after I make it to Eugene, so this is going to be a wonderful trip!!
2. He was so helpful & friendly when I checked in, made it so I didn't have to use the kiosk. Then he was down at departing check in w/friendly face. Great way to start my trip!!!

American Airlines

Antonio Lawson

After a diversion Tonio was extremely helpful at dealing with lots of people who had lots of questions for which there were no answers. He really made sure that we were taken care of.

Carlton Smith

1. V. Helpful and courteous
2. Carlton is an outstanding employee. He bends over backwards to make sure that his customers receive top notch service at all times. He deserves to be celebrated as an outstanding employee.

Catrice Grant

1. Catrice assisted to check me in for my flight. Her pleasant attitude made my experience positive.
2. Catrice was so pleasant and helpful. A real credit to customer service. A real delight to work with. KUDOS to her!

Glenda Harmon

Our flight was delayed and we were going to miss our connection to Cozumel. Glenda was very helpful and had a great attitude. She found us a connection to Cancun on the same day!!! We greatly appricate her understanding and positive attitude.

Hilde Abrams

Hilde was such a spot of sunshine, welcoming and making me feel so welcomed! What joy she brings!

Janette Ducara

1. Worked tirelessly to reroute passengers and was honest about what was going on. She didn't try and bs around and it was highly appreciated by myself and others on the flight. She maintained a positive attitude during the stressful situation and didn't let anything fluster her.
2. I was walking from gate 14 to Starbucks. She saw me struggling with my carry on, purse and knitting bag and offered me a ride in her "Chariot" very friendly and compassionate. God's love and peace to you & yours Janetta!

Joel Jancaro

After a flight from Dallas my family and I went to the Admirals Club before our next flight an hour or so later I realized we had left our IPAD Pro on board. Joel went above and beyond to retrieve it. We were very impressed with Joel's exceptional customer service and insist he be nominated.

Joseph McNeal

Passport scan didn't work for me did for him. No bag tags printed out for flight DFW cancelled he and his co-worker worked very hard to get us rebooked today as we cruise departure in Vancouver.

Kim Kenner

1. I have not flown in years. She explained everything to me, answered my questions with a smile on her face and in her voice.
2. Kimberly was kind, helpful, and patient as she helped us get our boarding passes printed and explained flight information to us. She was a delight to work with!
3. Kimberly got us on an earlier, delayed flight which we desperately needed for an international connection. She was super helpful and cheerful and we were incredibly grateful!

Muriz Alic

Always making sure ramp is safe and all co-workers are working safe on the ramp. Safe working everyday, he is a good safty co-worker.

Natalie Montgomery

1. We found out that one of the legs of our flight was cancelled while driving 5 minutes from the airport. We are a party of four. Natalie worked really hard for over 30 minutes to get everything worked out so we would arrive in Dublin on the original day and not have to cancel our paid day tour or spend the night at O'Hare airport. She was very kind, courteous and helpful during our stressful episode. She made us feel confident that she was doing everything possible to fix the problem that was due to mechanical difficulties with the aircraft that caused the cancellation.
2. She was a nice lady and helped me.
3. We had a cancelled flight to London. Natalie found us a better flight that got to Dublin several hours earlier than our original flight. It was a much better choice then we originally had which would have got us there a day later. She did all this with a smile professional and cheerful attitude.
4. Within 15 minutes of being notified that our flight was canceled via Chicago to London and the alternate plan automatically booked for us had us losing 1 day and night at our final destination of Dublin thus missing an already booked tour. Natalie went above and

beyond to rebook the entire flight plan for 2 couples finding a better route and less time on flights. Great job! She was wonderful to work with.

Peggy McKinnon

1. Peg was so helpful, informative, knowledgeable of weather that I was going to run into on a layover, and was able to put me in another flight that would bring me home 3 hours earlier. She was the embodiment of cheerful service. Thank you!
2. Peggy helped get my ticket. I had used rewards and the information sent me was confusing. My family left me at the air and drove on to Texas. My husband has called about confusion and was assured it was fine. Any way Peggy took care of it anyway good humor & effort.

Regina Gourdine

The check in person graciously offered to contact baggage so that I would get my luggage back in case I don't get on the next flight.

Sara Nischwitz

1. Sarah showed calm, kindness to all passengers after our flight was cancelled. She helped each passenger with great compassion for over 4 hours. She is to be commended. Our sincere gratitude to Sarah.
2. After cancellations & much issues, she was calm and efficient and made all feel comfortable and at ease!!

Scott Dixon

Proactive collection and ticketing of roller boards knowing a delayed flight to DCA

Vicki Scott

Victoria went above and beyond to ensure I made a speedy arrival home and was taken care of. I had already had a cancelled flight earlier and was tired trying to travel home. Thanks Victoria!

Cape Air

Lloyd

Lloyd was extremely friendly and knowledgeable as he walked us through the unaccompanied minor paperwork. He made both the parents and our two boys comfortable which only added to the excitement our two boys had for their trip to grandmas. I appreciate his ability to painlessly take us through the process with a smile. Keep up the great work Lloyd you are making a difference.

Delta Airlines

Ariel

She was so kind and helpful. I was late to my flight but she found a way to get me on another flight in the smoothest way possible. All in all, her excellent customer service was the highlight of my day :)

Brendin

Brendin was very helpful and pleasant at the Delta ticket counter in St. Louis, an impressive young man.

Brittany Brassfield

Extremely helpful, I observed not just for myself but going over and above for several others.

Cynthia Jenson

She was an African American woman check-in person. She thanked ou for using the kiosk. She was very friendly and sociable carried on a nice conversation with us as we left I complimented her on her friendniness. She wished us a happy trip. Very lovely person, we were on our way to London.

Frank Avara

I have 30 minutes to switch planes in Minneapolis and asked Frank if I could get a seat closer to the front of the plane. He graciously accommodated me! Thank you! Susan was so helpful for me making my connecting flight leaving in a half hour from my first plane landing. She gave me my gate # and arranged for a cart to get me there. She was gracious and alleviated my worry. Stewardess Susan on flight 3365, St. Louis to Mpls 5:20pm flight, March 30, 2019, please commend her! Thank you!

Jacqueline Walker

Jacqueline is pleasant, she went above & beyond she is amazing reo for Delta.

John Cheatham

John was super friendly! I saw him working the gate two diff days and he led everyone in a round of applause for the military members boarding the plane. Delta is super lucky to have him working for them. He greeted me after seeing him the second day after remembering me. What an awesome person! What a great ambassador for Delta!! Thanks for being awesome John

Karen Robinson

Karen was great and a huge help!

Karla Hill

1. I tried to fly standby for two flights, but it was a very popular day so I was unsuccessful. But that was totally ok because Karla with a "K" cherry demeanor made for a great gate experience. What made me write this card wasn't because of how she treated me, but the way she noticed a lady who seemed off. She had come up to the gate a few times and asked Karla if she was ok. She started crying & Karla came around the counter and gave her a hug. It was so nice & kind. It made my day :)
2. We had to wait for 3 hours for our plane to ambr and in that time we watched Karla get two different crowd loaded into planes and then ours. We have done a lot of flying, but we have never seen a person motivated people to cooperate and making loading a plane efficeint and make sense of the complicated enterance. She is truly talanted, fun & open to work with. My husband and I thinkd she deserves a reward.
3. Karla is the absolute best gate attendant that I have ever heard. Her voice, attitude, and words make you stop and listen to what she has to say. She exhibits FUN and Comedy! It was with pleasure she talked to the customers. Friendly genuinely. Vivacious! She lifts your mood and makes you want to be around her! She puts a smile on your face! It is my

pleasure to nominate Karla - I just wish I knew her last name. She worked the gate going to SLC that afternoon.

4. Karla (with a K) was awesome. Our flight was delayed due to weather. She kept it upbeat, she kept us informed and really helped those with connections. Great customer service! DL should have more like her!
5. Karla always has the best attitude and remains positive when delivering bad news, thanks for always keeping us smiling!
6. Without a doubt the most entertaining, joyful, positive, and humorous gate agent I've had in decades. Engaging, made everyone laugh, and handled an unforeseen emergency with grace. Awesome job interacting with employees and customers alike.
7. Karla is the best gate agent I have ever seen. Makes everyone smile. Is super efficient and cares about people!! Huge asset to Delta and your airport.
8. She made the boarding process fun and had lots of energy. Did a great job and always had a smile on her face.
9. Karla was so helpful since flight delayed And missed connecting flight. Very friendly smile on her face the whole time. I wasn't even at her gate and yet she helped me. Did not miss a beat. She is the Best. Because of her I will always continue to fly Delta. Excellent job!!!!
10. Great gate agent. Personal, friendly, and fun.
11. Karla was super nice and is amazing! She has amazing customer service skills you guys are lucky to to have her. We were kinda connected to her by accident at first and we were so glad that she was the person that we ended up dealing with. Our flight was overbooked and she was professional & we ended up spending the night and flying out the next day. My daughter and I are very thankful for everything that she did to help us feel appreciated and valued customers at Delta has been kind, helpful. Thanks again..
12. Karla was super nice and is amazing! She has amazing customer service skills you guys are lucky to to have her. We were kinda connected to her by accident at first and we were so glad that she was the person that we ended up dealing with.
13. Karla was friendly, funny & professional. Keeping ua all informed on our flight and connections for updates or delays

Karrie Johnson

Your employee Karrie Johnson was the most polite and hospitable person I've ever met and will fly delta again just for that reason alone

Katherine Kohl

Kathleen Kohl was very helpful getting my sister a seat next to me on the plane. My sister is developmentally delayed and has severe motion sickness. Kathleen juggled things around so we could be seated together and my sister was on an aisle with easy access to the bathroom. She was so kind and did everything with a smile. She was terrific!

Michelle He

She helped us change our seats and was very helpful and nice, she also made sure we got through security ok when we had to change our tickets

Paula Gaballa

1. Paula went above and beyond helping us check in my son, Conner who was flying alone for the first time. We had paid the extra \$150.00 each way fee , since he was a minor, but we didn't need to since he was 15 and travel non-stop. She helped us get a refund.
2. Paula pleasantly assisted to get our ticket when we checked our bags. Agent next to her was loudly telling people to print ticket at kiosk first before getting in line. As senior citizens, kiosk was intimidating. Please thank Paula for her understanding and smile!
Thank you!

Ryan List

We missed our flights, and Ryan accommodated us in every way and got us good seats and updates. The next flight got delayed so he found another flight to NY and got us on it with good seats without us even asking

Xiaolin

Exceptional attentive to details, friendly, made check in so easy (even with complications) for my 3 grandchildren flying unaccompanied. (She even caught an error of the next agent nearest to her)

Zina Dickerson

1. January 23 was the day Ohare and DTW were experiencing freezing rain and snow. They Zina was extremely helpful and positive when dealing with some tickets that got mixed up. She could have easily had a bad attitude but instead went above and beyond to make it a good experience for myself and my team!!
2. We had issue with a six person reservation and she was extremely patient and helpful. Very kind lady. Made a difficult situation pleasant because of her attitude and behavior!

Explore St. Louis

Judy Giorin

Judy was volunteering at the Terminal 2 Explore St. Louis Visitor Center. She emailed me in the evening to let me know that the following occurred: "A woman with a small child came up to me around 4:45 p.m. in tears trying to find a cheaper way to get to her hotel in St. Charles. She needed to be there by 6 p.m. to check in. Her phone was dying and her Uber app would not work, etc. I drove her and the child to the hotel and came back to Terminal 2

Frontier Airlines

Dierra

Dierra was very positive and looked excited to be at her job and helped us get great seats near emergency exits. Nice to see touch a smiling face so early in the morning.

George Asumadu

I have not had such attentive attendant in a very long time. I gave him a A plus and I am not very easy to please. Thank u for paying attention to your customers.

Lawrence

1. Lawrence was very helpful finding a lost leg of my trip. Part of my trip did not show up at the Kiosk. He looked for it, also, couldn't find it, nor could his colleague. He had to call a Supervisor to resolve the issue. But during the time it took for resolution he was very calm and confident. He kept me from worrying. He's a very capable, patient person. I really appreciated his demeanor.
2. There was a mix up on our booking. Lawrence followed through and made sure all was taken care of. It took awhile but he had a great attitude and service with a smile.
Awesome employee!

Robyn

She patiently assisted in combining our reservation to make sure that our luggage went directly to our final destination. Very friendly, positive, "can do " attitude!

G2

Jennifer Hwang

1. Wheel chair service from curbside to C-18 courteous, friendly & professional Korean War Veteran
2. Very professional, courteous & informative.

John Stewart

John was very nice and helpful. He helped me through the TSA by taking my water to the men's room and dumping it out. Had he not done that I would have lost the cup that means so much to me. Then he help take me to the gate slowly going over all the bumps. He really was terrific.

Sharon Gilstrap

1. Sharon went above and beyond with helping flight cancellations. Very patient lady.
2. Lady was so kind helping my mom in a wheelchair.
3. Sharon was so sweet and helpful with my wheelchair assistance & helping get me into a hotel for the night. She deserves recognition..

Tiffini

Tiffini is very personable and very kind!

HMS Host

Aaron Rickmon

My credit card slipped out of my hand and fell into the space in front of the display case. He as able to move the display case and I could retrieve my card. Hurrah!!!

Ali Dad Aliyar

Ali was very friendly, courteous, and helpful to my son who was in line by himself. I walked up right before he ordered was impressed by her professionalism. Thank you Ali!

Arre Lanier

Polite, funny, outgoing and cheerful. She brightened my day after encountering a delayed flight. She did a great job bringing passerby's to the bar. For a drink or a muffin

Chelsea Eilers

They opened up for us when flights got delayed. Kept blues Stanley cup game on. So much better experience than it could have been

Cortese Mithcel

I remembered cortese because he always has a smile and when I came today he was singing, working and pumping positive vibes all over the place. With a smile, as usual!

Crystal Byrd

1. Great Experance!!
2. She's fantastic. Full bar by herself & very attentive.
3. Worked late run in the bar for a lot of people who had delayed flights. Had a great attitude. Made the experience so much better even though they usually have closed at 7 o'clock.

Crystal Reed

1. Crystal is a very nice person. She was so helpful initially I had a bad experience because the first cup I bought was bad. She saw me and when I expressed my experience she took intresting in making sure my concern/issue was resowed. I took the time to write this note and nominate Crystal thank to much and I hope she is recongized for this.
2. Crystal, a server at Budweiser Brewhouse, gave my boyfriend and I the best experience. We were having a tough and stressful afternoon and her wit, charm, and great service completely turned out day around. She should be recognized as a valued employee; someone who put a smile on our face. Tell her to never go with Jim for a Manhattan. She'll get it :)

Debbie Reisinger

1. Bright smile, cheery hello. Just what is needed on a bland day
2. Debbie the most professional team member you have in the club. Her wonderful personality definitely reflects well on your company brand.
3. Wow!!!! What a great personality! We had a 2.5 hours before our flight so went went to the AA Lounge. Debbie was a breath of fresh air. She was super attentive not just to us but to everyone. She was always making sure everyone and everything was attended to and always made sure to ask everyone if there was anything they needed before she stepped away from the bar to attend to other areas. As amazing as that was it wasn't the best part. Because of her friendly and sweet personality, spending time with her made the 2.5 hours fly by and so enjoyable. She was so personable that we felt like family and we will definitely be stopping by to see her again. Congratulations to American Airlines for having such a great person on their team.
4. Hello – I would like to nominate Debbie Reisinger (HMSHOST employee 8123) as an outstanding airport employee. Debbie works in the AA Admirals Club lounge in Terminal 1 and I have interacted with her for the past few years. Her attitude, customer service, and all around “hustle” are truly second to none. She always brings a smile to my face and I look forward to seeing her each and every time I go through STL (which is nearly weekly).

Iesha Flowers

1. I could tell she was very tired, but was very patient in taking my order. I was very indecisive about what I wanted and even told her to return to me since she had other customers. I was impressed she didn't get short or impatient with me.
2. was kind enough to save me from walking out of the Pizza Studio with a can of beer. I learned something new about TSA fines

Janet Jackson

She was friendly on the elevator and made small talk. When I got off the elevator she asked if I knew where I was going. I didn't. She took me to the info desk and asked where the delta check in was and then made sure i made my way to the correct escalator. I asked her if she worked at the airport and she said yes. She told me her name was Janet Jackson and wished me a safe journey. I hope she was giving me her correct name! She made me feel so welcome at this airport.

Janet Wilkes

She saved us! Literally. We drove 5 hours, left an hour early! Yet somehow were still an hour late. Frontier- the people working lied to our faces and told us there was nothing that could be done. We were exhausted and crying and Janet came over and was trying to make us feel better. When we told her the situation, and she flagged down the first Frontier employee short dreads, nose ring. 20 minutes later we got another flight for free will never fly Frontier again. But Janet made the experience worth it! (See attached 2nd KUDO's same family)

Jasmine Parker

Positive spirit with a positive vibe!!

Jawaun Ownes

Juwaun provides stellar customer service with an amazingly positive attitude. He is passionate about his job and does it very well. The world needs more folks like Juwaun!

Jessica Carter

Great customer service during a time when the restaurant was swamped w/travlers. Jessica showed poise, grace and competence during our stay. Thank you Jessica!

Jonathan Cartlidge

Friendly, courteous and offered menu options.

Katie Byrd

1. Friendly and efficient
2. Katie was wonderful as our host/bartender very attentive & conversational. Best experience at an airport ever.
3. Katie was upbeat & friendly, just the right amount for 6am in the morning. She greeted every customer who entered Chili's. Katie provided excellent service keeping our coffee cups filled. When there was downtime she kept busy refilling supplies behind the bar. Katie is a model employee that exceeds excellent service standards.
4. I just loved & admire how well Katie was with the people in Chil'is. So professional and friendly. She's so AWESOME!
5. Katie did a great job taking care of a large morning crowd. She was welcoming & provided top notch service. Give her a raise!

Latasha Walls

Latasha exemplified exceptional effort in serving her customers. She was constantly moving and working hard the entire time we were at the restaurant. She checked up on us to make sure our needs were satisfied through the time we were there. We've traveled through 3 airports in the last week and Latasha was a breath of fresh air after we had received less than satisfactory service at the other airports. She is a very hard worker!

Leslie Presnall

She is nice & attentive. Always smiling & cheerful, made our day.

Malik Tuner

1. Malik was very helpful and kind with his service. He really exemplifies what it means to look out for his customers. He asked questions to make sure my experience was phenomenal and his tone was very welcoming
2. Malik served me a coffee with a friendly smile and attitude. Himself not being satisfied with the amount of chocolate in the cup, he offered asked if I'd like more, which turned my disappointment to joy. He then noticed that I was carrying an empty water bottle and offered to fill it without my asking. He demonstrated a high level of thoughtfulness and made my day!

Monique Moore

1. She was so sweet and friendly! Great customer service and really brightened a long travel day.
2. Monique was working the register on a rainy morning in the middle of a busy travel week. She was efficient and attentive in her job, but most of all incredibly kind and polite to everyone in line. Made me want to stay in line! Thanks for making my day.
3. We were greeted with a smile and warm good morning told us to have a great day and thank you. But she was over and above, very personable, kind, everything you'd want for your business & employee you can tell she loves her job & her customer. I'm not a morning person but she made my morning :)

Mylana Lane

We asked for take out for our sandwich. Mylana customized a takeout box with foil that would work well on the airplane. As we left the restaurant, we forgot it and left the sandwich on the table. Mylana found us in the terminal and gave us the sandwich that we had left. We were blown away!!! She definitely deserves this award and to be recognized!! Not only was she an excellent server with a beautiful smile, she definitely goes over and beyond. St Louis Lambert International is lucky to have Mylana!!

Nicholas Jones

Nick was extremely personable and found a personal way to interact with each person in line. While the back area was extremely slow with food, he was calm running the front of the house.

Nykeetah Brown

Nykeetah's positivity, care, and service made my meal, and my day! After a rough morning (flat tire, and delayed flight) she greeted me with a warm smile, and kindly offered knowledgeable suggestions and friendly service. I noticed she had positive interactions with her co workers and other customers as well. She is clearly a valuable asset to the STL airport, and should be recognized

Quina Shaw

Very friendly person. Positive attitude!

Rhonda Cunningham

This lady changed our terrible day of delays. We laughed and had a great time at her bar. She is soooo nice and wonderful! She deserves alot of attention and praise!

Samantha Hammock

1. She was delightful and fun and helpful and the friendliest server you could possibly see, kudos to Sam! Make it a double!
2. She was fabulous, always smiling and talking to all customers, funny and truly loving her job! It was a pleasure to be there this morning between our flights. We will look for her again next time!
3. She was so friendly, positive and awesome. Airports are better with employees like her. I wish Denver had even 1 employee as positive and friendly as she is.
4. Samantha provides her customers with a lot of positive information. Great personality, courteous, attention to detail and just an all around positive person. I really enjoyed the STL experience with her.

Sandra Lenderman

Friendly, helpful and attentive without being pushy. Smile didn't feel forced and she helped the environment feel relaxed and welcoming.

Shaquell Freeman

I have never met a more warm and engaging young man than Shaq. He was friendly , outgoing and EXTREMELY service-oriented. What a pleasure to meet him.

Shremaine Thomas

I stopped at the To Go window at Chili's to order Southwest egg rolls. While waiting for my food I realized my phone was dead. All the plugs at the gate across from Chili's were in use. I asked Sheermaine if she could charge phone behind the counter and she was nice enough ti do it. It was a small gesture for her but meant a lot to me. I appreciate her for doing that.

Trevon Heard

Trevon went above and beyond, recommending different items on the menu and even different restaurants within the airport! He was so funny, upbeat, and professional. It was singlehandedly the most pleasant experience during our layover for me and my group. Thanks Trevon!

Ty Sympkins

I was there fir 20 minutes and observed Mr. Sympkins treat every customer with pleasant respect, smiling, getting them plates, forks cleaning tables, keeping the sales line moving as a cashier. It great to see a youngman take his job serious with a smile and positive attitude.

Vera Taul

1. Delayed and busy airport Vera made me Andi the customers very relaxed with great service great recommendations and a great presence.
2. Vera is always very friendly, she takes care & pride in her job. Vera is a great representative of your airport

Hudson News

Anthony Durley

Anthony was great! Fun to talk too. Listened to my needs and selected an awesome set of headphones. Thanks Anthony!

Carolyn Cunningham

Carolyn was extremely pleasant and kind during my visit to her store. Her contagious smile and attitude made my day. We need more Carolyn's in this world!

David Rose

Very informative about options and had a very good conversation about music and film. Really felt at home

Hannah Yigzaw

I went in just seeing if they had any neat sunglasses. Hannah immediately greeted me with a smile and asked how my day was. She helped me look at a few different styles of shades, and although none of them really popped out and I ended up not buying, Hannah was great. If I came back to ever get anything it would be specifically because of her upbeat attitude and how much she seemed to genuinely want to help!

Lynn Hogsett

I realized that I left my cell phone in the car that dropped me off. I stopped to ask the desk if she _____ any cell phones for sell she said upbeat you can use mine. I was upset & not thinking straight. She helped me find my friends address in AZ and she let me use her phone to text my daughter multiple times times. She was wonderful!!

Shewa Dinkineh

I want to take a moment to praise Shewa for her good humor. Shewa was patient with me while I filled in for Bobby Books. She taught me how to correctly say 'Tennisstillin.'

Yadeshi Mamo

Just a nice person,friendly and smiling face. Was a pleasure to speak to after a really long day of meetings.

Huntleigh

Ashley Alexander

Positive, professional and friendly made my very long day bearable.

Brandi Davis

1. Brandi came right to my attention with a wheelchair & made me feel like I was Royalty She was a crowd control person. She was so sweet and took care of where my family was & she called people georgues & handsome. Customer service has amazing people skills. Thank you!
2. I asked Brandi for this card because I felt compelled to recognizer her LOVE, JOY and live, Giving personility to not only me in my wheelchair, but to everyone whom we

passed. My husband & I travel frequently on SWA & have come to expect exceptional service on SW, but, Brandi was a beacon of light whose radiance transformed the countenances of weary travelers, by her kind words & positive attitude. She was the epitome of others centeredness who loved working with SW & helping its customers. Employee of the year is in our book!! It would be an honor to provide many, many specific acts of experienced watching her today.

3. She was so helpful & joyous. Funny
4. This lady was very cheerful upon approach. She handled all our needs from the time we walked in the door all the way to our gate with a very positive uplifting attitude. She gave us some laughs and just made our day! We need more like her.
5. She was awesome, she helped us from getting out of our drop at the airport checked us in and our luggage, took us to our boarding gate & check in, she was very friendly and kind, very pleasant not only to us but she had kind words to most people & spoke to everyone she could speak to what a great personality, and very outgoing spirit. Keep her on board she a great worker.
6. What a blessing. Brandy handled everything. We were traveling with a person needing a wheelchair.... From getting our boarding passes to getting us boarded.
7. Brandy was so kind and friendly greeting everyone in the security line with "good morning, gorgeous". She also pushed a woman in a wheelchair past me saying "excuse me- sorry! Wheelchair coming through!" Such a great way to start what could otherwise be a stressful morning at the airport.
8. This gal was very friendly and exciting to do her job. She was curbside and helped me throughout with wheelchair. Thank you!
9. It was our first time traveling with our toddler. She jumped right in & helped us with our bags & her carseat. Not only that but she walked us all the way to the Southwest desk (there was no line) :) While at our gate she pushed two people in wheelchairs. Yes two at the same time. Parked them with one hand and then went to the desk at the gate to make sure that they were taken care of. She really was the best! Even another employee was trying to bring her to another shift. She was the best!

Canesha Young

1. Canesha made my day with her positive and joyful attitude. She was very respectful and went above and beyond by immediately taking my bags to help me check them in, she rolled me in a wheelchair to my gate and even asked if I needed anything on the way to my gate. She really made me feel valued and my experience was "top knot". Canesha is an outstanding employee!
2. Canesha and Laron were immediately there to help my husband with wheelchair assistance-It was Laron's first day. Both were very respectful and helpful. They assisted my husband through the TSA check. I think they both went above and beyond. Laron has the right person in Canesha to shadow on his first day-what excellent customer service- Thank you so much

Jerry Fondren

Jerry was fantastic , very kind considerate and thorough.

Raweshawn Johnson

1. Raeshawn was patient with me. She took the time to explain my expectations this took the tension out of my anticipation. She took charge saw to it I was comfortable truly professional lady. Finally she asked is everything else I can do for you? Made my day. A plus for your org.
2. Raeshawn was front and center with a wheelchair the moment we arrived. She was fast friendly and helpful. Here's to Raeshawn Johnson!

Rashead Caves

Rashead not only took me in the wheelchair, but he also assisted my daughter with check-in. He made an extra trip back to get my walker properly tagged. All the while he smiled and talked happily. I've never had such a pleasant wheelchair ride in an airport. Rashead is friendly demeanor made my day.

Ronald Macon

1. He was amazing. Got us a wheel chair, checked in with new boarding pass stayed through security, got us to gate with a short bathroom stop for mom. Absolutely amazing personality and helped mom feel at ease.
2. This wonderful man pushed 2 seniors in wheelchairs and assisted us to get lunch, got everyone's bags, took care of our boarding tickets and was so extremely friendly. We cannot believe our Good luck today. Please thank him he is valuable to your airport.
3. He took both my wife and I in wheel chairs all the way to gate E34
4. He was great. A real pro, best experience ever at an Airport & wheelchair experience
5. From the time I got in the wheelchair until arrival at gate 6 Ronald Macon made me feel special. He took care of my needs with such grace & ease and when he found out I was 98 he really made me feel special. His sincerity was outstanding. He should be training to others.
6. Ronald saw us as we were exiting our car. He came to the car w/wheelchair. Helped me & my 98 year old mother through check in & baggage through security. He went above & beyond for us. He was charming, talkative & high fiving us, it was a PARTY! Job well done!!! He is deserving of recognition a great employee
7. Mr. Macon did such an amazing job he was so pleasant, professional and diligent, also, he was so courteous and showed empathy he is a model employee.
8. Ronald was very polite and helpful.

Watoshii Shurn

1. AWESOME!!! This Associate has one helpful, pleasant attitude!! Thank you!
2. It is important that we offer feedback on positive experiences. The young man listed above made my navigation at STL Lambert one of the last that I will likely experience possibly was not? Thought to be almost impossible. This young man was patient, kind & professional and creative with solutions. My friend with oxygen & very frail in a w/c could not even support her tote in her lap. He made it all work and I got a gate pass to assist. Please recognize he is a stellar employee. My friend is now in a Hospice House and he recalled her ___ of boarding & navigating the airport. Thank you. I am an RN and recognize those who care he was outstanding.
3. What a pleasant experience! Watoshii truly loves his job & it shows. He was so helpful with my elderly mom. Thanks Watoshii for starting our trip off with a smile.
4. Watoshii took extra special care of my mom who is in a wheelchair. He even noticed that her boarding pass did not have TSA Pre-check when the rest of our boarding passes did.

He took the time to help us with our coats and Cpac machine; he made sure we found my other sister. He was so helpful during the screening check point all the way to the gate. It's 4:30 am and he was as chipper and friendly as he could be. Great employee!

OHM Concession Group

Ali

I had a whole day of flying & cancellations and delays. All I wanted was some snickers ice cream to ease the day. Ms. Ali went out of her way to try and meet my needs. She checked the back and offered me flavors, she even offered to mix snickers by hand in by hand with ice cream cause their machine was down. She ended up making a delightful desert that really made my day. She was so sweet!

Arlando Stringfellow

I was so impressed with Arlando's manners. "Yes ma'am". I also noticed he jumped in to help a co-worker make my order go faster. I was wished a "Blessed Day."

Javon

Very polite and hardworking young man. It's rare when a young man uses ma'am, thank you and has an overall good attitude while working in the service industry.

Juan

They were serving the customer in front of me who could not decide and was changing her mind, but they attended to me without rushing me to make a decision and answered my question about my choices. They appeared TRULY happy as they served as opposed to being bothered as some other servers are. Thank them for being delightful. And my sandwich was great!

Lisa Huck

1. Lisa was very friendly and customer oriented. She explained menu very clearly for vegetarian options. Hard working and pleasant personality
2. Lisa was a wonderful server very customer focused and friendly. Helped with menu and selections of our food.

Marcus

They were serving the customer in front of me who could not decide and was changing her mind, but they attended to me without rushing me to make a decision and answered my question about my choices. They appeared TRULY happy as they served as opposed to being bothered as some other servers are. Thank them for being delightful. And my sandwich was great!

Raquel Williams

Raquel was so kind and helpful to my large party during a business trip. She was a pleasure to talk to and provided great customer service! Thanks Raquel!

Shannon

Shannon was welcoming and provided prompt, professional service. My meal was delivered fast

Travis

Travis is so happy and joyful and just a pleasure to be around!

Regency

Ashley Davis

It was a long day for me flying from Baltimore to St. Louis and returning back the same day. I had just dropped off my rental car and ran through TSA to make a mad dash to the ladies room when I heard a friendly voice that said, " this bathroom stall is open". Afterwards, as I was washing my hands Ashely made a point to come to me directly to tell me to have a great day. Her kindness and the smile on her face made my day. I actually left the bathroom and went all the way to my gate when I saw the sign about nominating an employee. I raced back to the ladies room at the opposite end of the airport to get her full name. Ashley showed so much pride in doing her job and it was clear that she enjoyed the people she met along the way. I wanted to nominate Ashely Davis because I want her to know just how much I appreciated her that day. Sometimes it only takes a small gesture of kindness to impact another person entire day. Please note this was the first time I ever flew into St. Louis airport and it left an everlasting impression.

Cameron Jones

Cameron was diligently cleaning the restrooms and had a great attitude when I spoke to him. He left a positive impression on me on St Louis and the Lambert International Airport.

Clara

Clara picked up all trash in the SWA terminal with a smile. The terminal area I waited in was spotless keep up the good work, Clara G and team!

Karen McClendon

Joyful attitude, great service, thoughtful, helpful and Respect full attention. Karen was very helpful and the ladies room and offered assistance for me to put my belongings and the room was exceptionally clean. This is above and beyond and customers love excellent customer service. Karen should be rewarded!

Darlene Savage

I was in the ladies restroom at the same time Ms. Savage was cleaning it. She turned to me & said "did your sister leave a red drinking container?" I said that I didn't know but that my sister was waiting at the gate for the flight, that my sister often left her containers & thanks "you look like her" she said about 1/2 hour ago left it on the shelf in the bathroom opposite gate 17". I thought it was pretty amazing she would have recognized me from my sister's inquiry of 1/2 hour earlier.

Derik Jackson

Very, very helpful & very kind he helped find my wife.

Dianne Oates

She is nice.

Trinette Gandy

1. Ms. Trinette brightened my very early morning pre-flight airport experience by greeting me - and everyone else - she met with a cheerful "Hello - good morning!" Friendly and industrious, this energetic lady undoubtedly deserves some recognition and perhaps a promotion? A+++ ATTITUDE counts with me!
2. Ms. Gandy was cleaning the women's restroom when I entered a little bit after midnight on Friday, March 29, 2019. Ms. Gandy was exceedingly friendly and professional and the restroom was absolutely spotless. The restroom gleamed and I was so pleased to enter such a clean restroom, late at night. I initiated a conversation with Ms. Gandy and was so pleasant to talk to, which was also a welcome surprise on such a late evening. I asked her for her name so that I could report the outstanding bathroom and her professionalism and friendliness to her supervisor. She told me she had been with the company for over 6 years and always worked the late shift. As we talked, she continued working. I was tired and just wanted to chat; she was happy to chat but also clearly had a job she was dedicated to continuing. Through my interaction with Ms. Gandy it was OBVIOUS that she worked extremely hard, took great pride in her work, and enjoyed her job. Ms. Gandy is an employee that St. Louis Lambert airport should value - I can't imagine someone more deserving of this award than her. She is EXACTLY the kind of person the airport should want to represent itself; she put a friendly, professional, and hard-working face forward and made my day brighter. I strongly recommend her for this award!

Southwest Airlines

Allen Bluiett

He really helped me even though I was about to cry right there in the terminal. He was patient with everyone in front of me even a lady that was cussing up a storm. Truly amazing customer service and respectful and calm. Fixed my flights like it was nothing. Great man.

Andre Booker

1. Experience: I was waiting in gate area where I was positively greeted by Andre. She offered to reserve an additional seat for my comfort on the upcoming flight. She explained the COS policy to me of asking for the extra seat when flights have a seat available, wanting people comfortable! What a change from Tampa who only looks for ways to tell you your doing something wrong and never offers help, even when I Needed a wherlchair! Wtg Andre! Ty for making a frequent flyer, who has many health issues, and usually gets a hard time with either a SVAN or ESAN. This was service, going above and beyond for our comfort and happiness! She even took care of my return flights for me.
2. After having our flight cancelled due to weather our group of 16 adults and 72 students were stranded over night in the airport. Andre' worked over 2 and a half hours to help us rebook 8.8 tickets to Tulsa. She was very compassionate and understanding of our issues. We had gone 24 hours with no sleep. She even read our list of names when we were to tired to see. Thank you!

Antonio Clark

Antonio was very friendly and went out of his way to help me.

Bo Gill

Very friendly, courteous and very professional . Answered all my questions clearly, showed great patience I hope Bo can help me next time I leave STL on Southwest. If there was a score from 0-10, with 10 the highest Bo would be a 15!!

Brian Wiltkowski

Mr. Wiltowski was extremely helpful and friendly. He helped us with our inquiry and spent much time looking up information. We (I and my husband) were impressed with his positive attitude and his willingness to go the extra mile.

Carol Crenshaw

Calm and courteous when we had a flight cancelled. Fixed the situation as best as she could and never seemed aggravated with what she had to deal with. She made me feel like someone cared that we were inconvenienced.

Cliff

Cal was friendly, professional, and probaly the most efficient, "handler" of getting my boarding pass and bag checked. Very polite and reflects why I love flying Southwest.

Christian Hall

1. A passenger man spilled a large amount of water and didn't clean it up. She quickly found a yellow caution sign and cleaned up the water with napkins. While the man didn't even help! I'm particular worried about elderly falling and i really appreciate that she cared enough to fix the problem. Thank you Christian.
2. Christian was super positive and friendly. She has a great attitude, and we bonded over petting another women's really cute shiba inu puppy and our cats. Definitely made my fifth flight over two days start out great!
3. She was helpful, pleasant, knowldegeable, professional, warm smile. She made me feel "special". Love SouthWest Airlines

Christina Brown

1. Due to a medical condition my elderly father has, he needed special assistance. When I spoke with Christina about it , she immediately offered that assistance, treating both him and I with kindness & respect (and putting my mind at ease). Thank you Christina, my whole family appriciates the care you take in your profession.
2. Our tickets were on stanby in the flight to Orlando. Chriastina has been extremely and patient to understand our situation. She helped us ensure that we have a smooth journey by providing us a standby ticket to be confirmed at a given time. She even gave a few activity sheets to my daughter and consoled her. Thanks Christina for all the help. She was very proactive to help us.

Christianna McCall

Christianna went out of her way to give my mom a wheelchair ride to our gate and she treated us with extraordinary kindness. Thanks Christianna. (employee #15134789)

Clifton Ware

I had a long business trip with lots of issues. Cliff was able to sort through everything and get me squared away on a flight home. Much thanks to Cliff and his co-worker Vince. Great guys who took the extra time to help me out.

Connie Ladyman

1. Went above and beyond to answer my questions and ensure I was checked into my flight properly and on time.
2. Our 17 year old was flying to DC by himself. Connie was so kind and helpful. What could have been very stressful was made less so.

Damoin Brame

1. He took care of me from the beginning such a polite young man. Give him a raise. He's an asset to your company.
2. He took care of me from the beginning such a polite young man. He enjoy his job. Give him a raise. He's an asset to your company

Gail Davis

Gail was extremely helpful and understanding about my adult peanut allergy. Many times at airports staff do not know that how sensitive this allergy can be or that older adults may have it as well as children. I appreciate Gail's sensitivity and kindness.

Jacqueline Young

1. Very acomodating in rebooking my flight
2. She did a great job merging an oversold very late flight to get everyone orginazed for the new boarding process in a very crowded gate area. She was calm, quick, orginazeds very informative.

Jerry Bresnahan

Jerry was so helpful. In leaving St. Louis unfortunatly without our father. We came to pick-up (passed away from a heart attack). He made sure our fathers two daughters stayed together. Thank you for making things better. Jerry said "its get better"

Kelsey Kowalchuk

Kelsey went out of her way to push my wheelchair from the plane to the gate watched over me until my flight for my Grandson's graduation. I appreciated her introducing herself to me and regularly checking so cheerfully. I wouldn't fly SW didn't make it so easy.

Mary Bonkoski

We have never been able to fly with Southwest due to circumstances. Mary came over to us right away, EXTREMELY helpful, kind, listened to our concerns, explained things very thoroughly & she even added in more information to help us out. I NEVER felt like our questions were stupid or that we were wasting her time. My husband & I were very thankful for ALL she did. I thought other employees were nice too, but she was exceptional! We will be flying with Southwest! Please thank her for us! (Sorry I sent this so late.)

Michael Shrum

What a gentlemen helping everyone with there bags and hair friendly as can be

Nick Claro

He helped wife getting into her purse, zipper would not work made a hole in it so she could get her hand inside. He was very friendly also.

Russell Tropp

I was greeted with a warm smile and positive attitude by Russell Trupp as soon as I got to the gate. I was very early, so he made sure to ask me if I was lost and in need of directions. Someone on the previous flight forgot his phone, and I witnessed Russell search every isle and seat and chair until it was found and the passenger was very happy! He even picked up litter around the gate. He was helpful and went absolutely above and beyond. This was my very first time flying and I was very worried, but he made it a great experience and I will definitely be flying with Southwest again!

Sammi Vandaveer

1. Sam was friendly, energetic, helpful and optimistic when we were rejected off our flight from Denver to bwi due to weight restriction even though we had our tickets. She entertained our questions and concerns which put our minds to ease, even though we were stuck in st Louie for 4 hours on Father's Day. Our initial request for food voucher was denied by another southwest employee but Sam told us if we would have talked to her she would have tried to help us out. Sam's good attitude deserves recognition!
2. Left my hat on the plane Samatha went to get it. It's a hat I bought in Ireland. Thanks.

Stephanie Pashia

Stephanie helped me schedule a new flight out of St. Louis after having missed my original one...just minutes prior. Her compassion was what struck me as something special. She made me feel at ease and provided that extra TLC that I needed to get through the day. She's the best.

TJ Jones

TJ helped me prepare a fragile package I had to be checked at the gate. He went up to the front of the airport check in area to get many orange "Fragile" stickers, and did a great job handling my package carefully, putting the stickers on, and making sure the correct "claim at gate" tags were on it. Thanks so much for such kind and dedicated service!

Zack Markworth

Zack supported making missing our connecting flight easier to deal with.

Sun Country Airlines

Alexia

First time flying Sun Country. Young lady named Alexia was very courteous, warm and made me feel appreciated. If all your employees are as professional and personal as she, you will do well here in STL

Michael

1. Michael was so friendly and helpful! Answered all my questions as a first time flyer at Lambert and made check-in a breeze! A plus service.
2. Michael made checking in so easy and was all-around delightful! He helped me lift my bag, which was very helpful. I'm an anxious flyer and he told good jokes that reminded me to look on the bright side a much needed laugh! Thanks Michael & Sun Country

SuperPark

James

Antoine was very friendly and helpful. He helped my kids get their bags on and settled. He dropped us off and got out of the shuttle to help us all. Then as he was driving by he saw us struggling with all the snow that had piled up on our van and came down to offer a scraper! You rarely see this type of kindness and we appreciated it.

John Kelly

I had dropped off my car early Friday morning and in my nervousness to make my flight I didn't write down where in the lot I parked. Returning on Sunday afternoon John was very kind to help me locate the car based on my foggy recollection and helped me get my suitcase to the car. This small act of kindness and extra effort meant so much after my weekend trip and I was so grateful to be home again in St. Louis!! Thank you John! I remembered his last name because it is the same as mine!

Vanessa

1. Vanessa was incredibly friendly, professional, and helpful. She gave detailed information to other passengers as to the schedule for shuttle service for their lot, which apparently would be under a shift change at the time they returned. She also explained the changes to shuttle service locations in terminal one to me and promised to bring up issues in signage in the terminal relating to the construction around exit 12 with her supervisor. With her clarity and professionalism, she should be working in the TSA because God knows they need it.
2. Vanessa was so positive and friendly. She was very accommodating and sweet, offering a ride for me to accompany my mother to her terminal (and then return me to my own terminal). She even kept an eye on my mother from the shuttle to confirm she was headed in the right direction. Vanessa greeted and assisted each passenger on and off the shuttle. It certainly made for a smooth and pleasant departure. Thank you Vanessa!!

Willis

Willis provides such wonderful service. Polite, professional, kind and helpful with a big pleasant greeting and smile. Last night he was our driver from Terminal 2. A gentleman needed to get to Terminal 1 for a lost bag at Delta and he offered to take him politely and kindly and instructed him on where and how to get to where he needed to go. He insisted upon loading and unloading everyone's bag and wanted to be helpful. He then patiently helped a couple that could not speak English and got them to the right lot. Willis shows the best of St. Louis and on a night where the St. Louis Blues won the Stanley Cup, Willis show champion spirit and service. He represents the best of St. Louis as much as our hockey players do.

Emma

She picked us up and was super helpful and very nice. Definitely great employee.

TSA

Destiny Suggs

I had to have two of my bags checked, but Destiny was very nice about it, explaining what she was looking for and not being pushy at all. I loved her positivity!

Dwjaun Hayes

I was flying out on Flight UA5581 STL to DEN, Friday, May 3. I was passing through the security check point, and placed my items, including my cell phone (whose case is also my wallet) on the conveyor belt. When I went to retrieve my items, however, my phone was missing. Agents tried looking but could not locate it. I was very nervous as my boarding pass, ID, credit card, etc. were all missing and I would not be able to board my next flight without them. Mr. Dwjuan Hayes, who was not working in this section, came over and offered his assistance. After much searching and effort he was able to locate the phone, which had fallen down in between the conveyor belt and metal tracks. His time and assistance were so greatly appreciated. I wanted to make sure he was aware of my gratitude and recognized for going above and beyond.

Lee Faucett

Lee was efficient and friendly. We appreciated his courteous service. My son has a broken arm and was nervous because the man who made his splint told him he'd probably be detained and better be ready to answer a lot of questions about how he was injured in security. Lee's friendliness made my son feel safe

Lisa Rabbitt

Lisa did my full pat-down. She was professional, efficient and most off all she was friendly. Security screenings are nerve wracking for me and she managed to make the whole experience pleasant. Thank you Lisa for a job well done :)

Robert Young

I was traveling with my pet for the first time. Mr. Young went out of his way to help me find the Pet Restroom & helped me /us get to the gate. He was very friendly and helpful and it was very much appreciated.

Steven Stuckey

Stephen Stuckey was extremely friendly and happy and positive.

United Airlines

Adele American Horse

Our name had an error. She spent 30" or more getting it corrected calling many places all the while being patient and kind. I was extremely delighted with her help.

Alyce Givarz

Alyce and Carmen helped me reroute my flight from St Louis to Cairo when a delay was going to make me miss my connection. They worked trying different options for the better part of a hour. They multi - tasked helping me and several other passengers at the same time. I know weather delays are frustrating and I greatly appreciate these two women going the extra mile for me. They worked tirelessly on their computer and on the phone to find me a route that got me home near to my original timeline. They also always had a smile and positive attitude.

Avery Smith

1. He was very efficient and polite. We were a part of a large group of 14 and he handled us with "Kit Gloves" We loved him!\
2. Avery checked in 14 people to go to Isreal and no one could have done it any more quickly or easily then how he handled our large group.
3. He was very efficient and polite. We were a part of a large group of 14 and he handled us with "Kit Gloves" We loved him!
4. Pleasant, smile helpful part of a large group

Bryan Johnson

What a lovely surprise to be greeted with live music! Bryan displayed such a positive, lovely, heart-felt spirit! (He even took the time to share a couple of music apps with me, which I've already downloaded!) I'm so excited to share this with my students and hope both to hear Bryan play again as well as encourage my students to strive towards sharing their music and touching people the way Bryan does! What an unexpected inspiration!!!!

Carmen Bepin

1. Alyce and Carmen helped me reroute my flight from St Louis to Cairo when a delay was going to make me miss my connection. They worked trying different options for the better part of a hour. They multi - tasked helping me and several other passengers at the same time. I know weather delays are frustrating and I greatly appreciate these two women going the extra mile for me. They worked tirelessly on their computer and on the phone to find me a route that got me home near to my original timeline. They also always had a smile and positive attitude.
2. Carmen offered to switch me from a connecting flight from STL-ORD-YYZ, which would have gotten me home at midnight to a direct flight getting me home just after 9:00pm. That was fantastic. The icing on the cake was when she fixed my TSA Pre issue as well. She epitomizes excellent customer service.

Celia Pastore

Celia was extremely friendly and accommodating in getting our bags checked and getting information about my mother's flight. International travel is always challenging, and she made an incredible impression by making sure that my mother had all she needed to get going.

Christine Hamilton

Christine went above and beyond to help us try to reroute our flight so we wouldn't get grounded overnight. Because of her, we got to be with our family that night!

Daniel Duncan

1. Daniel was welcoming, courteous & very efficient, especially for early in the morning. He recognised our Gold Status with Singapore Airlines & Star Alliance & treated us accordingly, making our check in very pleasant. Thank you Daniel
2. Daniel was super friendly and asked me about my trip! Overall a positive experience, where there usually is either a negative one or it isn't memorable. It was a great start to my day and my trip.

Douglas Woods

He went above and beyond to get our team to DC when our flight was cancelled. We had 2 of our members had urgent need to get back ASAP and he worked tirelessly for an hour to help us very helpful.

Ismael Rosada

My flight was cancelled due to weather in Denver. Ismael made a stressful situation enjoyable with his friendly easy going manner. He found me another flight for the next day & was a pleasure to work with! Everyone at the STL airport was friendly & amazing!

Jeff Miller

1. Very wonderful.
2. I was getting conflicting information about the status of my upcoming flight. Jeff went above and beyond to get the information, find out that my flight might be delayed, which would have caused me to miss my connection. He then got me booked on a different airline so that I could make it home on time. As it turned out, my original flight was cancelled with no other flights out that I would have been able to move to at that time. Jeff truly saved the day for me!
3. He was super nice, friendly and had. Great attitude

Jennifer Black

1. The flight got cancelled and she was very patient with me while I decided what to do. She managed to get me the last seat on an early Delta flight the next morning and got me a hotel with a shuttle that ran early enough. I really needed to be back home ASAP and she somehow made it happen and made a worst case scenario into just a really really bad case scenario.
2. I had been planning a trip to Barcelona for months. Weather delays could have ruined a couple days of our trip but Jenny was really helpful and we ended up only losing one day in Barcelona with an unplanned layover in London. She was very patient and helped us to make the best of a bad situation. Great job!
3. She was super REAL! Ad libed it & was cool about it

Jim Paulhus

Jim patiently, and with a smile, made sure to piece together my ticket from STL to Johannesburg. He made sure my luggage would be checked all the way through so that I can make my connecting flights on time. I appreciated the light banter.

Justin Robles

1. Super friendly and solved my stressful problem!
2. Extremely helpful and accommodating!!! Very understanding and kind to musicians with instruments who need overhead space as a professional necessity!
3. Our flight to DC was changed. Helped us re-route to Portugal. Appreciate it thanks!

Marlene Srouji

Marlene kept her cool and cheerfulness both when dealing w/ the person in front of us who had somehow been issued a ticket with the wrong name(also the luggage) and then with us. Our SFO flight was delayed which meant we missed our KIX Japan flight so she was able to reroute us through Toyko. Anyway she gets our vote for an award.

Mary Sage

I accidentally left my purse with my phone, computer, etc in the car that dropped me off. I asked Mary to help me problem solved. She called my phone. My belongings were returned to me in time for my flight. She saved my day!

Michael Branom

Michael was very helpful and courteous. He went above and beyond to help me.

Mike Arimposak

Our flight 4616 to Chicago was cancelled. As a result we would not be able to make our other connections. There were lots of folks trying to make reouting. _____ in this stressful enviroiment, Mike was a pilar of composure, he was most pleasant and professional during our time with him. He got everything set-up for us under challenging circumstances. Way to go Mike

Odeth Horsford

1. She went above and beyond for us on customer service when going overseas, assisting with seating change.
2. Odeth went over and beyond, cheerfully assisting us with seat reassignment flying overseas as our travel agency failed to keep our seat assignments
3. Our original flight was delayed which would have caused us to miss our connecting flight. A very rude worker named "Rachel Mason" forced us to take a flight that was 2 hours from where our car was parked. Frustrated and feeling defeated I approached Odeth as a last bit of faith and she immediately helped us and got us to our original destination on time. Odeth showed professionalism and compassion and restored my husband and I's faith in humanity. Thank you so much Odeth.

Pedro Saladin

Airports are stressful. Made it fun and enjoyable.

Rudy Guadarrama

Rudy had an over sold flight, held his composure with lots people coming up to him and trying to make sure everyone is happy. He was very composed and polite to me and another customer when asking for us to stay and take another flight.

Sharon Meier

Our flight was delayed due to maintenance issues and Sherry went above and beyond to make sure we got everything figured out. She was amazing and turned a bad situation into a manageable one! Thank you Sherry!

Steven Whaley

1. Steve was attentive and extremely helpful with assisting my children and I with getting to a connecting flight. I was a bit nervous due to just a 50 min time to get off of plane and run to a gate from B to gate F. He was so kind and immediately assured me it would be ok and even gave me a back up flight!!! I have never been a rewards member of any airline and I do fly at least twice a year and will consider becoming a united member due to Steve's unwavering kindness and generosity. This man should be recognized please and I thank you for doing whatever you can for him!!!

2. We were greeted with a smile and warm good morning told us to have a great day and thank you. But she was over and above, very personable, kind, everything you'd want for your business & employee you can tell she loves her job & her customer.
3. We had a group of 17 and Steven was very patient and efficient.
4. Very helpful & great attitude!
5. Very pleasant jumped right in to help our group of 17 Made the whole process easy & pleasant. Thank you Steven. 2.) Thank you for your helpful attitude! 3.) Great help super early in the morning, Informative & kind. 4.) Steven was very helpful with our group checkin. He was pleasant and answered every question. Took care of every problem. Very nice man. 5.) Excellent help! Thank you for being polite so early in the morning & checking me in! 6.) Wonderful Customer Service! Very helpful with check-in process and great personility especially at 4 a.m..7.) Very helpful! Thank you so much! It was early and you were patient and kind. Thank you!

Terrell Malone

Terrell was very personable & helpful in making sure my needs were met. He is an asset to this Airport.

Thomas Colbert

1. Colbert was very efficient, careful and kind on time and specially cheerful & smiling asking if we needed touse the restroom and that we could. We need more people like him. Thanks Colbert.
2. Thomas was very helpful and always smiling and reassuring.. Very kind person.

Tony Ruffino

Very nice was able to get on a flight that got us home sooner. Very nice, pleasant @ 4a.m.. Thank you!

Vino Volo

Stephanie Thurmer

Stephanie was kind and fun! She makes people laugh and lifts their spirits. She's instant friends with every customer. She deserves a raise! Kudos, Stephanie! You're making a difference each & every day! Keep it up! The airport is lucky to have you!

Whelan Security

Empire Tanner

She was very helpful, letting us know exactly where to get a taxi and the best information on getting around. Pleasant and extremely accommodating.

Jakayla Johnson

Jakayla went out of her way to help me when I lost an item. While I waited for item to be returned, I watched her help others & go out of her way to be kind & smile. Thank you Jakayla!