



## GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

### Second Quarter 2019 Recommended Nominations

Nominations have not been edited for grammatical accuracy or typing errors.

#### **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!

#### **Michael Cannon – ABM**

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!.

## **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.

## **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**

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!!!