



## GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

### Third Quarter 2018 Nominations & Winners

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

#### Quarterly Winners

##### **Regina Gourdine – American Airlines**

Our son graduated from Fort Leonard Wood and was transported to Lambert International (he wasn't allowed to go with us). His booked flight would have brought him to Phoenix at 9:00 pm. We were on the 2:35 flight, which arrived in Phoenix at 3:45. Regina took care of our boarding passes, etc. and then gave us her name and said if he arrived in time, look for her and she would make sure his flight was changed. When his bus arrived, we grabbed him and another new graduate going to Phoenix and found Regina. She made sure they were both rebooked on the new flight with no problem. Her support of our armed forces was so refreshing and uplifting for the new Army graduates. She went way out of her way to make their flights home so much easier for them. We are proud parents (of course) and happy to see that others are proud as well. Not to mention that she took GREAT care of us before any of this even came up. Lambert should be thrilled to have such a dedicated employee (although she works for American). Thank you!

##### **Karla Hill – Delta Airlines**

She made me laugh and smile as she was boarding passengers. She was just pleasant & happy!! It was contagious as she passed on her positive attitude to all boarding through her gate. She truly enjoys her job!

##### **Octavia Raines – TSA**

On 7/19/18 I went through TSA Security check point and somehow my tablet and envelope with a check went missing. I did not realize till the 20th and I placed a call to Officer Rains, who at the time was very busy with other situations. Officer Rains was very professional, personable and helpful. Officer Rains had all items and instructed me how to get them back. When I received the items, they were packed in the safest way. To Officer Rains Superiors... You have a outstanding Officer that communicates well with a public that can be very short on politeness which I understand very well since I work with the DOJ. Thank you Officer Rains.

## **Kevin Johnson- Hudson**

I tried to get a soda from a machine in T2 before my flight but it swallowed my money. I went to the closest shop to ask where Customer Services was( I had given my daughter the rest of my money before departure so I had no cash left). 'Kevin' gave me directions and asked why I needed them. I told him and he very kindly rescued me by buying me a soda. As I was flying on WOW, I wouldn't have the opportunity for free refreshments - I was pretty stuck. I would like to thank him for being a very kind person and would even welcome the chance to send him a souvenir from London. Thank goodness that such people exist and he should know how grateful I was for this kindness.

## **Kerri Keane – Southwest**

Tuesday, July 24, 2018. Finally the day was here and I was bringing my boyfriend to the airport to board a plane to Las Vegas to a Substance Abuse Treatment Facility. When we arrived, the parking lot at terminal 2 was full and we were asked to park in lot A. It was only 9:30 a.m. and his flight wasn't until 11:35 a.m., so we had time. The situation was tense. We both knew in order to save his life he needed to go, but as you know making the hard decision to go to rehab is difficult and he was full of anxiety. The rehab facility had instructed me to pack him enough clothes for 15 days. He would be staying for 45-60 days of treatment, but could do laundry regularly. So, 15 days of clothing, plus toiletries etc., is a lot of stuff! He wanted me to drop him at the curb, but I wanted to accompany him into the airport. We caught the shuttle to the terminal and after about 30 minutes arrived to terminal 2. We arrived in line at the Southwest counter to check his large bag. Just as he was lifting it onto the scale it hit me-- this bag is going to be too heavy... and it was... 15 lbs too heavy. Kerrie K. gave us options, pay an extra fee of \$75 or purchase a Southwest blue canvas bag for I believe \$30. Normally, this would not be a problem at all. Since I thought I was just delivering him to the ticket counter, I had locked my purse and all my credit cards in the car which was in lot A. The treatment facility had instructed us that he could not bring a cell phone and had instructed us that he could not bring cash. They suggested he bring a \$100 pre-paid VISA card for incidentals. We are not kids, we are in our 50s. We are both employed full time and have plenty of access to cash. Yet, here we stood, with only a \$100 pre-paid VISA card, which was ear-marked to be his only cash for his travels and stay. So, we removed ourselves from the line, and I suggested I would take the shuttle back over to lot A and get my purse. He stressed that there wasn't enough time. He wanted to just take things out of the suitcase, but I had no way to carry the items back to the car. How much is 15 lbs of clothes? He was getting very frustrated and I was afraid he was going to change his mind and not go to rehab. We decided to get back in line and use the pre-paid VISA card and when Kerrie K. ran the card she said 'insufficient funds', we explained this was a brand new card, she said it would not work. We removed ourselves from the line again and I called the card company, they said it appeared to be an 'online purchase', I explained we were at the Southwest counter and about to miss the plane. They explained they are cautious of online purchases and needed to verify name and address. Who ever heard of such a thing with a pre-paid gift card? So we registered his name with the card and got back in line. Kerrie K. tried to charge us for the bag so that we could re-distribute his items to comply with the weight guidelines. Once again, the card would not work and came back invalid. At this time my boyfriend John, said he was going to the bathroom. He

could no longer cope. For all I knew he wasn't going to rehab. This had taken weeks, months and multiple interventions... and it came down to 15 lbs, me leaving my purse in the car, and/or the purchase of a \$30 bag. I stood there teary-eyed and didn't know what to do. I told Kerrie K, that I had plenty of cash and credit cards in the car, I asked if she could give him the bag and I would promise to take the shuttle to lot A, get my purse and come back and pay her... just please... help me get him on that plane! Kerrie K, told me she was giving me the bag. I could not believe her kindness. I went over in a corner and began to redistribute his items. John approached me and said he was giving up, he had enough. I explained oh no, we are good, let's get in line and hope this bag weighs enough. We approached the counter ... SUCCESS... 17 lbs!! John boarded the plane and I took the shuttle back to lot A, and drove 2 hours back home... exhausted! In the end, thank God for Kerrie K. So many different scenarios could have happened. If the lot wouldn't have been full, I could've just ran over to the garage and retrieved my purse! We still do not know why the pre-paid VISA card did not work. It did however work out in Vegas. Today is September 24. He just arrived home, clean, sober and ready for a new chance at life. I cannot thank Kerrie enough. I sure hope sharing this story does not get her in any trouble. We would be more than happy to pay for the bag! You just never know how much a little kindness and compassion can make a huge difference in someone's life.

### **Paul Stupperich – ABM**

Paul Stupperich, a terminal shuttle driver for Super Park, discovered a packet of money on his shuttle after his passengers had disembarked. He attempted to locate the owner but was unsuccessful. He immediately notified his supervisor, reported his failed attempt to locate the owner and turned over the packet containing \$300.00 over at that time. Mr. Stupperich's honesty and concern for other's welfare exemplifies the quality of employees representing both Super Park and St. Louis-Lambert International Airport.

## All Nominations

### ABM

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#### **Alivu Wahabi**

It was a pleasure and blessing to me to be warmly and respectfully greeted with a sincere desire to help me. I feel compelled to take time to let you know that Alivu Wahabi is an excellent model of what all passengers assist should be. I am thankful that you hire someone like him. I am one thankful that he was there to assist me

#### **Debra**

Talking about customer service! Debra smiled was nice and had a good manicure! Keep her employed!

#### **Don Clair**

Was called by Mr. Roland for pick-up per wheel chair to arrivals. Very nice serviceman. Awesome tour guide, giving a history of StL, places to go & see when in the STL area some service, awesome jokes as well.

#### **Edward Garner**

Ed was extremely kind & thoughtful and went out of his way to help me and my daughter.

#### **Jasmin Gibson**

I landed at you all's airport on Saturday September 1, 2018 and my mother in law Evelyn Howard was escorted in a wheel chair by an African American woman employee named JASMINE who has absolutely fantastic! Jasmine pushed TWO wheel chair travelers at the SAME time like she had all the strength in the world. She took on the task and never once complained but instead made sure that everybody was okay. I have never seen an airline employee work as hard as Jasmine did. In fact when we returned for departure at STL airport on Sunday, the next day, information called for a wheel chair assist and no one came up. Ms. Angela was kind and wonderful enough to take my mother in law up instead and we sincerely appreciate her for that. After we got through security we ran into Jasmine again! Even being off by this time she STILL took the time to complete the wheel chair assist and took my mother in law to the correct departure gate. Every employee should always strive to work the way Jasmine (and even Ms. Angela) do. I would absolutely, hands down cast my vote any day for Jasmine to be employee of the month...

#### **Mr. Roland**

United Airlines Airlines did not provide wheel chair pick up to arrivals thought I could walk the distance got as far as Delta Airlines gate 1st gate from arrival gate 21, have had surgery and to walk long distance is a killer. Mr. Roland was very helpful checking on me, and providing a wheel chair for me. Very attentive awesome employee. Distance to arrivals was a lot farther than I could have walked since this happened already at Denver transfer with a short layover. Awesome employee.

**Rashon Holman**

Mr. Holman was very kind, courteous and very respectful of my inability to walk the terminal to get where I needed to go. He readily assisted me with the ticket agent, through TSA screening being so kind to tie my shoes because I physically could not reach them. He saw this on his own & helped me without hesitation in a very professional manner. He spoke very respectfully to me and treated me with respect. He didn't chat it up with others performing the same duties as he was. He would say hello and continue with his task of pushing me in the wheelchair. He was the very best in my entire experience in my round trip flight from STL to ATL to Chattanooga. I appreciate all the wheelchair attendants because I could not travel without assistance within the airport terminal. This young man concentrated on his task at hand and made sure things went as smoothly as possible. He went above and beyond with the best customer service I had during my trip and experience at other airports with the wheelchair attendants. I worked in customer service most of my life & I know an employee that's serious about their task when I need their assistance and he was the best. So respectful, not making me feel insignificant because I could not walk it on my own. He was pleasant and professional in all that he did. He sets a great example that others at other airports need to follow. When I returned back to STL to come home, I was met at the plane with a tiny young lady as my wheelchair pusher and she was far too small to push a woman of my size up that aisle from the plane. She pushed the wheelchair up a ways over the bumps so she could push me on up. She was pushing one lady and pulling my wheelchair backwards causing me to weave back and forth to the point I became nauseous. She tried to enlist the assistance of others to no avail. Finally a young man took over my wheelchair and took me to the TSA checkpoint as I was leaving and my son took over from there. I did notice that requests for help from one employee to another fell on deaf ears & they were not willing to help their co-workers. I tipped each one accordingly. THE PROBLEM was with the ticket agent upstairs at STL Lambert telling him to push me to Gate A2 as it was written on my boarding pass. My flight didn't leave from Gate A2, it left from Gate A6 and I missed my flight. This IS NOT an error on Mr. Holman's part but the agent that tagged my luggage & gave us the boarding pass which the agent wrote the Gate number on. Because of this, I missed my flight to Atlanta and had to get on a much later flight that was late due to the weather. Because I have insulin medication to keep cool I was concerned that it would get too warm and ruin for that long of a wait that could have been avoided. The Supervisor, Mr. Roland Brown let the staff know what happened so they could assist me if necessary. I was given a \$15 food voucher but had already had my meal so I shared it with someone else. Thank you Mr. Holman and Mr. Brown for your assistance. I did try to show the agent at gate A2 my boarding pass but she said she didn't need to see it. I just wanted to make sure I was in the right place but she didn't want to look at my boarding paperwork.

**Rosline Muriel**

She helped to solve re delivery of luggage outside. She is very patient to us we appreciated her help.

**Thomas Colbert**

It was a very nice experience having help of wheelchair.

**Tyrin Lewis**

Tyrin was very helpful in assisting me. Make sure I arrived at my destination.

## **Air Choice One**

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### **Angela Smith**

Always helpful & smiling

## **Airport Authority**

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### **Anitress Upchurch**

I flew in late to STL because my flight was delayed several hours. I was exhausted and when I exited the plane, immediately went to the restroom. I set my cell phone on the ledge above the sink so that I could wash my hands and walked out without it. I did not realize I had left it behind until I passed the point of no return. I first went to the American Baggage claim to ask for assistance and I was brushed off as unimportant and told to go to the police and report my phone missing. I was in tears, because I was in a new airport I had never flown into before, unable to call my family and unable to find directions to where I needed to go when I left the airport. I was markedly upset and as I walked to the police department, I encountered Anitress. She was so kind and thoughtful and calmed me down. She talked to one of the other employees near her and he offered to go to the area where I had left my phone. Anitress asked for my phone number and using her own phone started calling my phone. She said, "If someone picked it up, we can tell them where you are." She stood with me until the gentleman came back. We realized that he had gone to the wrong terminal and about that time a police officer on a segway came and when I told him what had happened went and retrieved my phone for me. Anitress was the kindest, most thoughtful person I encountered while in the St. Louis airport. She deserves some type of recognition for helping me!

### **Jim Ballard**

Really good guy

### **Rhonda Hamm-Niebruegge**

Lisa Bozella is a new member of the Explore St. Louis Meet & Greet, and I have been training her for the job. She just told me this story and I thought it was worthy of recognition for the highest title of the airport. Lisa's first day working on her own was 8/6/18 and we were doing a M&G for the PGA. She was escorting a PGA Caddy to his bus transportation when he realized he had left something important inside security. Because Lisa was not badged at the time and wanted to do everything she could to help, she told me she went to the first person she could think of, the office of the Director of the St. Louis Airport to ask who could help her. She said she had said hi to Rhonda earlier in the day. I think this is a pretty unique story, because most people would not have barged into Rhonda Hamm-Niebruegge's office asking for help. Well ok, Lisa would. What makes this story impressive is..... Rhonda Hamm-Niebruegge apparently left her office, went through security and retrieved what this man had left behind. A good impression indeed for this PGA Caddy I would say. I believe this goes above and beyond the job duties of the Director of the St. Louis Airport. But something tells me that Rhonda has done many such acts of kindness, having worked her way up the ranks in various departments at the airport and doesn't consider any of them beneath her. Rhonda, this is a Good News story for sure!

## **Airport Shoe Shine**

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### **Phillip**

As an airline pilot I travel all over the globe. Phillip is one of a kind. He is always positive and greets you with a smile and a handshake. His interaction with customers traveling through STL is amazing, caring, and professional. He also gives the best shoe shine around!

### **Theo**

I was struck by Theo's remarkable craft at the show shine stand, so much so I asked if I could record it for Instagram. It's a lost art, and Theo obviously takes great pride in performance.

## **Alaska Airlines**

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### **Carlos**

Carlos was very helpful in checking in our luggage to having to stay for security TSA handicap searching. Helped blue haired \_\_\_\_\_?

### **Josh Patl**

This service agent was helping with checked bags at the check in counter and over heard the check in employees telling us incorrectly that we had too many bags when one was a cpap machine and didn't count as a carry on bag number. This employee felt the check in people were rude to us so followed us to our departing gate and had us upgraded to premium seating and had miles sent to us. He was so nice and went above and beyond to make sure we got a good impression of the airline.

### **Rachel Mason**

1. Rachel was the counter person for gate c15. She worked with Josh Patl to upgrade our seats and have miles sent to us after a negative customer service experience at the check in counter when arriving to the airport. We were told we had too many bags when one was a cpap bag that didn't count. Rachel was unbelievably nice and left a lasting impression to fly Alaska airlines again.
2. When we arrived at 4am she greeted us with a smile & was very helpful. She asked us if I was ex-military & I said yes & she waived our bag fees. She had a great personality & enjoyed the checkin experience, She is an asset to Alaska Airlines.

### **Victoria**

Always has a very friendly, helpful, and welcoming attitude—pleasure to see her!

## **American Airlines**

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### **Arrianna Connors**

Helped my daughter Anastazia Prost with check in and 3 suitcases on trip to Bogota, Colombia, extremely pleasant, just made her trip!!!

**Carlton Smith**

I received several texts from AA.com warning me my 7:30 flight to DFW was delayed so I would need to rebook to make it on my Phoenix. Connecting flight. I noticed the AA1616 had not yet left & was going to wait in line to ask if I could join this \_\_\_\_\_ ft.. Carlton approached asked if he could help, and immediately \_\_\_\_\_ he could get me on it to make my connection! Thank you Carlton! He was very friendly, helpful & efficient.

**Carol Lee**

Carol was able to move my husband and I together because I was nervous about flying without him. Thanks Carol!!

**Charles Trent**

1. Best service EVER! Was super understanding when helping with my unaccompanied children.
2. So great, taking time to make sure our connection, bags, time was all taken care of. What a relief!

**Chelsea Chapman**

My flight from STL to Philly was delayed and meant me missing the connection to Buffalo. I have to be back at work tomorrow, so the options of flying to Philly tonight and leaving tomorrow morn or staying here in STL and leaving tomorrow morn weren't ideal. There were no seats left on the later flight from Philly to Buffalo.....BUT.....Chelsea was proactively watching while we explored the other solutions and caught a seat open up. She put me on there right away. Crisis averted! My boss will be happier with me in the morning. :-) Thanks, Chelsea! Great job being proactive.

**Doug Iver**

Our flight was delayed and connections was going to be missed. Mr. Doug Ivor helped with next flight and hotel stay. He is very professional, dedicated, and helpful. He was pleasant. I would like to nominate him for GREAT EMPLOYEE award.

**Doug Miller**

This employee was incredibly helpful as I was very stressed about finding my gate. He calmly and kindly pointed me in the correct direction and wished me a safe flight. I really appreciated him taking time out of his busy schedule to help me out. Great attitude!!

**Doug Nation**

I was walking on jet bridge, had a question about luggage & Doug could not have been more helpful! What a kind person, a real help!

**Gayshree Williams**

I've been flying in and out of STL a lot over the past 6 months and when I'm @ AA counter, Gryshree is frequently there she has really gone above and beyond on multiple times. Incredible customer service and a positive attitude. Thank you!



**Hilde Abrams**

1. Went above and beyond duty to keep us informed about our delayed flight, keeping the lounge open for a few guests on our AA4031 flight. Remarkable personnel that needs to be recognized.
2. She remembers us every time we come to the lounge and makes us feel very welcome. One time she saw that our flight was going to be delayed a couple of hours to LAX and she immediately got us on another flight.

**Jannette Ducuara**

Delta Airlines had to cancel my flight to Atlanta because of mechanical difficulty. They did not communicate well with rebooking me on American. Jannette helped me talk to Delta Airlines agent , who could not send the rebook to American. She created another code and got me to Tampa that night. She spent an inordinate amount of time helping me get home. Kudos to her!

**Jason Romero**

It was my wife's and my first time ever to upload our boarding passes on to our smart phones. However, phone in hand, we mistakenly got into a long check-in line thinking that was how we had to check our suitcase. Jason was standing nearby and noticed we had our boarding passes displayed on our phones. He escorted us from the line to the self check-in machine and personally helped us obtain our boarding passes and checked our suitcases. He was very friendly, very helpful, and properly saved us an hour standing in line at the ticket counter.

**Jenna Rethermeyer Goodwin**

My flight from STL to ORD was delayed which meant I would miss my connection to CLE. The rebooking assistant put me on a new flight that got me home at 12:30AM. Jenna stayed beyond her scheduled work shift to get me on an earlier flight and reroute my checked luggage so I could get home a little earlier. She was extremely helpful and friendly and went above and beyond.

**Kathaleen Schindler**

She's just an angel.

**Nikia Davis**

While changing planes in St. Louis I became separated from my bag carry-on suitcase. This was major trouble since I depend on someone to push. Ms. Davis made my problem her problem. She promptly initiated a search in likely and unlikely places, finally discovering the suitcase before it could be lost.

**Norma King**

Kind, Courteous, and helpful with arranging wheel chair

**Patricia Facchin**

She was very friendly and was able to resolve the issue with a smile.

**Peggy Mckinnon**

1. Our flight was cancelled and we had a connecting international flight. Peg was amazing at helping us find a new flight the next day. She was lovely at answering our questions and working with us to help get us to our destination.
2. Peg greeted our group of 40 with a smile and a can do attitude. We had 38 seniors and she was patient and kind.
3. Peg was so kind and helpful during my checking process. I had missed my flight and was so frustrated! She gave me all the options and really took care of me.

**Regina Gourdine**

After several hours in the airport on July 3rd, our delayed flight from STL to NY was cancelled. The customer service individual on the red service phone apologized, but was only able to rebook us to NY the following day, July 4th arriving either 11:40 a.m. or 12:30 p.m. This flight would also have a connection in Chicago, whereas my original flight was a direct flight. The most upsetting part of this news was that this option would prevent us from being able to use our 9 a.m. Statue of Liberty Crown passes for July 4th, which I had purchased months earlier. This also meant that I was paying for 2 hotel rooms in NY that we wouldn't be able to use the first night. We went to the counter at the gate to inquire about collecting our suitcase and question whether or not there was any possibility of getting out on another airline. Regina checked and found a Delta Airlines flight for \$1400. There was no way I could afford to pay an additional \$1400 one way when our original round trip did not even cost this much. Our family vacation was quickly unraveling and I had spent money for events and items that could not be exchanged (Crown tickets) or reimbursed (hotel night). Regina listened to my concerns, connected with my story and certainly could empathize with our situation. She went above and beyond by contacting a manager to try to enhance our experience. Thanks to the kindness and compassion of Regina and the manager, we were able to be rebooked on a Delta Airlines flight that same evening. Our family is so grateful for Regina's ability to genuinely listen. She has such a kind heart. Because of her, we were able to make it NY in time to experience the Crown, and create an unforgettable family vacation. We will always think back to Regina when we speak of this trip. I will also continue to use American Airlines because of this outstanding employee. Upon our return to STL, we were fortunate enough to come through Regina's gate. She recognized us and we immediately struck up a conversation about our trip. She was concerned that an evacuation of Liberty Island because of an individual climbing the Statue of Liberty on July 4th may have derailed all the work the STL team did to get us to NY. Fortunately, we had 9 a.m. tickets and that event happened later in the day. We talked for a good amount of time, and I felt like Regina was family. If everyone was as kind, caring, hard-working & compassionate as Regina, the World would be a much better place.

**Richard Carvel**

Unexpected delay in flight to Dallas were frustrating due to storms and waiting and wondering what to do next. Richard took care of us by explaining what would happen and offering suggestions on what we should do next. He was very friendly and made us all feel very comfortable. You need more Richards on your airline.

### **Romunda Newman**

Outstanding customer service at the desk-couldn't have been more accommodating in her efforts to assist with a flight delay/connecting flight issue! Please recognize her as an exemplary employee

### **Ron Gillam**

1. Ron was very patient in helping me with the purchase of 7 passenger tickets in the midst of being very busy. I really appreciate him working with me for more than 30 minutes. Just wanted to make sure he gets recognized for his great customer service. Thank you!
2. Great customer service! Ron assisted my family and I in getting the proper flight and accommodations in order. (Flight changed due to dog unable to fly on air bus). -Thanks Again!!!

### **Tawnya Ramsey**

Thank you! For All Your Help & support for the Pride Parade this year for American Airlines!

### **Tom Merrick**

Tom is a very hard worker and willing to help not only me but all his co-workers on all training issues and questions.

## **Avis**

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### **Kevin**

Kevin went to everyone's car as they arrived and carried everyone's bags to the bus, then unloaded them at the airport. Best driver ever!

## **Cape Air**

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### **Leonard**

Leonard picked me up at the main terminal and immediately made me feel at home. He was kind and personable and talked with me about St. Louis. Later, he saw me still waiting and gave me information on some local snacks! He is an asset to your airport!!!

## **Delta Airlines**

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### **Anthony**

1. Over and above service. Amazing!
2. Extremely friendly and very helpful.

### **Ashley Washington**

First my flight was going to be tight flying into Atlanta with a connector to Portland Maine. Ashley was very helpful in trying to find me a different flight to Portland but was unsuccessful do to flights being sold out. the flight to Atlanta was delayed because of rain and she was extremely courteous and kept me informed about my connector flight. once it was determined that I would not make my connecting flight she directed me to gate A4 to try and get on that

flight to MSP where I live. at the gate A4 Karla Hill was extremely friendly and was able to put me on a flight back to MSP and helped book me a flight back to Portland Maine without being stuck in any airport. I know people were very upset with flights delayed but these two individuals made the process smooth and kept people calm. I think they went the extra mile for me...

### **Cindy**

Cindy knows her job and wasn't afraid to ask for help to handle a late plane not showing up.

Our flight to Detroit was delayed we had connecting flight to Boston. Cindy was very courteous and called us rebooked us on another flight so we could make our connecting flight to Boston & also moved our luggage

### **Debra**

Flight ended up being delayed 5 hours because of sick flight attendant and lack of staff to replace. Debra was empathetic and responsive. As communicative as possible. Remembered me when came back 20 minutes later to get hotel information. There was a caring feeling even though you know she had been hammered for 5 hours straight. Thank you Debra.

### **Emily**

We were supposed to have 2 wheelchairs per our tickets. We had requested pick at TSA from the ticket counter but they never showed. We went to the first gate and explained to Emily the problem her co worker made another call. After approx. 8min of waiting she went into action trying to find two wheelchairs. Continually apologized. Then her and her counter partner came to make sure we got to our gate with water and snacks for our wait an inconvenience.

### **Howard**

Howard helped print my pass and walk me over. Very kind

### **Jacqueline**

My son is 9 years old and has special needs and is nonverbal. He loves riding on airplanes and is a very seasoned traveler as we travel very frequently. Sometimes he gets so excited that he kicks the seat in front of him. We always try to reserve a bulkhead seat to avoid disturbing any other passengers. We had to make some last minute reservations so we were unable to do this. I asked the gate agent if she could get us a bulkhead seat and she said that she'd try and work something out. She ended up clearing the row in front of us. Very simple gesture but very much appreciated by me so I didn't have to spend the duration of the flight constraining my son and worrying about discomforting other passengers. She was very sweet and earnest and did all of this with a smile. Thank you.

### **John Cheatham**

1. Flight DL6258, St. Louis to Detroit (6:30am takeoff). John, a Delta Airlines employee, was the customer service desk representative. Even though it was so early, he was making everyone waiting laugh. I told him he made my morning! He represented Delta Airlines and the airport so well, and I hope he is rewarded for his awesome attitude!
2. He is such a pleasant person to check in bags...so cheerful...polite and a joy..puts you at ease and you look forward to flying with Delta Airlines again...

### **Karen Robinson**

I stopped at the Delta Airlines ticket counter to ask about a return flight later in the day. Karen provided excellent customer service and answered several questions even though my flight was not until several hours later. It is clear she is very knowledgeable, takes pride in her job, and goes above and beyond to provide the best customer service possible for Delta Airlines customers. This is my first visit to St. Louis and she made a very favorable first impression. Thank you.

### **Karla Hill**

1. Have flown in and out of STL many times. Never have I seen or heard her in a bad mood. She always makes the gate experience a fun time and breaks the tension. This lady makes it a pleasure to fly
2. KARLA with a K is a wonderful addition to my day on return flights from St. Louis. Makes a passenger feel welcome in the boarding process a little less mundane. What a fabulous lady
3. We were delayed but she kept us posted and continually assured us our connections were ok, and that backup plans had been made. She was cheerful and friendly and made the whole experience a lot better. She clearly takes pride in her job, and appreciates her customers.
4. Karla made people laugh and smile. I have never seen a gate agent get a round of applause from waiting passengers before. Pure joy to be at the gate
5. Karla has a great attitude. She was joyful and seem to love what she does. What a wonderful change! Keep doing what you do Karla. You make travel a lot more fun & the world a little happier.
6. Karla was a bright spot in an evening full of delays. Her positive attitude combined with her willingness to go above and beyond to help address flight delays was refreshing and much appreciated.
7. This is not the first time, I have seen Karla in action. She has an upbeat positive attitude. She tries to make your wait at the gate a fun experience. She must love her job. She makes it so enjoyable passengers want their pictures taken with her. If I could steal her and have her come work for me I would. Once again, Delta Airlines you hired a rock star employee.
8. THE BEST gate attendant ever. Funny, positive and made the wait for the plane amazing! You need more 'Karla with a K' employees!
9. Karla was great to hear on the boarding calls, very funny and made the start of our return trip home wonderful. We are still talking about our experience with her.

10. She is so upbeat and friendly, I remember her every time I come.
11. Karla is the best agent I have ever had the pleasure of meeting. She makes more of him every plant so fun and she is so kind and sweet and has a great example of Delta Airlines customer service.
12. Our flight was late arriving at STL, and several of us had a connections in Minneapolis. She checked and reassured us that we were still ok tried to organize us to board efficiently and told the flight crew we were late Minn, but did make our connection to Fairbanks. I hope everyone else made theirs!
13. She was cheerful, amazing attitude, had everyone laughing. Great experience.
14. Always love having Karla as a gate agent. She should be training all Delta Airlines gate agents.
15. She made me laugh and smile as she was boarding passengers. She was just pleasant happy!! It was contagious as she passed on her positive attitude to all boarding through her gate. She truly enjoy her job!
16. First my flight was going to be tight flying into Atlanta with a connector to Portland Maine. Ashley was very helpful in trying to find me a different flight to Portland but was unsuccessful do to flights being sold out. the flight to Atlanta was delayed because of rain and she was extremely courteous and kept me informed about my connector flight. once it was determined that I would not make my connecting flight she directed me to gate A4 to try and get on that flight to MSP where I live. at the gate A4 Karla Hill was extremely friendly and was able to put me on a flight back to MSP and helped book me a flight back to Portland Maine without being stuck in any airport. I know people where very upset with flights delayed but these two individuals made the process smooth and kept people calm. I think they went the extra mile for me...

### **Marilyn Emsley**

1. She went above and beyond to help us. What a sweet, kind helpful woman
2. She went above and beyond to help me with the change I needed.

### **Michelle**

1. Michelle was very helpful and upbeat with the issue of the delayed aircraft. She was Ali instrumental in getting the flight boarded in an organized quick manner. She always maintained a very positive attitude throughout the delay. She was also very helpful to all of the passengers. She went above and beyond for exceptional customer service.
2. Michelle was so nice I had pinched myself on my bag and she went out of her way to get me a bandaid. Thank you Michelle I really appreciate your kindness!

**Paula**

1. Extremely helpful in getting us seats! She really worked hard for me!
2. She was very accommodating with coordinating seat assignments and doing it with grace and expertise.

**Rachel**

Our flight to LGA was cancelled, and our rescheduling options were not ideal for our trip. Rachel was incredibly patient and helpful in finding alternate arrangements for us. Thanks!

**Sherry Fuqua**

Our friend, Wyla Seal, had misplaced the info on her first leg flight and thought she was suppose to leave St. Louis at 12:00 , actually she had missed her flight. Sherry went out of her way - over and beyond to help Wyla rebook her flight and even got her a straight through flight to SLC. Sherry stayed to make sure Wyla was taken care of. Wyla uses O2 so she was quite upset worrying she might run out of oxygen.

**Explore St. Louis**

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**Laverne**

This wonderful lady is are exquisit plesentation of St. Louis. She was wonderful, helpful, sweet, caring informative. She offered such warmth to our exposure to your city. At 89 years she truly understands customer service insight of your city, the personality & charm of your residence all with a charming smile and a great sense of humor! WOW!! Thank you!

**Frontier Airlines**

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**Jerrasha**

She helped us with a TSA issue with confidence and kindness and professionalism all while adding much needed humor during a stressful situation. She kept me, the wife, posted with the situation as news progressed. I felt like she truly cared.

**Lashonda**

I checked in and she realized my boarding pass did not say "TSA pre check" I am retired military and cilivan for the USAF. She put my KTN in and printed up a new one. Since my flight was delayed twice, I was told "don't eat" because there was giong to be dining vouchers. They were very cheerful, respectful for early morning. They were very knowledgeable and personable. They made my delay easy to deal with. You have some outstanding people in these two. Reward them for a job well done.

**Dezsary**

I checked in and she realized my boarding pass did not say "TSA pre check" I am retired military and cilivan for the USAF. She put my KTN in and printed up a new one. Since my flight was delayed twice, I was told "don't eat" because there was giong to be dining vouchers. They were very cheerful, respectful for early morning. They were very knowledgeable and personable. They made my delay easy to deal with. You have some outstanding people in these two. Reward them for a job well done.

**Margie**

She was amazing! She went above and beyond to help us with a TSA issue, offering support and patience. It's so nice to have people working that actually like the public!

**Nicholas W**

Second time seeing Nicholas and every time he has a smile and a great attitude. I've watched in line solve a families issue with great tact and care. Glad Frontier have great workers like Nicholas.

**G2**

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**Emma Boyd**

I would like management to know what an excellent experience I had yesterday late afternoon at the airport with a Passenger Assistant — I think her name is Emma Boyd, if I read her name tag right. I came in on American Airlines flight 2047 from Dallas and I was fortunate to have her assistance from the gate to the baggage claim and she took me all the way out to the rental car bus pickup. She was professional, kind, friendly and made my long day of travel much easier. She is a wonderful asset to the St. Louis Airport, and I wanted to make sure I shared my wonderful experience with management. Thank you!

**Niesha Wiggins**

1. When I arrived in St Louis last week, Ms Niesha helped me from the jetway to curbside where my family picked me up. She was pleasant, helpful and courteous. For a passenger with mobility challenges, she made my trip so much easier to accomplish. I'm departing today and was delighted to see Ms Niesha's smile greet us at the ticket counter. She was quite helpful through Security and carefully wheeled me to my gate. She was efficient with her actions, but considerate to slow where the floor was bumpy. It's my opinion, that she reflects well the core values of G2 which is why I wanted to share this with you. I don't know how you could reward her outstanding performance, but I certainly nominate her for some type of recognition. My opinion of her, she's an outstanding example of your company's personnel.
2. Too often people will contact a business that a customer felt they were treated badly but not many will take the time to say good things. Today at STL airport I had a young woman, Niesha Wiggins was so courteous, helpful & picked my spirits on an otherwise bad day. Please make sure you thank her a million times more on my behalf. Thank you very much!

**Pearl**

Pearl is a great P.R. person for STL. She was warm & caring and we had a nice chat as she wheeled me to the gate 15. She stopped at the restroom for me and was so polite. She is a valuable employee and when I come to STL again, I hope to get her help.

**Go Best Transportation**

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**Angela**

I was having the usual frustration with my flight tracking app. Angela suggested I just google the airline name and flight number and presto! All the info. I needed! Thank you Angela!



## **HMS Host**

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### **Alexis**

1. Very friendly and professional service, nice break in busy airport.
2. Beverly & Alexis double teamed our dining order, kibitzing with us in original fashion the whole time. . Alexis prepared the Greek Bowl Gyros to perfection, while Beverly ensured our order was timely & complete. The best part was my wife & I enjoyed a good nutritious meal while waiting for our flight. KUDOS!!!
3. Both ladies were amazing and anxious to accommodate my dietary needs.

### **Amanda Barton**

Amanda was an amazing server for our big group . My father is disabled and she made it very comfortable and easy for a busy Thursday lunch . Thank you !

### **Beverly**

1. Very friendly and professional service, nice break in busy airport.
2. Beverly & Alexis double teamed our dining order, kibitzing with us in original fashion the whole time. . Alexis prepared the Greek Bowl Gyros to perfection, while Beverly ensured our order was timely & complete. The best part was my wife & I enjoyed a good nutritious meal while waiting for our flight. KUDOS!!!
3. Fast and courteous service
4. Both ladies were amazing and anxious to accommodate my dietary needs.

### **Bijul**

1. Very Friendly
2. Very good coffee & bagel fast service, friendly
3. Gave back \$5.00 too much that I gave her
4. Great/ quick/ service, easy ordering. Staff was pleasant at such an early hour, Great breakfast sandwich, area was clean and well stocked. Would definitely stop by for breakfast again!
5. Great service and outstanding options
6. They were awesome! Great service :)

### **Courtney**

Courtney was friendly and personable, gave service with a smile

**Crystal Byrd**

1. Crystal is the epitome of customer service and always treats everyone with the utmost respect. Her attention to detail and genuine kindness is rarely seen. I would hire a million Crystal's if I were you.
2. Beautiful personality. She made our delayed flight enjoyable time. She is the perfect bartender.

**Dawn**

Super positive!!!!

**Demetrius**

Demetrius was very friendly. He took time to answer all of our questions even though it was super busy. Glad we decided to stop in Chili's during our flight delay. He made a stressful delay a little better with his kindness

**Dionte Moore**

I was having a horrible day. Nervous about my first flight plus my internet was off and has major business to handle on my laptop. Dionte come out the back smiling and singing. He must've over heard me talking to myself because he started talking to me about flying making me laugh and taking my mind off the flight. While talking I asked about the wifi connection in the airport. After showing me the site I was not sure I wanted to pay for wifi since I do not fly. Instead of having me pay he connected me under his wifi which he didn't have to do and it was such a great help. He should be recognized for going above and beyond his position. Thank you

**Dupriesha Burns**

1. Excellent friendly service. Good food
2. Stopped for a quick lunch between flights great service! Fast & friendly
3. Excellent Quick Friendly service from both am workers.

**Dymond Martin**

1. The young lady, Dymond was very patient, helpful and polite. Wonderful and pleasant employee to deal with. I wish her the best in her future endeavors.
2. Helpful I enjoyed Dunkin Donuts.

**Emmanuel**

1. Great. Very great service very helpful and very kind
2. It was a great experience. Emmuel treated me with the utmost respect.
3. It was a pleasant experience.
4. Helped start my day w/a smile.
5. Excellent customer service. Smiles are the BEST!

**Grace K.**

1. She was generous and friendly, seemed friendly to serve.
2. Great.

**Hemaxi**

1. She is a spitfire, she made me smile, even though I was having a bad experience with flights today at STL Lambert.
2. She was super nice fun to be around. What an asset to the airport. Made us laugh and smile after a long day!!
3. She was awesome & a little funny.
4. Fun gal.
5. Sassy... but fun! Great attitude and personality.

**Holly**

She was so nice to everyone and had such a positive attitude. Service can be so hard but she handled it with such grace. I hope she gets recognized and does well for herself.

**Jamilla**

Great. She fixed my order when I didn't want ice & she smiled. Thanks cause airports stink!

**Jason W.**

Jason was so nice about helping me fill up my water bottle. He gave me lots of ice! It was a small thing, but he was so courteous & made my first time at the airport a bit brighter! Carried this card through 6 countries before I could mail it.

**Jumelle**

Jumelle was very courteous while ringing up passengers' orders. He balanced individual attention to customers with efficiently moving the line along. While my interaction with was very brief, it was quite pleasant.

**Katie Byrd**

She has such a great attitude and kills at her job. I have never seen someone so efficient and driven behind a bar. We loved sitting at her bar.

**Kuslin**

Very polite, kind, thoughtful, courteous

**LaDonya Legrone**

LaDonya was excellent & friendly service & professional. Thanks!

### **Leslie Pressnall**

Leslie's hometown friendly and real personality immediately made me feel welcome and relaxed in St. Louis fashion. Some things you can't put on and Leslie demonstrates her caring, passionate attitude for life and what she does with each customer I observed her interacting with. Even though "Thursday is her Friday", I would safely bet everyday is like her Friday in some way ... Mike Shannon's is fortunate to have her on the team ... St. Louis is well represented by her character and values.

### **Marissa**

1. Marissa was very friendly and good at her job.
2. She was exceptional, efficient and pleasant attitude. She was also helpful with efficiency and helping other people complete orders.

### **Meka**

Meka was professional, polite, friendly. Very welcoming. Food was good. My only comment was that when there was a lull, no one cleaned tables, pushed in chairs, swept floor. High top table bases were very dusty. Floors dirty. Could use a good scrubbing. At the very least, a good wiping down for next round of folks. I'd give Meka a five star for service. The whole group a two star for cleanliness.

### **Molby**

Grounded in St. Louis Molby was so generous to us. Took our order & was soliection in bringing our food to us. It was a delight to meet her.

### **Molly**

She was extremely friendly

### **Montrell Butch**

1. Happy to be working and made ordering fast food enjoyable. Put a smile on my face just to make his acquaintance. He deserves to know he is doing his job well and is a customer service superstar.
2. Guy was awesome at the check out counter of burger king. Had a huge smile and great service (but not over the top and annoying). made my trip better... Seemed to make guests in line happy as well.
3. Montrel was pleasant and engaging while serving me, and deserves an "atta-boy". Travelers can be grumpy, and Montrel made a mundane experience a brighter spot to my day.
4. very tired from 8 day trip then delayed flight ... this young man was so friendly and very up beat. Offered me a free soft drink then checked on me and my family to see if we needed anything at all. something you don't see from a fast food employee very often and as a business owner Burger king should be very proud of this young man , his customer service and manners were impeccable

### **Myisha C.**

She was friendly, quick, smiled and was helpful.

**Mylana**

Mylana was extremely polite and accommodating on my order even though I was boarding very soon. She seemed very calm and composed even while managing many orders and it was a very pleasant experience before my flight

**Natosha**

Great service, great attitude, great people

**Nuranyi**

Friendly, made me feel taken care of and cared for and made lunch a pleasure, service above and beyond friendly, thanks Nuranyi.

**Paci**

Very pleasant and helped me when coworker was rude.

**Samantha**

1. Samantha was great at the bar! She was very upbeat and positive. She made our layover easy.
2. She was very welcoming and upbeat. She was friendly and fun atmosphere. Made me remember the restaurant and her.

**Shannon**

Went the extra mile to help a passenger who forgot his suit bag. And 4th though the passenger was very rude, she maintained her smile and professionalism.

**Tayaba**

The employees asked how our day was going and brightened our day with a positive attitude and generous spirit.

**Thomas**

The employees asked how our day was going and brightened our day with a positive attitude and generous spirit.

**Tony Little**

Tony Little greeted us and stopped to answer my son's (11) questions about a Big Mac. Then he took us to Burger king and brought us hamburgers!! So nice & friendly!!! Leads by example.

**Tonya**

At a moment when I felt tired & grumpy, Tonya was a ray of light. My airport experience became pleasant. Tonya took excellent care of my \_\_\_\_\_water for a pill (I didn't ask for it, she just noticed) Incredible customer service and amazing attitude. Just loved her!!

**Tre**

Turns negative situations into positive outcomes, making sure customers are happy despite long lines.

**Trevor**

He told me to call him if I ever have another problem with my order.

## **Vickey**

1. Fast and courteous service
2. Great customer service, Always nice to be greeted by a cheerful employee at the airport.
3. Vickey was very helpful and provided excellent service taking care of me. Great asset to your company
4. Great service
5. Great service. Went out of her way to answer my questions and make sure not to provide me with food that I am allergic to.
6. Good customer service, and nice and quick.

## **Hudson News**

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### **Amber King**

My cell phone wasn't working well Amber was so nice helpful and she was able to give me some really useful suggestions (technical) that could potentially help. Great employee (I would hire her.)

### **Arnie Martin**

Arnie was so kind to us and made us smile as we were picking up some snacks after a long day and a flight. She brightened our evening. Thanks Arnie!

### **Cel McGee**

I was in need of a glasses case in order not to break my new glasses.

### **Dejerle**

Stopped at Hudson Group News (Southwest Airlines terminal) to grab a drink in between flights. Dejerle gave the best customer service I have ever received. Extremely pleasant and quick on cashing out. The absolute definition of customer service. Could make a teaching video on how to treat customers from this experience.

### **Denise Tatum**

Denise does more than her job of selling & ringing people up. She has a spunky sweet & catchy attitude. She's happy and it rubs off on her customers. I manage many employees in Little Rock, AR for the United Airlines States Postal Service and I wish I had a million of her. Y'all definitely have a wonderful, super spirited employee in Denise!!!

### **Kevin**

1. Amazing customer service! Friendly, funny, all around great guy! God bless you Kevin.
2. I tried to get a soda from a machine in T2 before my flight but it swallowed my money. I went to the closest shop to ask where Customer Services was( I had given my daughter the rest of my money before departure so I had no cash left). 'Kevin' gave me directions and asked why I needed them. I told him and he very kindly rescued me by buying me a soda. As I was flying on WOW, I wouldn't have the opportunity for free refreshments - I

was pretty stuck. I would like to thank him for being a very kind person and would even welcome the chance to send him a souvenir from London. Thank goodness that such people exist and he should know how grateful I was for this kindness.

### **Linda Colson**

1. Linda Colson was an amazing help. Offered great ideas for gifts. Also, very sweet!
2. Linda in your St. Louis Cardinal Store was amazing! She literally became our personal shopper and helped pick out gifts for our kids! She went above and beyond!

### **Marilyn**

Sales person was very helpful choosing size of shirts for my granddaughters. She was pleasant & interested.

### **Tiara**

Tiara was extremely patient with me in helping me find a bag to put additional freight in. She was very courteous and pleasant to work with. She seemed very knowledgeable about her work. Made my departure a lot easier. Thank you Tiara.

## **Huntleigh**

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### **Andrew Forrest**

1. Andrew is the most humble and kind person I have ever met in terms of airport assistance. Always patient and willing to serve, I commend Andrew for the help and care he has given. Well done :)
2. Since I need assistance as a handicap customer, Andrew knew what I required before I asked for help! I soon got the feeling that he enjoys helping the less fortunate. He is a very pleasant person.
3. Lovely attitude! Respectful. Thoughtful. Wheeled me from/to flight.

### **Brandi Davis**

1. Her fabulous attitude and accuracy With wheelchair knowledge was noticed by everyone around
2. I just returned from my vacation and Ms. Davis got it off to a great start. It took forever to get thru security so she pulled my bag aside so that someone would not walk off with it. Her voice was friendly and inviting and truly caring. She had two in wheelchairs to take thru the airport. They were heavy but she did not complain. She was laughing with them and I could tell they were very appreciative of her kindness. Kudos to Ms. Davis. Excellent employee!
3. Brandi stepped right in to help my family check our bags and directed us to the area we needed to go to. She was friendly and kind to my small children. It was our first time flying with both kids and her help and friendliness was such a nice start for our trip. An hour or so later Brandi happened to be transporting someone to the same gate we were at , she remembered us and said hi to the kids. I was so glad because I didn't catch her name

the first time and I wanted to fill out a card so she could be recognized. Thanks Brandi!!  
Best airport employee on our entire trip!

4. Brandi helped me with my check-in at the Kiosk and was the highlight of my trip pleasant, animated and it was not pretentious.
5. Brandi was cheerful, kind and all around dyamo! She was a joy in my day. Thank you Brandi.
6. Brandi took charge and very efficiently through the process and to the gate. What a remarkable employee!! She knows her stuff and, is very friendly and a joy to know. Thanks Brandi!
7. Brandi was a great help to me and my wife. She took us through security and was cheerful and happy all the time. She was a very positive influence on our trip.
8. Brandi was helping a blind woman to the gate & took us to the bathroom. Her conversation was sweet & light. She was very slow & patient but not at all condescending, she would have been a lovely escort for anyone. I am sure the passengers was grateful. Brandi made my day& i wasn't even involved. I just witnessed her kindness.
9. Brandi came right away when we came in the airport. She had a big smile and said "Can I help you" She helped us get a ticket, ID for our bags, and took us through the senior exit way. She got us to our gate. Oh it was wonderful God bless her. Ps us too! Brandi the best@ Personality plus! Thank you!
10. This representative was exceptionally attentive and responsible. While we needed none, those using mobility aids canes and particularly wheelchairs were given positive attention, assistance and support at the curbside where baggage was being checked in assisted orgar\_\_\_\_\_ staff and walking thru TSA check points... She deserves recognition for her positive exceptional demeanor!
11. Brandi met us at the front of the airport and immediately asked if we needed a wheelchair and assistance. My mother- in-law walks slowly with a walker so airports are difficult. Brandi got our boarding passes, got the walker tagged, assisted us through TSA quickly. Brandi was very friendly and made my mother-in-law feel special!! She is to be commended!
12. I was traveling with a friend who needed a wheelchair to get to her gate. As soon as we entered the airport Brandi was there with a wheelchair. She was enthusiastic about helping in ant way possible; upbeat in every way reassuring Brandi's hospitality included the to two of us who were also traveling and made the whole process of handling the process of going through check points it's much more tolerable. Brandi modelled a friendliness and helpfulness that we have experienced in St. Louis. She brought efficiency, lowering of \_\_\_\_\_ and joy to our visit to your airport. Thank you.
13. Brandi is a wonderful attendant, friendly, reassuring, helpful and efficient. She met me at the door and provided wheelchair escort to the gate. She is working hard to support her family and she is a very positive face for Southwest Airlines to the travelers. Thank you



14. Brandi was very enthusiastic in helping me with a wheelchair to the gate of departure. She is very personable and likes to make sure all is comfortable and offer to stop if you need service of a restroom or food. She has a very pleasant personality and I would enjoy having her assist me every time I need assistances at STL Lambert 10 of 10!
15. Brandi was delightful & was so helpful in assisting my elderly parents from the entrance to ticketing to the gate. I would have been lost without her help.
16. Brandi was great she pushed 2 wheelchairs at 1 time. She was very upbeat she made her job seem very easy even though it wasn't. Made us feel very comfortable & took care of our needs. Very caring & positive. One of the best pushers we have ever encountered, Treated us just the way anyone in service should be treated. Great service
17. Brandi was helping a elderly woman in a wheel chair she was very positive, helpful and good natured. There should be more people like her in this world.
18. Brandi greeted us with a big smile, she was kind, compassionate and very loving. She was efficient & took care of everything I needed & asked her to do. She is an outstanding employee and is great for customer service.
19. Brandi made my drop off check baggage, security & eating experience Totally at Rewarding. She is rockin it 24/7! And she deserves this award.
20. I was trying to get some steps in while I waited for a flight and found myself behind Brandi. She made everyone around her smile and feel good. There is not a better compliment than that. The saying is that "people make the difference"....I saw many people, what made the difference was not the people but the people's attitude...Brandi is making a difference in your organization!!! Keep up the great attitude Brandi!!!!
21. Brandi was amazing! She certainly made our day! She has such a cheerful manner. Brandi is really high energy. She spoke of being blessed just to wake up and being able to walk. A good reminder to all of us to express gratitude each day. Brandi truly is gift by her presence and care for each passenger!
22. Brandi insisted in helping our group because she saw one of the moms in our group with a walking boot on the sprained ankle asks a crying 6 year old. She stopped mid convo with a coworker and said that "we moms need to stick together. " she wheeled my friend and her son through screening to the gate waving at everyone and being so bright and happy. She even introduced us to her daughter working at a shop along the way. She totally turned around our morning.
23. Ms. Davis transported me by wheelchair from my arrival gate to the departure gate for K.C.I. I felt low energy after NYC vacation flight. She was high spirited, giving Constance encouragement by showering me with compliments and expressing gratefulness for the opportunity to assist me. She asked me frequently if I needed to stop @ restroom or shop areas. Her energy and making me the center of her attention was energizing for me and confident that I could request anything without feeling that I was imposing. Ms. Davis was the portrait of true hospitality!!!

24. I watched from nearby this interaction between a customer and Brandi. A customer was in her wheel chair blocking a pathway for other customers. Brandi asked if she could move her to a location designated for wheelchair passengers while she waited to board. This customer was NOT happy and would snap back at Brandi. Brandi skillfully and kindly redirected this woman's frustration. She was extremely positive and friendly! She used effective terms of endearment and was very patient in this interaction. The passenger stopped arguing and Brandi was able to get her in the right spot. She then proceeded to check-in with all the other wheelchair passengers to see if they needed additional help. Go Brandi! You are simply amazing.
25. Brandi was my transporter and she did her job with skill, grace and humor. She was outgoing and friendly. She did her job with efficiency. She entertained me and made me feel good about myself and she moved pedestrian traffic out of the way with a smile and a shout out to compliment people she passed.

### **Bryan Bomar**

This young man was kind, caring and thoughtful with my mom. He was attentive to her needs. Thank you for this service!

### **Dantelle Moore**

We started our day leaving Charleston under mandatory evacuation (Florance!!) By the time we arrived in St. Louis we were exhausted. A sweet guy with a big smile greeted us with a wheel chair & made us laugh to the next gate. Nice guy make him a supervisor.

### **Darrel Lathan**

1. A nice young man meet me @ the gate with a wheel chair. We had a nice conversation on the way to my connecting gate. He asked me if I needed to use the ladies room. Told us about the service for the 911 victims they had at the airport. Very friendly & professional young man!
2. My mother is 89 & needs wheel chair assistance. He was very friendly asked us how our flight was, asked my mother if she needed to use the ladies room before heading to our gate. I stayed outside the bathroom with Darrel & we had a wonderful conversation what a nice young man! I hope he is there on our returning flight!

### **Darren Gill**

I have a terrible back issue and my friend who drove me to the airport (Terminal 2) used a walker. Bo cheerfully hauled my large suitcase out of my friend's tiny Fiat, make sure not to hurt the seat. He also made sure my friend safely got into the car. As he checked my luggage in, Bo eased my anxiety with the process and making sure the one was ok with a smile. He deserves to be commended for being an exemplary employee.

### **Dianne Oates**

At check in I had to get a wheel chair for my mother in law. I met Dianne there. When I saw the flight was at 34 & boarding in 15 mins., she took charge. She got us through security in record time even though it was packed. She pushed that wheelchair all the way to gate 34 & when the ticket holder as her to take her on the plane, she did that too. my mother - n law would have missed her plane had it not been for Dianne. Even i was winded moving that fast. She was amazing & showed the best of airport staff. Best experience I've ever had at our airport. She came thur when we were running behind. She truly deserves this recognition. I'm going to Phoenix October 1st & I hope I see her again to thank her again. She represents your best!

### **Donna Pringle**

Very helpful, friendly & attentive was so sweet!!

### **Eric Stafford**

So much more pleasant to travel when there is someone like Eric Stafford at the Airport. My suitcase was awkward and he was quick to size up the situation and go the extra mile to help me. Thank you for hiring him. Please clone him so that everywhere I travel someone so kind as this man will be there for travelers!

### **Jamod Dorsey**

Jamod was extremely knowledgeable and courteous. It helped make up for a glitch in our departure.

### **Jerry Fondren**

1. Watched Jerry help a wheelchair bound man order a meal, Explained choices and prices. Was vert pleasant with a caring attitude. Impressive young man.
2. Jerry was an awesome Huntleigh employee who helped my 89 year-old mother get through ticketing and to her gate. Mom has mobility limitations which require a wheelchair through the large airport terminals. Jerry noticed mom's need and came to us in the ticket line offering his service. He was not only attentive to her needs he was very personable, friendly, and compassionate. His professionalism is to be commended.
3. Very kind, respectful, helpful, needed wheelchair assitance, he was right there ready to help with luggage checkin, TSA security, final destination @ gate. Very nice fella. Needs praised.
4. Arrived @ airport with my mom, husband, daughter in law and me. My mom w/brace on left leg- very helpful young fella assisted us right inside the door, helped w/check in TSA and wheeled us to gate for departure, very courteous and responsive in the need of other people flying! Great job!!
5. Jerry met us with wheelchair for my husband took us through the checkin process TSA and to our gate. He was very positive, encouraging , helpful. A good representative of service at airport.

### **Paul**

He made sure my grandma got pre boarding. She is in a wheel chair and can't walk good. Not one person offered to change her to pre boarding except for Paul. He was so nice and made her feel so happy. He took great care of her getting to her seat on the plane. Thank you Paul for the great customer experience.

### **Seamus Branham**

1. Seamus was so sweet & polite. From the time he met us at passegner droppoff to the time he left us at gate E33 he was professional & courteous. He pushed my cousin's wheelchair the whole way. He helped console her when she had to leave a favortie memento at the TSA check point. And as he pushed her he walked slowly to accomandate me. When I fell behind he stopped & slowed down even more. He's a great representative for the airport & the city!
2. Very polite and friendly young man helped us get my 97 year old aunt in a wheelchair to our gate.
3. Arrived @ airport with my mom, husband, daughter in law and me. My mom w/brace on left leg- very helpful young fella assisted us right inside the door, helped w/check in TSA and wheeled us to gate for departure, very courteous and responsive in the need of other people flying! Great job!!

### **Steven Walker**

1. Husband needed wheelchair. Walker very helpful, pushing waiting, waiting before going while delayed with pat-down @ security. Even went and got water for us. Pleasant person nice to have someone that goes above & beyond their job.
2. Mr. Walker was absolutely wonderful! I needed a wheelchair and he was helpful and gracious . A lovely gentleman!

### **Troy Edmond**

Troy was so kind and patient in helping me get my mom to the gate in a wheelchair. I was concerned about everything going smoothly thru security, and handling bags & documents but he made it easy with his positive assistance. 5 Gold stars & a raise for Troy!!!

## **Information Booth**

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### **Angela Hart**

Very helpful and exceedling knowledgeable. Put me at ease finding correct gate to wait for granddaughter. Need a raise!

### **Kim Segasture**

Thank you for your help.

### **Millie Ocasio**

Very Resourceful and accurate in location and information.

### **Pearletta Evans**

Polite and exceeding knowledgeable. Assisted me in finding correct gate to wait for granddaughter. Need a raise!

### **Mitch Lee**

I was assisted by Mitch after my flight # 1718 to Orlando with Frontier & they provided no consolation or instruction for safely acquiring an alternative option w Southwest Airlines & prompted me to locate the shuttle to another terminal. Thank you.

## **OHM Concession Group**

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### **Anna**

Anna made us feel like we mattered very friendly, quick service, attentive and made our refreshment time enjoyable

### **Breasia Thomas**

She is truly wonderful and a great worker. You guys are lucky she works here

### **Diamond**

Great service, great attitude, great people

### **Jacob**

Well cooked meal. Texture, flavor & presentation. Very delicious, great portions will recommend Pasta House (Schlafly) restaurant to all my traveling friends.

### **Joanne Alogavi**

1. A very positive experience. After touring the concourse, her personality motivated me to choose The pasta House. She was pleasant and engaging.
2. Joanne was helpful! I was using a pass that I had not used before she answered my questions and was very patient & helpful. She was also very friendly.
3. Excellent from Tijuana Mexico
4. Joanne have good customer service she a great person and I love her.
5. Employee was very friendly, helpful, a great smile ready to help. She really exceeded my expectations, you should be proud having her work for the restaurant. Thank you! Keep up the good job
6. Joanne very friendly, great personality, we told her we didn't have much time till our connecting felt. She hurried to take our order. Great customer service. Kudos to her
7. Joanne was very gracious and excepted our order. She was told that we were in a hurry, she that is so refreshing to see. I am certain that she is also well liked by her peers.

### **LaDonya Legrone**

Excellent waitress. Charming, funny, helpful 4Stars!\*\*\*\*\* Lovely. All 4 of us agree and she made our lunch very exceptional :)

### **Marcus**

Well cooked meal. Texture, flavor & presentation. Very delicious, great portions will recommend Pasta House (Schlafly) restaurant to all my traveling friends.

### **Nikki Dailey**

1. It's a great feeling when you walk into a restaurant and your server knows every thing about it's product and policies. Nikki was pleasant, professional and knowledgeable. We had a great experience at the Pasta House with Nikki's service.
2. Nikki is our favorite server at Pasta House. She is incredibly friendly, attentive an makes a stressful day more relaxing. I hope others recognize Nikki for doing a great job.
3. Wonderful attentive, timely coordination with kitchen, were not rushed, great disposition, did not call us "guys" as in what can I get you guys", regular but not obnoxious check-in to see how we were doing.
4. Awesome service & Ideas, Best burger and Nikki Pizza burger should be on the menu! Good beer too do definitely happy about the stop! should be on the menu at the airport
5. Nikki was such a delightful person to encounter on a long travel day. Her warmth and attentiveness really brighten this gloomy day.

### **Shelly Zurkowsky**

My experience was great, and got help from sweet lady at counter & take my to go order fast as possible with a great attitude. Thanks.

### **Regency**

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#### **Bridget White**

One of the most original reo for your company I have ever met in any airport from Shermetayo, Moscow, Amsterdam, LAX, or Montreal you are lucky to have her in your employ.

#### **Cameron Jones**

I have been at this airport for 5 hours during a delay and I had to the toilet. I asked Mr. Jones to clean the toilet and he was gracious & did a through job it made me more comfortable even though I was unhappy to be delayed for so long. Thanks again Cameron!

#### **Damien Forbey**

Mr. D. Forbey was conducting his job and I noticed he smiled and greeted everyone who passed by. I spoke with him & ask why he always so happy "he said" it doesn't hurt to be hurtful. Great attitude and a hugh smile. Thanks Damien for making my day. Blessings

#### **Darin Knight**

Went into one of the restrooms Darin is responsible for. It was clean everywhere. No smells , paper towel dispensers were full. It shows that he takes great pride in his work. This is in stark comparison to one of restrooms at the Philadelphia Airport. It was filthy. No paper in the dispensers. It smelled. Hand dryers did not work. The attendant was lined up against the wall texting on his cell phone.

#### **Joshua Boyd**

I see Joshua every time I travel, he always smiles and says have a great day. Makes business travel better. I had to ask his name so I can say hello by name each time I see him. Joshua is a vary pleasant.

## **June**

I overheard a conversation between June and a customer in the restroom. The customer was apologizing for dripping water around the sink as June was cleaning the water up. June's comment struck me as her having a really positive attitude. Her comment was something to the effect of "it's ok. I understand that flights keep coming, people are in a hurry and then they have to be on their way". What a bright and shining attitude even when doing a thankless job!

## **Michael Hibbler**

The bathroom was very clean and I like that cause I'm paranoid about stuff. Thanks Michael!!!

## **Michelle Williams**

I noticed how diligently Michelle went about her work of cleaning the woman's restroom. I also noticed how very clean the restroom was and I thanked her for her good work. As I left and was walking down the C concourse I saw this sign to nominate an airport employee. When I returned to find out Michelle's name so that I could nominate her she was cleaning the sinks with a toothbrush. Please commend Michelle for her excellent work, her tireless effort, and her pleasant disposition. I did. ☺

## **Pamela Hughes**

The bathroom was very clean and I like that cause I'm paranoid about stuff. The bathroom was spotless, she was kind and friendly took pride in her work.

## **Sharrell**

1. Stormy was straightening up area and greeted me with a cheerful, friendly hello and offered a genuine query for how I was doing, as well as sincerely wished me a good day. I travel often and haven't ran into that at an airport in some time. THANK YOU and GOD BLESS Stormy!!
2. I encountered the smiling face and gentle good morning "very early on Sat 8.11. I dropped my neck pillow and she called it to my attention. She is a wonderful emissary of customer service for your terminal. I also mention that her cleaning was through and spotless. As I supervise maintenance employees, I would hire her without hesitation.

## **Tiffany**

I am not what one would call a frequent flyer. I could count on my 2 hands the times I have flown. What I have noticed is that the flyers are usually pretty stressed... getting from one gate to another, hurry here hurry there. I have a feeling that most folks don't stop to notice those who are in the service capacity of cleaning the restrooms. Tiffany was CHEERFUL and had a sweet smile. I struck up a conversation with her... THANKING her for the job she was doing. I mean, think of it, who wants to be in a messy restroom. In that moment of my life, I was traveling home because my Mother in law had died that early morning. I could have easily been distracted and not paying attention to Tiffany, but SHE sort of drew me in. We shared some smiles and laughs too. IF by chance you need more of a description of this sweet lady to make CERTAIN that she is recognized I will happily provide that. THANKS MISS Tiffany. That few minutes we talked really uplifted my spirit. I will not soon forget you. <3

## **Southwest Airlines**

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### **Alisa**

Empathic, Understanding, Compassionate, Friendly, Sociable

### **Andrea**

Andrea first met my husband inside close to the Southwest Airlines counters as he was trying to rent a cart to bring our luggage to the counters. The cart was paid for but wouldn't release. She told him she would come out where I was and get our luggage. She helped us get our luggage taken care of, got a wheelchair for me, and also to us to our gate E8 going to RDU. Very helpful and friendly.

### **Autumn Bonner**

1. I was not allowed to bring a gift I had purchased through security and Autumn went out of her way to find a box and tape it so I could check my gift through! She was the only employee that really tried to find a solution to my problem.
2. My plane to Boston was delayed 6 hours. An elderly oriental woman in a wheel chair at the gate area was all alone. Several of us were concerned about her - did she need something to eat - need the rest room? But she didn't speak English. We were trying to figure out what to do when Autumn came over and tried to help her. She was able to get a phone number from her (daughter, I think) and called the number - found someone who could talk with her and explain what was happening. the woman didn't know why she was sitting there so long. Autumn also learned from the person on the phone what she would eat and bought her a ham sandwich. She had the person on the phone explain that if the woman needed anything she should let her know. She was extremely patient, compassionate and very helpful. I applaud her for her concern!

### **Bethany Tharp**

So friendly!

### **Brandon Rigmaden**

When I turned my phone back on after my plane from San Jose landed, I had an message from my brother. My mother 100 years mother had fallen and broke her ankle. Brandon immediately understood & quickly re-routed us, locating our luggage & finding us a flight back to San Jose. He could have been more caring, more intelligent nor moved more rapidly. A true humanitarian. He was amazing.

### **Brian Wiltowski**

He was friendly. I walked up to the S W desk, he smiled & asked if he could help. I am flying to San Jose, CA with a plane change in Portland and was unsure how to check in on my phone for the Portland to SJ flight. He took my ID. Printed my boarding passes & said I could check in for all flights.



### **Clifton Ware**

1. Clifton was greeting customers. Friendly smile. He assisted me by looking up flight options. If all employees were as efficient AND kind as he, I'd be a great place! Great customer service! Thank you Clifton.
2. Great customer service, friendly courteous, manners goes over and above his duties. A great asset to Southwest Airlines airlines. Will be back only for him.

### **Corey**

We were stressed out about our bags and having our plans cancelled. He made sure to find our bags for us and re-tag them as well as get us on a new route to get to our destination.

### **Cynthia Hendricks**

Cynthia was very helpful we were dealing with cancelled flights and delayed flights. Even though there was a lot going on, she maintained a focused and personal approach.

### **Doug**

Very efficient and courteous in our check-in with our flight from STL to OMA. Obtained wheelchair assist with bags very quickly. Very personable and courteous, pleasant.

### **Jacqueline Young**

1. Our SWA flight to Chicago (5989) was delayed repeatedly that morning due to a terrible thunderstorm in Chicago. Most everyone on our flight was in a panic, attempting to book alternate flights to get them to their destinations since they would miss their connecting flights in Chicago. After a poor experience with one of the SWA employees in our attempt to do this, we met with Jacqueline at one of the gate ticket counters. She remained cool, calm, and collected and was able to book all 3 of us on a flight to Boston, from where we were able to take a bus to our final destination of Portland, Maine. She was kind and empathetic and we were blessed to come into her presence. SWA is lucky to have an employee like her and Lambert is fortunate that she makes her home in St. Louis. Thank you so much Jacqueline for helping us in our difficult time.
2. Ms. Young provided excellent customer service during my grandson's first flight to San Francisco today. She provided courteous & sensitive care when I identified my grandson had an allergy to peanuts & will react with an unusually strong response if it is flared up. Ms. Young was very professional and knowledgeable in alerting crew members of his flight about the condition and was very helpful to digitally identify this in the boarding pass system. It was a delight & a load off me to know he would be safe & in good hands with Southwest Airlines. Thank you for employees like Ms. Young who help make our stress less. She's a real keeper!

### **James**

James called to notify us that our flight was delayed and due to the delay, we would miss our connecting flight in Atlanta. He worked with us to rebook our flights to leave earlier and route through a different location. Since our flight left earlier than we were expecting, he rebooked us and had our boarding passes and luggage tags printed for us when we arrived. It greatly helped us in our rush to make the flight. James gave excellent customer service. We will definitely fly Southwest Airlines again! He went above and beyond!

**Jeremy Dunn**

Jeremy was exceptional in customer service to my wife and I.

**Kayla**

I want to recognize some Southwest Airlines Airlines workers who went over and above on dealing with my flight change. Quentin Donaldson and Kayla, at Gate E20. Awesome job, great attitude. This is why I fly Southwest Airlines.

**Kelly**

Upon viewing our family situation from afar Kelly appeared with just what we needed. With out having to ask. She was so kind and helpful!!!

**Quentin Donaldson**

I want to recognize some Southwest Airlines Airlines workers who went over and above on dealing with my flight change. Quentin Donaldson and Kayla, at Gate E20. Awesome job, great attitude. This is why I fly Southwest Airlines.

**Shamika Ariajegbe**

1. Making your day.
2. She was very kind, approachable, upfront with everything, incredibly hospitable, and personable. I am a Christian, and I could tell that she was too by how she was just oozing the love of Christ onto everyone that she assisted. The lines were long, so that put a damper in my morning, but after my interaction with her, I felt very at ease, happy and honestly it just made my day. Thank you Shamika for brightening my day! God bless!
3. Very helpful, very cheerful, and after a week of hot St. Louis weather she cheered me up and it made for a pleasant flight home.

**Talitha Hayes**

So helpful and pleasant directing guests/customers to the correct line.

**Tim**

Tim was excellent! I had a super positive experience and it was because of Tim. He was extremely helpful and he made my day.

**Tish Marsh**

1. Tish Marsh gave great experience. Better than cfo.
2. Helping my sister check-in & Tish was very & helpful

**Vanijle Madden**

Flight from RSW to Phila via Atlanta was delayed from 7:20 to 8:55 to finally 11:40pm with no connection to Phila that night was traveling with my 9 yr old granddaughter your superb employee went above & beyond in helping me with my flight the next day & hotel accom. that night! Tremendous service by her.

### **Venecial Day**

Mr. Vencial was very courteous in checking in our bags, he got us excited for our vacation and helped us understand the system. He was very respectful, kind and professional.

### **Yolanda Carpenter**

Yolanda was so incredibly cheerful and friendly. After rushing to the airport and being stressed, interacting with Yolanda totally made us relax, thank you!!

## **Super Park**

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### **Eric**

Eric pointed us to an empty parking spot, helped me with my bags to shuttle exit shuttle! So pleasant!

### **Gabriel Offor**

Gabriel has a positive pleasant attitude and was a joy to ride with. We forgot to leave something on our bus that we parked so we had to ride back with him to Lot C from the terminal and then he waited for us and took us back to the terminal, all while chatting and having a good time with us.

### **Khai**

Pulling into parking lot D- looking for space when Khai stopped us & said we missed the perfect spot- said follow me, I'll show you. He was right it was the perfect spot. Helped us with our bags, really appreciated his help & friendly smile. What a nice way to start our vacation to Oregon!

### **Rashon Holman**

He was right there when I got out of the car. He invited my daughter to get a gate pass. He was excellent all the way.

## **TSA**

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### **Fredinch Moore**

Mr. Moore was a ray of sunshine this morning in the SW security line. He had pep in his step that exuded positively and enthusiasm. People don't like to stand in security lines, or lines at all, but Mr. Moore made it a bit better w/his positive can do attitude. What a great employee you have!!

### **Janice Nihill**

1. My niece has a medical device implanted in her stomach and cannot go through the X-ray machine. Janice made the experience of being searched easy and painless and explained everything she was doing at each step. She even gave her information on what to do if she's traveling alone. Thank you so much Janice.
2. Janice is a kind and compassionate person. She works with the utmost professional spirit and integrity. She truly cares about her work and the people she serves.

**TSO Leech**

Leech (I think her badge said Tawny was her first name) was friendly and helpful with questions about the screening process and kept the process orderly and timely.

**Mary**

I opted for a manual pat down because i am pregnant. I have been made to feel like a nuisance in the past for requesting this service, but this agent was so accommodating and friendly. She even told me congratulations, which made this first time momma feel special. She was informative, professional and warm and made getting patted down a little less awkward! Thanks.

**TSO Rains**

On 7/19/18 I went through TSA Security check point and somehow my tablet and envelope with a check went missing. I did not realize till the 20th and I placed a call to Officer Rains, who at the time was very busy with other situations. Officer Rains was very professional, personable and helpful. Officer Rains had all items and instructed me how to get them back. When I received the items, they were packed in the safest way. To Officer Rains Superiors... You have a outstanding Officer that communicates well with a public that can be very short on politeness which I understand very well since I work with the DOJ. Thank you Officer Rains.

**TSO Stout**

Thank you! I've been on multiple flights this week & you've the first TSA guard who wasn't just yelled at me. Thanks for being courteous & smiling.

**Tony**

Tony asked if I would be willing to spend a couple of extra minutes to help him test some new equipment. He took care of loading my bags and made the entire process the most pleasant trip through security I have ever experienced. Despite the fact that tony took the time to interact with me on a personal level, I still made it through security very quickly.

**Trey**

Trey was friendly, patient and very helpful. He has a positive disposition and deserves to be recognized.

**Vikki**

I was coming through security and she asked how my day was. I was crying because I was heading home and leaving my son here for college. She asked if she could hug me. I said yes. Then I realized how sweaty I was from enjoying city museum. It meant so much to me & I am not usually a person who accepts that kind of attention. Sometimes a hug makes a the difference. That made me feel so much better. Thank you Vikki! I still miss my son but what a great overall experience, Missouri is so nice everywhere I visited.

**Martin**

Martin screened me when I opted out of the scanner and she was a delight- friendly and professional!

## **United Airlines**

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### **Alyce G.**

Alyce went out of her way to help me get a visa I didn't know I needed. She displayed care, competence, and concentration. Good thing, otherwise I could have missed my flight... to Australia. Not the usual ticket counter indifference. I was grateful.

### **Avery Smith**

Avery was outstanding. Answered my questions and was very polite. Please forward my sincere gratitude to him and his assistance.

### **Barbara Greenup**

1. Our flight delayed United Airlines 4739 08/04/18 STL to DEN, these women tried to get us on , standby, for two of her flights going out, they were unable to get us on earlier flights, but they tried, made us feel they were trying to promote excellent customer service.
2. Ms. Greenup has helped me change flights on numerous occasions. She is always extremely helpful & pleasant. She makes flying United Airlines out of St. Louis a pleasure. Hugh THANK YOU!

### **Carmen**

Our long planned trip to Iceland looked totaled when our flight was cancelled. Carmen crossed her fingers and called American she got us our flight! Who knew American flew to Iceland?!Carmen did! Thanks to her we got our tickets and our trip was able to continue. She was knowledgeable, polite and a life saver!

### **Daniel**

Daniel was a pleasure to talk to this morning! We're glad to have met him.

Daniel was so helpful since I had forgotten glasses. He said " I can take care of you. "Don't worry" He was extremely patient. What a great asset to the airport.

### **Felicia**

Felicia was very helpful UA Rep. gate 19-20-21. She made the entire trip extremely pleasant to deal with. I am proud to say "Thank you Felicia". I look forward to my next trip to St. Louis, MO. God bless.

### **Jan**

I noticed and appreciated her great smile as she greeted us! She was funny as she shared some info we hear many times regarding safety. She made it easy to listen! I appreciated this as I was finishing my long day of travel! She served us kindly and graciously.

### **Jennifer Black**

1. When our flight out of Houston was delayed by over 2 hours, knowing we would miss our connection to Europe, she worked to find us the best way possible to get to our end location in the fastest way, with our luggage along. She is a pleasant customer oriented person. She said she knows how long we planned for this trip so she wanted to be sure it would work out. She's a true asset to your company and to the world in general. Thank you Jennifer.

2. Jenny helped me figure out what flight to rebook to - and walked me directly over to the Air Canada gate to finalize the change. She was awesome, extremely helpful and guided me to the right decision so that I could get home to my family without a huge overnight delay. Thank you Jenny!!!!
3. Jenny is the perfect example for new employees to emulate. Her time management skills and ability to work under pressure are amazing. She was respectful, direct, and multitasking was made to look easy y the way she handled things. I'm definitely going to learn from what I saw today! Thanks a ton from Paige Ross & Brooke Dombroski.

### **Mary**

I hadn't realized that our final flight would have landed my daughter and in one of the most dangerous cities of the world at midnight. Mary helped my daughter and I change flights. She was kind and patient and got the job done well!

### **Remy**

She was very accommodating regarding baggage check in process. Couldn't be nicer.

Remy was very friendly and helpful! She assisted me in updating my travel itinerary to get home sooner, after being away for hurricane response. Thank you very much!

### **Sherry**

1. Sherry was awesome. She picked up where Jenny left off and did what she could so me and my sister could be seated together, even though I said it wasn't the end of the world if she couldn't. Sherry was able to get us in the same row on one flight and got seat together on the second! She deserves recognition for sure. Thanks a ton from Paige Ross & Brooke Dombroski.
2. Sherry saw that our flight to Dallas was going to be delayed, preventing our connection to an international flight. She found a later international flight and booked us on it. This was special because I initially asked her about this potential problem; she followed it up by seeking me in the passenger waiting area and recoding the solution.

### **Tony**

There were flight delays leading to a missed connection. We needed to get a different connecting flight. Originally Alice was helping us. She switched one of the flights, unbooked another without adding a connection, and switched us from first to economy. As we were trying to get this resolved she declared she was hungry and had to go for lunch, and left. We went back in line and this time got Tony. He was amazing. He spent time figuring out what happened, got us booked on the proper flights, and everything resolved. He was beyond helpful and friendly. He took the time to understand what happened and really ensured we were had tickets etc. fantastic experience. Tony is awesome.

### **Victoria**

Our flight delayed United Airlines 4739 08/04/18 STL to DEN, these womentried to get us on , standby, for two of her flights going out, they were unable to get us on eariler flights, but they tried, made us feel they were trying to promote excellent customer service.

## **Vino Volo**

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### **Cara**

Cara has been just a dream. Accommodating, friendly -- and pro-active. Did I mention I couldn't find my phone charger? Cara to the rescue. Mary was nothing less than lovely as well. The Vino Volo location in the Boston Airport is my hub. If there were only more! Now I have a new fave. Thanks Cara!

### **John Stayer**

1. John at Vino Volo is very good at service. Knows his products well. Friendly, sells well comfortably.
2. We had the best experience with John at Vino Volo. He turned our evening, originally disappointed due to flight delay into a spectacular dining experience. We will be back because of John.
3. We were having a stressful experience We were starting our honeymoon & stopped to have a glass of wine, when we found out our flight was delayed. The delays cost us to miss two international connections. John saw that we were stressed & really lighten the mood by coming by with a bottle of champagne to celebrate our nuptials! Excellent Service!
4. Our server was excellent! He was so nice, helpful w/our choice of wine & food. We also learned about the loyalty program. He's the best :)
5. Unbelievable service, wonderful person makes others feel like they are the life of the party.

### **Paige Hollenkamp**

During a long delay, Paige helped me and several others pass the time. She engaged in conversation, asked us each about our travel experience, and helped us all enjoy our stop in St. Louis. Jeff reiterated these sentiments a total of 4X. Paige is AWESOME, she remember her regular customers and is a great asset to St. Louis Lambert.

### **Stephanie Thurmer**

This woman greeted everyone with a friendly commend & smile. She was engaging & personal while maintaining a professional attitude! So nice to see! Thank you!