



## GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

### Third Quarter 2019 Nominations & Winners

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

#### Quarterly Winners

##### **Debbie Reisinger – American Airlines**

I used to fly to STL every week for work for approximately 3 years and got to know the team in the Admirals Club pretty well. As a frequent traveler, it is AMAZING to feel recognized and welcomed, which happened every week when I would see Debbie on Friday afternoons. Unfortunately I only make it to STL now about once per quarter. I stopped in today, and Debbie still remembered me and made me feel special. I feel like I'm catching up with a long lost friend. Thanks to Debbie for making me feel "at home" while on the road!!!

##### **Karen Robinson – Delta Airlines**

I'm praising Karen so much because my husband and I are on military orders to Germany and we had complications with my passport and the tickets. It took an hour to fix but Karen was completely professional and steadfast in handling the situation and finding the right answers. My husband and I are very grateful for her and just could not thank her enough in a situation like this! Please continue to send our appreciation to her, thank you 🙏😊

##### **Marilyn Ackerman – Delta Airlines**

I was called to STL because of my husband's medical emergency. Wasnt able to enjoy your city because I spent the entire time at Barnes Jewish hospital. My husband was discharged late Thursday afternoon. Unfortunately I booked a 7:00 pm flight (To ATL final destination CLT). I meant to book the 7am flight. It was the last straw and I fell apart. Marilyn was able to rebook us and get us home. Not sure what I would have done if she wasn't able to help. Kudos to Marilyn!

### **Antonio Clark – Southwest Airlines**

Not only did Antonio go above and beyond to ensure all of the passengers understood our delay and how apologetic he was for the inconvenience, but he made dreams come true. I was very interested in seeing the mechanics of a plane, and as the plane was grounded, wondered if I could get a tour of inside. He talked to the First Officer and made it happen!! He allowed me to check something off my bucket list, making the 2 hour delay well worth it! Throughout the rest of the night, he continued to update all passengers and willingly answered people's questions and showed us the storm tracker. He even personally said goodbye to our flight before take off! We all knew that the delay was in any way his fault (it was just Mother Nature) but he ensured that we all felt safe and as comfortable as possible during stressful times. Thank you Anthony!!

### **Francell Bain – SuperPark**

You have multiple shuttle drivers who are friendly, quick to assist. But last night after weather delays, a very long work day then traveling home, Ms Bain was like a friendly host at a home one visits. Not only friendly, but it's evident she cares about each person, insuring they got to their vehicle safely, and wishing them well. It really sounds like she cares! It goes beyond her words, many drivers are kind. But she comes across as if she means it. She has the type of personality us frequent travelers love to see when we are arriving home, a caring and friendly person. I fly on average 26 weeks out of the year. I couldn't help but smile last night, I was the last to be dropped off so was able to see how she assisted everyone on the shuttle, how she catered to each passenger. That made my night, my week! Thank you...

### **Adele American Horse – United Airlines**

I want to recognize Adele for her excellent customer service. My flight to STL – IAD - Newark was delayed due to mechanical failure which meant I would miss my connecting flight. I had brought it up to Adele and she went above and beyond in exploring all possible options. However she couldn't find a route which can get me to Newark the same day. She proactively went on to look at all possible flight out from STL the next day to propose me if I would opt for it. She gave me news of not making to Newark the same day but also gave me alternate options, hotel reservation etc. I was impressed with her preparedness and the way she handled the communication. To add to all this was all done in a very very short period of time (less than 2-3 mins). It was a stress free change of flights. I would like to thank and recognized for great customer service. Definitely more associates like her to interact !

## All Nominations

### ABM

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#### Bob Abrams

Bob was out front with a wheelchair and noticed my Mother had problems stepping down from the shuttle bus. He immediately asked if we would like assistance. He helped Mom onto the wheelchair and loaded out carry on luggage onto the chair so I wouldn't have to drag it. He assisted Mom through TSA so all I had to handle was for myself, waited patiently while I put on my shoes and got us to the gate without incident. We would have never made it without him. Thank you again, Bob. You were a true gentleman.

#### Charles

Charles picked me up with wheelchair driver n jetway. I had a bag that was gate checked. He brought me up to gate area and waited for my gate checked bag. We went down to baggage claim to pick up my luggage. He took me to taxi stand. He was so friendly.

#### Laticia Mack

1. I am employed with American Airlines, I consistently see Ms. Mack helping others and always with a smile!! She truly works hard & deserves recognition!! Thank you for being a great employee! Bryan tried to make my wheelchair trip as pleasant as he could. He is a great guy.
2. On July 10, 2019 I was suffering from heat exhaustion. I couldn't breathe, had a massive migraine, & my face felt like it was burning. When Ms. Mack saw me & another one of my colleagues trying to help me, she instantly jumped in to my aide. She pulled me into her office & started placing cold rags on me. Ms. Mack gave me water & was trying to calm me down as I was panicked. The compassion & empathy Ms. Mack showed me was beyond exceptional. She deserves more than just CUG. Thank you from the bottom of my heart Ms. Mack.!!!❤❤❤
3. Laticia Mack came to my co-worker Stephanie Morris rescue she couldn't breathe Laticira let her come into her office to cool off it was so hot in the garage Laticia offered to help Stephanie she really did a good deed. I think she should get nominated of the airport catch us giving I was so grateful for her saving my co-workers life thank her for her good deed. Stephanie Morris in housekeeping and Sharon Rice.
4. If your'e ever at STL Airport look this lady up. She has EXCELLENT customer service. I will share this on my social media site. We were first time flyers & she eased the tension with her help! She's a WINNER

#### Michael Cannon

We checked our luggage and were looking where to go for security check-in and Michael asked if he could help us. We said yes. He not only checked our gate number, helped us with our carry-on, helped us down the esclator, stayed with us through security, and walked with us to our gate and our flight wasn't even leaving until after 5 PM. He is an outstanding gentleman friendly and helpful to the four of us. I saw he was already recognized as an outstanding employee. You should know our opinion is he should be compensated at the highest level for being not only an outstanding person but also he takes his job seriously.

**Michael Townsend**

I'm in a wheelchair & Michael was very helpful with getting me to baggage claim and to my family. And his attitude was great very, very helpful & nice. All the Delta staff was great but Michael went the extra mile.

**Shamiyyah White**

I injured my leg before a flight and needed assistance when I landed. Shamiyyah went out of her way to assist me with my luggage, use the restroom and get to my ride in a safe and timely manner. She is what a great employee and great customer service should be like. Thanks again

**Stephen Walker**

I was alone and in need @ arrivals I asked for directions and he said " I can help you happily. I am a 4 way (limp) amptee needed a wheelchair. He was above & beyond offering asking do I need washroom & food& patient when I didn't have the paper and needed, always calm, always friendly, always respectful, kind kind prpbles solver for example at my was full in women's

**Tony Mosby**

Tony was a great help several times flight cancelled (2) getting to restroom and to get food while answering other peoples questions also being friendly and kind.

**William Robinson**

William helped my 89 year old mother with a wheelchair. When he ... transfer chair had not arrived at the gate, he instead got a airport chair for her until its arrival. He helped us with our luggage and getting us situated in the car. His kindness and professionalism were extrodinary and exceptional. He is an outstanding employee!

**Airport Shoe Shine**

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**Phillip White**

What a sweet man!!! He approached our grumpy looking British family around 5am whilst we were waiting for our flight in the area next to his shoe shine station and put us in such a good mood and was so sweet to our little baby! His smile is so contagious and he is putting people in an excellent mood. He's currently waiting patiently for customers, waving and smiling to our baby across the room who is LOVING him. This guy is so humble, and doesn't look for praise, but definitely deserves it! Who else is this cheerful at 5am?!

**Alaska Airlines**

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**Sevell Robinson**

This was my first time flying with my 2 dogs on our trip to Honolulu. Sevell was extremely patient and understanding and helped ease the anxiety and stress of shipping our 2 dogs as cargo. We were extremely concerned with the process and the safety of our dogs but he helped to ease our concerns and walk us through the process. Additionally, he was also the employee that helped board our plane and as soon as I got to the counter he handed me the tickets to inform me the dogs were boarded and we were good to go. Overall, Sevell's demeanor and attitude helped to lighten an already stressful situation. I appreciate his service and all of his assistance.

### **Travis Binford**

1. I've been a Flight Attendant with American Airlines for 37 years and my wife and I (also an F/A) had questions regarding our flight to SAN which was not listed on the departures screen. Travis was not only reassuring that the flight was operating he upgraded us to first class. I was so impressed with his customer service skills and demeanor. Our own agents seldom are as thoughtful or kind. As crazy as our day was on the 30th, flying until 1am the night before we so appreciated Travis! Thank you sooo much!and I will be driving all day after I make it to Eugene, so this is going to be a wonderful trip!!
2. Travis was friendly and went the extra mile to be welcoming and help us figure out how to navigate the airport. He brightened very early morning.

## **American Airlines**

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### **Arthur McAll**

Art used humor (at times I believed what he was saying) to change out flight as our one was delayed, and was going to the same place. Thank you for making a difficult situation funny! St. Louis to O'Hare 4025 was delayed and we took the one that was scheduled for an hour later and was on time!

### **Catrice Grant**

My wife and I were assisted at a check-in kiosk. We were flying from STL to Hairobl. Catrice assisted us. She was professional expert in the process friendly. She made the process painless and reduced our travel stress.

### **Chelsea**

The flight to Charlotte has been delayed several times which prompted passengers to have to change flights and continue checking flight connections. During the entire 2 1/2 hour delay both these ladies assisted customers with a smile and were very helpful.

### **Connie Haas**

Needed my bag rerouted due to weather and prompt excellent service was provided by Ms. Haas, much appreciated.

### **Debbie Resisinger**

1. She is always positive and makes our waiting/delays very enjoyable
2. I am sending this email to support the nomination of Debbie (Admirals Club) for Customer Service. I know Debbie since last one year and she is a dedicated and loyal employee at STL airport. Please consider her for this nomination. Best regards, John

### **Ervin Jefferson**

I was dripping off 2 girls for flying alone first time. Ervin took them to the counter & got them checked in for me because I didn't realize I couldn't leave the vehicle unattended. He's Awesome!!

**Felicia Gillespie**

Traveling On official government business on 10 Aug at about 830 while checking in on the American Airlines kiosk I encountered a problem my reservation it could not be found and was brought to Ms. Gillespie attention who was busy at the time taking care of other customers she tactfully and with great professionalism while patiently waiting she call me and ask me how she can help me. I explain my problem to her and with out hesitation she gave me guidance and direction on what to do and came back to her which I did and she find my reservation. After contacting Carlson and Wagonlit Travel and Citiban I had a reseravation on a flight departing at 9 21 a.m. It was clearly that I could not make that flight because of the time constraint and a bag to check in. She quickly book me on the next flight with the right connection and I was able to get to my destination in a timely manner giving thanks to Ms. Gillespie professionalism and admiration in taking care of customers.

**Fred Tolson**

Friendly, courteous, engaging, efficient.

**Gary**

I've gone to and from STL many times on American and Gary has always helped me out. Thanks!

**Gayla Zerr**

1. She was the only one out of the whole day who was very helpful in working with us. By us I mean all of us flyers who had their 6am flight to dallas cancelled and had been in the airport since 5am hoping to get another flight to dallas. All others were rude or brushed us off. Gayla truly wanted to help us out.
2. Ms Gayla Zerr was very pleasant she was very helpful in assisting my wife and I with our reservations and flights. She always maintained a smile and spoke to us in the nicest tone, and showed a willingness to help us. I was so appreciative and overwhelmed with how she conducted her conversations. I would like to make you aware that you have a very rare gem at American Airlines, Ms Zerr's customer services is impeccable. I have been traveling with American Airlines for many years and have experienced great people and no so great people, just wanted American Airlines to know that Ms Gayla is one of the best, thank you for all you do

**Ghafar Aziz**

I went to the desk to make sure my ticket was good to go and he recognized the short layover at my next location. Mr. Ghafar went ahead and changed my layover location, and he was very professional, courteous, and a HUGE help. He absolutely deserves to win this.

**Heej**

Heej was extraordinarily kind and joyful while doing her job. I was waiting in line for the restroom, and we had the best conversation about travel. She was funny and was so sweet. She raised the bar on customer service for me. I know she is a flight attendant, and dosen't exactly work in STL but I can't even begin to explain ow much she deserves this award. Heej and many others make day every day I travel.

**Hilde Abrams**

Helpful w delays to Chicago

**Jackie**

flight is significantly delayed. I went to see if I could get on an earlier flight at Gate 16. Jackie worked diligently to get me on standby for the flight. The system would not let her add me. She continued to work it until she was able to add me. I appreciate her making the extra effort to accommodate me.

**Jenna G**

On a trip to Australia, the first leg, our flight to Chicago, was cancelled due to weather. We called the number provided and were quickly assigned to a new flight. We just needed a boarding pass. So, we made our way to the new gate, and there was a line of about 50 people stretching out into the main walkway of the concourse. I'm not 100% sure about the times here, but the flight to which we were assigned was the 6:40am flight to Chicago which had been delayed but not cancelled. It was now around 11:am. We did not wait in line initially thinking it would dwindle. It did not. People kept joining the line. At regular intervals, Jenna G would let everyone know that she was the only one at the gate and was working as fast as she could. We finally joined the line and ended up being one of last 5 in the line. By the time we got to the desk, the gate person was bugging Jenna (multiple times) about closing the door and leaving... ..with about 10 of us still in line... ..for a flight that was already 4-5 hours late. Jenna kept calmly working as fast as she could and got us all processed and on the flight. She probably had processed 75-100 people by the time all was said and done. Many endured the (ridiculously) slow process of having to change their flights; others, like us, just needed a boarding pass. Kudos to her for her hard work, calm demeanor, and excellent communication.

**John Roesslian**

This past Sunday my flight was cancelled due to weather > When I got to the airport I found out I had been rebooked they told me they had no available flight until Tuesday & I would have to fly standby on 2 flights and I could be bumped. John heard me talking to another gate agent who told me there was nothing that could be done and started looking at options. He put me on the next flight without special?????? He went above & beyond & was so kind & helpful! He went the extra mile! Outstanding!

**Joseph McNeal**

I apologize that I didn't get his last name. Anyway, our group of 11 was flying out early in the morning to Honolulu with a stop in Phoenix. I couldn't check-in online because we were traveling with minors. We arrived at the kiosk and it still wouldn't let me check in because we were traveling with minors. The kiosk told me to wait and help was coming. Honestly, I didn't really believe what it said but I stayed and told the rest of the group to get in the line to check bags. Joseph showed up. He was an absolute Godsend. He walked us through checking in each person from our party and assisted checking and paying for our bags (with my credit card of course). Also, he has the perfect personality for this kind of work. Thanks for hiring and retaining such a perfect employee.

**Kimberly Keener**

She was THE nicest employee I've come across when it comes to flying. Her and I were able to communicate and get to know each other very well. She did such a wonderful job and seems very passionate to help others!

### **Larry Potts**

1. Our flight to O'Hare was canceled. We were flying to London and we were going to miss our connection. They put us on a flight to Baltimore which did not help us, but what can you do? We took our boarding passes and went to the new gate. About 15 minutes later Larry Potts came to our gate and told us he had collected our luggage and they found another flight to Chicago and we will make our connection.
2. Larry went out of his way to get us to Chicago after our flight was canceled. We would have missed our connection to London. Larry is our Hero!!

### **Matt Mangan**

Matt was super friendly and helpful upon our arrival. He was kind and accommodating even though he didn't even work for the airline we arrived at. He gave us full attention and helped us tremendously. His customer service is exceptional.

### **Norma Jean King**

1. I have traveled to/from St. Louis from DFW for over a year and have gotten several people to help at the front desk over that year, but everytime Norma helps me she goes above & beyond and does it with a smile. Today Today my 1:20 flight to Dallas was cancelled and they had placed me on a 7pm flight, and without saying a word she worked her magic to do what she could to find me an earlier flight. She is just perfect!  
Easy going with the customers
2. I had a bad, multiple record ticket that would have gotten me home to Santa Barbara after midnight over 4 flights. Norma Jean spent nearly 30 minutes painstakingly fixing it for me, getting me home in 2 flights by 7pm. All with smile and good cheer. I was amazed.

### **Ron Gillam**

1. Ron went above and beyond the call of duty to provide excellent customer service to me. I recently checked a bag and 5 minutes later realized I forgot to put a very special personal belonging in my checked bag. When asked if I still could put something in my checked bag, he told me about the process and how I needed to go to the baggage claim to get my bag and recheck it back with him. Given, I was already late for my flight and a nervous wreck about making it on time. He offered to quickly retrieve my bag which allowed me to keep this special personal belonging that was handed down from my grandfather. Thanks so much Ron for your kindness and hospitality and making my American Airlines experience a very positive and memorable flight. I'll definitely be flying with You again.
2. Exceptional customer service and professionalism.
3. Awesome customer service. Thank you.
4. Outstanding customer service

### **Sheryl**

As frequent fliers, we travel to Phoenix for cancer treatment. Sheryl always greets us with a smile, a hug and asks how we're doing. She also remembers our names which is amazing!! She knows what we're going through and is very kind and compassionate. She goes out of her way to help & encourage us. She is an outstanding employee & you are lucky to have her!



### **Tammy Dailey**

Tammy is AMAZING! She was so helpful to everyone in line. There was major delays and she helped everyone in line. She personally went & got our bags we needed to re-check it. I also saw her personally help people walk through security. Such a great asset to your team.

### **Tiffany**

The flight to Charlotte has been delayed several times which prompted passengers to have to change flights and continue checking flight connections. During the entire 2 1/2 hour delay both these ladies assisted customers with a smile and were very helpful.

## **Delta Airlines**

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### **Ariel Washington**

1. She was very friendly and had a pleasant smile. She quickly helped me with a seat change. Wonderful positive attitude.
2. She was polite, courteous but most of all helpful. I needed to make some transfer that I did not know and she with a smile was nice told me, let me see what happened. 100% Nice! ( I was traveling to Ireland)
3. Had a 1:45pm flight to DTW then to Rome 1:45 cancelled 4-5 times & then cancelled long lines to talk to her, kept her cool, friendly to all patient with all. The next day she helped me get a seat assignment. Great employee!!

### **Barbara**

1. Barb and John are wonderful people. ALWAYS friendly and cheerful, project the love of their jobs when dealing with passengers and crew members. They greet each person with a smile and a welcome. Their "go to phrase" is always, "It's my pleasure!" and they say it with sincerity. They are two wonderful examples of great customer service, and I believe they represent Delta and Lambert at it's best.
2. Delta attended, Barbara, help our group
3. Even facing a delay waiting on crew staffing, she helped a customer rebook his schedule to allow him to meet an engagement following a connecting flight. All while working the gate by herself. At the same time she was helping me check some technical glitches going on with the airline reservation systems. If only all of the other customer service agents were half as good at their job and as professional as her, the airline industry would be a much better place.

### **Brighton Guthrie**

Mr. Guthrie went above and beyond to apologize for our misdirected luggage and to explain the process for return as well as what we could do in the interim to alleviate the stress of our missing clothing and personal items. He was calm, and made us feel important! This was obviously a stressful situation, but he really treated us with respect and kindness. We love flying into STL and because of our interactions with folks like Mr. Guthrie who are compassionate in times of stress for customers, we will continue to use STL as our "hub" for entry to the Midwest! Thank you! PS—our luggage arrived in the exact time frame he promised and the process with Delta corporate went exactly as he detailed!

### **Brendan**

I was dropped off at the airport nearly 6 hours early because my schedule had changed and Brendan was super helpful and nice in helping me get on a direct flight that left about an hour after I arrived at the airport. Because of this I was able to spend some quality time with my daughter that I hadn't seen in several days due to work travel. Thanks Brendan!

### **Cathy Gallo**

Ran into this airline employee and she had a great attitude, very cheerful! Made my day!

### **Cindy**

1. I got to airport early because that is when my ride could get me here. Cindy found me a standby position on earlier flight. She explained things clearly. I also saw her calmly handling people who were arriving at the gate late when the doors for their flight were going to close shortly.
2. Cindy noticed that my partner and I booked together but weren't seated next to each other, so she got us seats together. She was super pleasant and made our trip much nicer!

### **Ellie**

Ellie was very warm and friendly and went the extra mile to help me out when I was trying to figure out an unmanageable connection.

### **Howard**

Howard is a true professional who sees what needs to be done and helps. Delta counter was backed up and Howard stepped in from outside and took a large group with him relieving the pressure on the inside counter and the stress on travelers/customers. Howard deserves a time off award for his actions of initiative and support to the Delta team/family.

### **Jacqueline Walker**

1. Flight 1199 My positive experience was Jackie handed the crowd with the utmost professionalism and calmness. Flight was delayed multi times and she readily calmed everyone down and handled herself well even with some passengers yelling at her..
2. Jacqueline is an amazing employee that Delta and St. Louis should be proud to have. Her level of customer service, willingness to help, but most of all her level of dedication and commitment are beyond comparison! She executed managing hundreds of customers at multiple gates C multiple delays. She was so dedicated that she stayed 2 1/2 hours after her time to go home in order to follow thru with the flights and not leave her relief co-worker.
3. She not only helped me get on the full flight from STL to MSP but also remained positive, thoughtful and candid when the whole plane had to deboard and reboard the plane due to weather. She was the only gate agent and worked with everyone after she was suppose to have left to go home. She cared about us, Delta, and her job. As an employer, these are the employees you want and do their job every day. Let's make her day special by recognizing her.
4. WOW! Jacqueline was just so awesome in working in a stressful situation. She went above and beyond to help me and some others passengers get new flights when all the flights were messing things up. Companies need & want amazing people like her! Don't let her go!
5. Jacqueline Walker was outstanding kept a positive & professional appearance the whole 6 hours waiting. Kept us informed throughout Will always be a loyal customer

6. WOW! Jacqueline was incredible she was just so awesome in working in a stressful situation. She went above and beyond to help me and some others passengers get new flights when all the flights were messing things up. Companies need & want amazing people like her! Don't let her get away. We really enjoyed the customer service we received from Delta, and are happy to nominate Jacqueline..
7. Our flight was diverted and we had to wait 6 hours. Jacqueline was very professional and patient in a stressful situation. She handled everything very well and positive.
8. My flight 1199 was delayed from 5:50 pm until 10:50 pm. Jacqueline was handling passengers for two flights with a smile, patiently . Kudos to Jacqueline

### **John Cheatham**

Barb and John are wonderful people. ALWAYS friendly and cheerful, project the love of their jobs when dealing with passengers and crew members. They greet each person with a smile and a welcome. Their "go to phrase" is always, "It's my pleasure!" and they say it with sincerity. They are two wonderful examples of great customer service, and I believe they represent Delta and Lambert at it's best.

### **Karen Robinson**

1. Karen was extremely helpful and patient as we worked through a luggage issue on an international flight. She accommodated my needs and was able to successfully rescheduling my flights, still allowing me to arrive on time. Great experience!
2. Was so helpful when noticed my luggage was charged \$30 and I wasn't credited my sky miles. She remedied the situation and took care of me. She was so sweet! ♥

### **Karla Hill**

1. Karla has to deal with a delayed flight. She was happy, helpful and positive. She had us all laughing.
2. Have never met a more enthusiastic airline employee such as her. Really vamped up a dull wait for a flight with her P.A announcement and engaging the waiting customers. Absolutely wonderful.
3. Karla keeps a positive attitude even when the passengers are uncooperative and not so nice. She gives clear announcements and tries to get things moving efficiently.
4. Karla is amazing, she was an amazing advocate for a large group going to Amsterdam. She also brought some positivly to a delayed situation, Entertained while Informing. Just a Gem!!!
5. She is so funny and positive. Makes flying fun!
6. Karla is an awesome gate agent. She is friendly & timely. I appreciate her service.
7. Kayla is amazing, funny engaging. She actually makes the boarding process fun. Her humor defuses emotions when planes running late. She's a gem!

### **Karrie Johnson**

Miss Karrie is very polite, patient and informative with such a warm smile. I asked servral questions concerning my flight and just struck up a conversation.

**Kiona Glass**

1. I had a VERY tight connection in Detroit and she happily adjusted my seat so that I could get off the plane quicker to hopefully make my connection. A hero!
2. Kiona gave me the best airport experience I have ever had. I'm traveling for business with enterprise. Kiona did everything in her power to make sure we were comfortable and happy with our experience with a big smile the entire time. I was so impressed that I will always fly Delta as my first choice. Thank you Kiona you were amazing.

**Loretta**

Really a great help to two old people trying to get their bags checked in. Great attitude and efficient service.

**Michelle He**

She helped us by letting our soldier sit by us as we were standby. Delta airlines customer service agent

**Myia**

Myia was very kind to us for volunteering to switch planes because we were over booked. We got all the options for new flights and on top of the money delta gave us they gave us meal vouchers. Thanks to Myia and her fellow associates who also helped.

**Rachel**

Very polite

**Stacey Parris**

Had a 1:45pm flight to DTW then to Rome 1:45 cancelled 4-5 times & then cancelled long lines to talk to him kept his cool, friendly to all patient with all. Great employee!!

**Tyrell**

My husband and I did not have adjacent seats on the flight. I asked Tyrell if there was a chance we could sit together and he made it happen. My husband gave him a candy to say thank you because we appreciated it. Then, once we had boarded, I realized I had left my metal water bottle out in the waiting area by the departure gate. I walked to the front of the plane, unsure if I could go out. Tyrell happened to be just outside the plane to check on our flight and I told him about my missing water bottle. He asked if it was a white one, and I said "yes." Tyrell walked back up and got it for me. I was very appreciative of his extra effort on my behalf

**Valerie**

1. Friendly, helpful, warm, attentive, represents Delta well!!
2. Valerie has been patiently assisting a senior gentleman for more than 40 minutes. Her communication skills, empathy, thoughtfulness and heart have certainly made a difference to this person. She is fabulous at what she does, and interfacing with travelers is definitely one of her many obvious long suits. I don't even know this man, but I am comforted by her resolve to ensure he is well cared for.

**William**

William was kind & knowledgeable. He knew exactly where to go & I felt safe in his care. He's very personable.

## **Frontier Airlines**

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### **Cory Smith**

I had a bad experience with the security check in & had to recheck \_\_\_\_\_ on. He helped me recheck my bag and got me to my plane before I missed it. Cory was nice & calmed me down because I was scared I was going to miss my flight, flight from St, Louis to Las Vegas I was at STL Airport.

### **Jamaklyn**

She helped Roybn get me scheduled when I missed my flight. I did gate how long it would take me to walk down due to the bone spurs in my left knee. Thank you.

### **Lawrence Dan**

Excellent customer service! He was very helpful and polite and I wasn't even flying Frontier!

### **Robert Curry**

1. Kind, informative, funny
2. This was our first time flying Frontier and Robert was extremely helpful and courteous. What a nice surprise and excellent ambassador for your company. We were thoroughly impressed and will pass our positive experience on to others. Thank you Robert!

### **Robyn**

I did realize I missed my flight. I saw it but had a potty stop. I have a bone spur in my left knee & walk slowly. Robyn was so kind and helped me get rescheduled to go out tonight 8/11 she worked tirelessly to get me out. She was such a sweet girl. Thank you.

### **William Robinson**

This young man went above & beyond making sure that we arrived from A to B. He was very courteous and polite. Please recognize his attentive nature. God Bless.

## **G2**

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### **Erick Scott**

Patient and a happy young man. Extremely courteous and smiling and asking if we needed anything. Made the start of our trip relaxing and nonstressful

### **John McNary**

John was waiting at passenger drop off with the wheelchair for my father. He was patient kind and took his time getting him through security and then to our gate. He had friendly disposition and we enjoyed his company. John did a wonderful job!

### **Marquita**

This was the 1st time I personally had to use an airport wheelchair assist. Marquita went out of her way to help me and make me feel comfortable. She put all my items on the TSA security check and handed them back to me. She confirmed what I needed to take out of my carry on bag. She did her best to insure a smooth ride; she slowed and maneuvered the 'speed bumps' as I called them perfectly. She was friendly and professional. Thank you so much for making my 1st wheelchair ride comfortable for me!

**Michael Brooks**

Joyful Attitude , Great Service

**Garda World**

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**Kim Eighinger**

Kim was so nice to me on this day. She was so happy and good about giving me directions on the drive At Terminal 1 arrivals.

**Coleman**

I needed something done and instead of sending me on my way, Officer Coleman said, I'd be happy to take care of it for you and she did above & beyond!

**HMS Host**

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**Chrissy King**

Chrissy was prompt and courteous. She made sure my meal came out quickly. She also, handled some other customers giving her a hard time with grace and humor.

**Christin**

Very friendly and courteous, great service!

**Crystal Byrd**

She was so energetic and fun at 5am! She chatted with us and made some awesome drinks. It's nice having someone so perky and fun that early in the morning!!She's fantastic. Full bar by herself & very attentive.

**Crystal Reed**

Very friendly and positive

**Evanah**

1. Above and beyond service
2. Gracious kind and patient service. Good ambassador for St Louis.
3. Excellent customer service and was very helpful. Definitely made my Jamba Juice experience one too remember :)
4. Jamba Juice ran out of most of their fruits and toppings yet she was so nice and helpful with giving us a yummy smoothie. She had excellent customer service and should be recognized for her great work!

**Jackie**

Eating lunch, she made me feel so good. I am a nurse and Graduated from St. Vincent DePaul Hospital in 1957. She went out of her way to take care of us.

**Jamesha Williams**

Listened to my teenage daughter about her wisdoms teeth removal. Took our order, prepared order, and talked kindly, all with a smile! Sweet young lady!

### **Janet Jackson**

Janet was courteous, kind & greeted me with a smile. I asked if I could have some water in my water bottle. She filled it with a smile. Not only did she fill my bottle, but she noticed I dropped my lid and offered to rinse it off. WOW!!! Wha an excellent way to treat someone who didn't even make a purchase. She treated me as though I'd just spent \$1,000.00! What exceptional customer service she provided.

### **Janiyah**

My wife and I arrived very early this morning at STL for our flight home to California. We wanted to have a really good breakfast to start our day of travel. We walked into the Brewhouse and Janiyah very warmly greeted us. She then filled us with sunny energy with her "good morning" and superlative service. Our day was off to a great start thanks to Janiyah. Thank you, Miriam & Bob

### **Katie Byrd**

1. Katie has been a bright spot in my long travel day. She is joyful, comforting, warm and a great entertainer. She made my trip & my time in St. Louis actually fun, Thank you Katie!
2. Very good with serving unique people Katie stayed positive and kept serving with a smile. Katie was upbeat & friendly, just the right amount for 6am in the morning. She greeted every customer who entered Chili's. Katie provided excellent service keeping our coffee cups filled. When there was downtime she kept busy refilling supplies behind the bar. Katie is a model employee that exceeds excellent service standards.

### **Keenan**

He was really nice and joyful towards the customers.

### **Khadijar Kaid**

Kadijah was very pleasant and enthusiastic about her job. Very courteous, and sincere about being nice and kind. She had a beautiful, bright smile.

### **Kiara**

Kiara was just a breath of fresh air on a long day of travel. There was a line around the corner but she still had a smile on her face and used everyone's names

### **Monique Byrd**

She was very pleasant and made me feel not only like a valued customer, but a valued person or friend

### **Monique Moore**

1. She was extremely friendly, efficient and kind. No matter what they ordered she was pleasant. Way beyond what I would expect in a busy Starbucks, especially at an airport. How refreshing
2. She was friendly, positive and happy on a busy day very early in the morning. She set a great tone for the rest of my day.

### **Natasha**

1. Happy, cherry & very welcoming. Very helpful as we are English wasn't sure about teas. Put in exzct amount of milk I wanted. Could not have been nicer a real credit all staff every where were like her how perfect that would be!
2. Friendly, polite and helpful

### **Nicholas Jones**

1. He filled my thermos cup which had a tiny hole and he managed to squeeze a lemon in it for me! Excellent customer service and not to mention super kind even though I was being high maintenance. He deserves a raise and recognition.
2. He was very courteous and helpful when I vived for dinner.

### **Nurayni**

Nurayni is very kind, and took great care of me. She realized I didn't want potatoes or toast with the American classic breakfast so rant me up alacarte. That was much appreciated as I wasn't aware that was an option.

### **Ruth Mitchell**

1. She is extremely nice and sweet to everyone one who comes in. We got the airport 3 hours before our flights Na have been sitting and watching her this whole time. She's funny and can tell she enjoys her job.
2. SHE TOOK MY ORDER AND WAS VERY FRIENDLY AND HELPFUL. GREAT PERSONALITY!
3. Positive attitude and fun to talk to. She made us laugh
4. I was ordering take out for my 445pm flight to Philadelphia and Ms Ruth Mitchell had the most pleasant attitude and she maintained the biggest smile when taking my order, her whole appearance was that of a person that loves what she does and her customer service was excellent. Her conversation was pleasant and she always thank us and wished us a safe and pleasant flight home and you could tell it was genuine and not just repetition, I appreciate her assistance and whenever I'm in the St Louis airport I would definitely visit Chili's

### **Samantha Hammock**

1. Sam is incredible! Service with a smile & personility plus!! She deserves a raise!
2. The bartender, Samantha, actively engaged with me and every other customer. She created a light, fun, and inviting atmosphere. She provided outstanding customer service and made the usually tedious wait at the airport a pleasant experience.
3. SAM was the waitress bar tender and cooked. She was funny, engaging and crazy upbeat. Best waitress ever!! I want to hire her to host my husbands military retirement party! We had a 17 and 10 year old with us and she made them laugh too after a very long trip. Thank you!!
4. Samantha is an amazing server. She was able to make connections with everyone she spoke with, including me. She was extremely efficient and handled an onslaught of customers with ease and she was the only person there. Very professional and an asset to any organization.
5. Sam makes the experience! She is upbeat and full of fun
6. I was on a layover between flights and stopped at bar 1876 for a drink. I immediately saw Sam the bar tender who was very energetic and had the whole bar smiling and laughing. I sat down and was immediately greeted by her. Sam had the entire bar entertained and



laughing with her positive energy. Sam truly loved coming to work, she even told us many times just that. Sam made sure every customer left the bar laughing and in a better mood than when they arrived. Sam made the layover which is normally a rough experience during any travel a great airport experience. Thank you. I look forward to traveling to St. Louis again and visiting bar 1876.

7. Sam went above and beyond her duties. She provided excellent customer service to everyone she interacted with. She helped make my layover experience very enjoyable

### **Shamira**

As we ordered, we noticed the line was very long. Then we noticed one employee was truly hoping while the other two employees were moving very slowly. No progress was being made customers were getting frustrated. One employee (the least productive of the 3 employees) quit or was fired. Though the drama & influx of customer service, Shamira remained cool & productive. What a problem solver !!

### **Shannon**

Shannon was incredibly friendly to us during our delayed flight. Making us laugh and smile while we were tired and hungry. She was attentive to us, and friendly to her coworkers too. Thanks Shannon! You rule.

### **Shylee**

I asked if I could have some water in my water bottle. She filled it with a smile. Not only did she fill my bottle, but she noticed I dropped my lid and offered to rinse it off. WOW!!! What an excellent way to treat someone who didn't even make a purchase. It was an excellent encounter. She should be rewarded :)

### **Tonette**

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

### **Tony Little**

1. Multiple American Airlines flights we're delayed. I watched Tony assist many customers affected by large delays to their flight. He displayed incredible professionalism over a long period of time, continuously assisting customers. It's great to see someone so positively help customers during their time of frustration.
2. I had a very negative experience at one of the restaurants. The manager walked me to another place to have a meal. He was kind and patient. He made a long wait in the terminal much more tolerable making sure I did not have to travel disappointed. Thanks Tony! you were great. Excellent service\*\*\*

### **Trevon Hearn**

Trevon went above and beyond to make sure the restaurant and table was clean after seating me. I saw him cleaning tables, sitting clients, running food, and just being overall helpful to the entire staff at Chili's. He even circled back to sweep under my table when he noticed food spilled on the floor. What a great thing to see someone who takes pride in their work, thanks!

## **Yvona**

Yvona was running the store alone and busy but still greeted us with smiles and delivered a great customer experience. We need more people with her positivity and kindness, it makes airport travel so much easier!

## **Hudson News**

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### **Anthony Durley**

Ashley was very helpful in helping my sleep deprived brain navigate the candy store. I was excited to find my friends favorite candy. I was in in St. louis on a layover on my way to her birthday celebration. Ashley was so sweet and said she was excited for me. Her kindness and great attitude really helped pep up my morning after being so tired from a morning of travel.

### **Beverly Buford**

1. Super attitude & work ethic! She deserves a promotion for her hard work and friendly service!
2. Beverly was soo incredibly sweet and helpful.she made my morning. We chatted about our families and I got an amazing recipe for some good ole BBQ. She puts a smile on your face.
3. Ms. Beverly was so pleasant and friendly. She really looks out for the customers and was a pleasure talking to.
4. Miss Beverly B, is awesome!!! She was very pleasant and helpful. She was very kind as well as equally friends. Her customer service skills should be recognized, acknowledged and appreciated at the highest level! She is definitely amazing
5. Beverly was super nice and helped me find a jacket at a reasonable price from planes being cold. And I only had a 30 minute layover! She is the best! :)
6. Beverly waited on many customers with a smile and courteous attitude. Most customers did not seem to care, but that did not matter to her. She continued to smile and exude a positive and friendly demeanor. During my transaction with her, I felt as if she was someone I already knew. She was warm, friendly, smiley and helpful. She made my day. Thank you Beverly B.
7. Beverly with a great cheerful attitude took me to the item I needed when I had trouble finding it. When paying she asked if I wanted to make a donation which I was more than happy to do after she was so kind to me. If I had a business where I could hire her away I would.
8. Most pleasant and helpful person I have met in an airport store. Just a real joy.
9. Beverly was so helpful in helping me find what I wanted. A very good saleswoman. Very friendly.
10. Beverly B was so helpful to me in picking up my cardinals shirt! She showed me different options and helped me make sure it would fit correctly prior to purchasing the shirt! It was above and beyond my expectations!
11. Beverly greeted me with beaming smile and a cheerful hello. I great to meet such a positive and upbeat personality while traveling and having to deal with those presatures and anxiety of flying and rushing through airports. Beverly is an asset! I am happy to nominate her!!
12. Beverly was very helpful in helping me to select reading glasses, she took her time and offered great help/she made me feel comfortable

13. Her smile invited me into the store. She was friendly but not pushy. She talked about positive things and put a smile on my face although I was not feeling the best. Thanks. I wish more people were like her in the airport.
14. Very personable, I am a retired Customer Service Instructor for Delta Airlines 30 yrs. Plus. Customer Service is dead today . In 2019 No one cares about the customers only the money. This young lady affirmed faith in amazing Customer Service. She should teach some of these other Salesperson how to\_\_\_\_\_ She is Fantastic.

### **Beverly Vantreece**

1. Very sweet lady. She provided great service and had a lovely attitude. Really enjoyed shopping with her.
2. When my daughter and I entered the store, Beverly immediately acknowledged us. She was able to talk to us about the material that the shirts were made of and how we should wash them. She was super attentive and it was a pleasure purchasing items from her. When we travel again I will definitely look for her assistance

### **Denise**

I had time to spare before my flight, so I walked into the Hudson store. Denise was so friendly and struck up a conversation with me. Before I knew it, not only was it time for my flight but I had also made a big purchase that I wouldn't have made if she weren't such a great sales person. Thank you, Denise!

### **Fatima**

Fatima is a charming, happy, friendly young lady. I am on my last leg of a challenging Business week and tried. Her customer service was efficient and EXCELLENT. Fatima is an EXCELLENT Rep for your facility.

### **Jerron McClendon**

1. Jarron was extremely helpful, knowledgeable and kind. H helped me out a difficult predicament and recommended a resonable priced product instead of trying to get me to buy the most thing in the store.
2. Jerron helped me with the Polaroid mobile printer for a good 25 minutes to show me the print quality and how to set it up on your phone. He showed me on his phone first and then encouraged me to try it on my phone to ensure Android could connect well. The device seemed to not work so well with Android phones and we tried everything possible to no avail. His customer service was exceptional throughout the extreme and he was so pleasant in conversation. I didn't end up buying the printer since it didn't seem to work with my phone and that did not affect the remainder of the customer service he provided. I appreciated his time and commitment while I was in the store! Thanks Jerron. Hope this gets you a good prize :)

### **Kevin Johnson**

1. Helped me with a phone problem, and put a smile on my face
2. Kevin was on break and helped me while in Hudson News trying to find the correct headphones for my phone. He took me to the Tech Store and helped me find the correct ones. He also spent time helping me get them synced to my phone. All while off the clock. Great service, made my day a little less stressful.

### **Linda**

Linda was extremely helpful, caring courteous, and positive! Awesome experience. Thank you!

**Lynn**

Cashier was so patient and kind. . She went above and beyond to help decide which type of headphones to purchase . Went out of her way to open package and dispose of packaging. Thank you for your kindness Lynette.

**Watoshii Shurn**

One of the other parents flying on our southwest flight noticed that a piece of their stroller was shoved into our stroller as they were being off loaded. Watashi was standing in the jetway as we got off and my wife mentioned to him what happened. He immediately went outside to track down the stroller. He didn't have any luck, so he tracked down our connecting flight and went out into the rain to get other travelers stroller part. He went well above and beyond to help the other traveler out.

**Yared**

I came in looking for a blank notebook and they don't carry any. Yared opened up his backpack and gave me a stack of his loose leaf to use since they didn't have what I needed. I really appreciated his kindness and thoughtfulness. It was an extra effort that wasn't required of him.

**Yadeshi Mamo**

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

**Huntleigh**

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**Brandi Davis**

1. Brandi was absolutely WONDERFUL. I have never had such a positive experience with anyone helping me to the gate. Brandi was caring and professional but also kept me laughing the whole time. She is the kindest woman, and she made sure my service dog and I felt secure and supported every step of the way. What a wonderful employee!
2. I was following Ms. Davis while she was walking an elderly lady in a wheelchair to her gate. Ms Davis was having the most heartfelt conversation with the lady about her day and her health and showed joy to everyone around her both while walking with the customer and after she left to continue her work elsewhere. She spread joy to co workers and everyone she passed. She brightened my day and encouraged me to do more than just smile at others while I was walking for about 45 minutes for exercise. This might not be her dream job but she makes the best of it and brings others up in the process. She is a true asset to the whole airport.She was so helpful & joyous. Funny
3. Such a positive and cheerful attitude welcoming and complimenting everyone she sees. Sure brought a smile to me. World needs more people and positivity like Brandi.
4. This lady is the sunshine of the day. She is professional and pleasant and personlity plus(PPPP) She kept track of my accompanies, husband while pushing my chair. She deserved recognition.
5. Brandi has a great sunny attude, and her love of people & her job shine in the early am. So nice to meet someone so helpful!!!
6. Brandi was wheeling passengers through the airport. Constantly saying positive things such as "Excuse me please, two beautiful ladies in wheelchairs coming thru. There were other times that I seen her coming thru this morning with such positive energy and

kindness. I don't know if this is something she is capable of keeping up everyday but today was special to see.

### **Davon Moore**

1. Davon far exceeded expectations, he was kind, patient, competent and engaging. He made my 92 year old mothers, Patricia Klos, wheelchair escort an easy low stress experience. This young man is going somewhere. I hope he is able to reach his potential soon.

### **Evan White**

As I walked in to check my bags and get a boarding pass, Even was walkong by with a wheelchair . He immediately noticed my dufficulty walking and offered me a wheelchair to me. I was so grateful I didn't have to stand in line and wait until I checked to get a chair. Evan was the most polite young man and expertly navigated through security to thr gate offering to stop at the restroom. He was very caring, kind and thoughtful.

### **Jerry Fondren**

1. We arrived with a bus load of people. He stepped up and took all of our luggage got a seat inside form my husband. Took care of checking us in. Getting wheel chair and escorted us to our gate in supersonic time. Was a pleasure. He made what would have been a tedious and difficult experience for us very pleasant. Wonderful to deal with.
2. He was personable, took care of my specialized needs (????) helped with checked baggage and security clearance. Remarkable represented of your organization

### **Jervon Owens**

Jervon was so nice and made my girlfriend's experience of going through the airport in a wheelchair so much easier

### **Ronald Macon**

Ronald was a dream come true! A total ray of sunshine. He got me in a wheelchair checked my bags in and got my bording pass. He took me to my gate, asked if I needed anything, a cold drink or restroom break. He was a perfect gentleman the whole time. I would definitely Ronald for an award!

### **Tyrell Harris**

Entered the treminal. Met Tyrell right away. Told him I needed a wheelchair and boarding pass. He immediately got the chair and took my driver's & got my boarding pass. Through TSA and to my flight door. He sat for a few minuates and we chatted. He was professional, and personable, considerate, kind. He asked when I was coming back & I told him Sunday. He said he would try to be there to pick me up. Totally a positive experiance. Im 77 years ols and always fly S.W!!

### **William**

5 Star service. William was at the plane with a wheelchair (flt. 4416- American Airlines). He took my carry on & bag & me to pickup #15 downstairs door by baggage out to a waiting friends car. Very kind, polite, above & beyoun. Keep him!

## Information & Paging Booth

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### **Pearletta Evans**

1. My son left a parcel behind at the Ticket counter. Ms. Pearletta retrieved the package and held it until I could arrive to pick it up. Ms. Pearlette Evans is a wonderful person of the highest quality and her actions mean so much to my son and I. Thank you so very much Pearletta.
2. OMG, this woman is Amazing!! She represents your airport with smiles, courteous so helpful!! She went out of her way & spent time with me to help me. She is a keeper kind, caring, people loving person! Well rounded/approachable!!!
3. Although late at night, Perletta told me exactly what I needed to know, with a smile on her face.
4. I just wanted to recognize Pearlette Evans for the amazing job she did helping me get a hotel room last minute after my connecting flight was cancelled. She called several hotels for me and many were sold out. She was able to get me a room at the Pear Tree hotel at a low price. Ms Evans did an amazing job helping me and another passenger that were stuck. Thank You Pearlette! You Rock!
5. I was bumped from a flight (American Airlines) and they graciously booked me in the local Holiday Inn. Upon arrival at the hotel, the front desk clerk said she had no reservation or evidence of one despite me showing her email confirmation. I'll spare the details regarding the incompetence of the desk clerk. Ms. Evans took the time to physically go take my information to the American Airline's gate and got back with me in a timely manner. The only number I could obtain for AA was the 800 number corporate office and was stuck waiting at the Holiday Inn with limited funds and options. A HUGE thank you to the pleasant Ms. Evans for treating me in a manner that was outstanding.

### **Dell**

Hi - I'm writing to express my appreciation to Dell for her exceptional service this week at Lambert airport. My husband, before catching a flight, left a bag of electronics that he had just bought at one store on the counter at Eddie Bauer. In searching online for find the telephone number for the store, I used the "Chat with us" function to find the information desk number. Dell immediately reached out to the Eddie Bauer store to confirm that they had the bag, promised to walk down there, and gave her cell phone number to me. I pulled up at the Departure level about 45 minutes later - Dell walked out to meet me at my car and handed me the bag. It was a level of service that I was not expecting and I was deeply grateful - not just for the pleasant interaction; she saved us \$70! Please share our appreciation with her. Well done.

## OHM Concession Group

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### **Amie Allen**

The best service that I have received at an Airport. Food was excellent as well. Looking forward to meeting with staff at your location whenever in St. Louis.

### **Blake Kifchell**

The best service that I have received at an Airport. Food was excellent as well. Looking forward to meeting with staff at your location whenever in St. Louis.

### **Donald**

He welcomed me and shared a little about his life. Wonderful person making exhausted travelers feel good.

### **Ebony**

1. My daughter told us how kind these ladies are and sure enough, while I waited Terrie, they were just as bright, charming & funny as she said. KUDOS!
2. Voted twice because they were so great to our family TWICE! Great employees can make or break a trip at the airport! They Made it!! Thank you!!

### **Jamaica Clark**

1. She was an exceptional server. Great personality, took really good of us during breakfast this morning. Great job, Jamaica and thanks for the great service.
2. Tried to solve our desire to have a gluten free alternative. Went above and beyond. Had a smile on her face and a pleasant attitude. Thank you Jamaica.

### **LaDonya Legrone**

1. She was fantastic!!! I travel a lot, but never met a nicer person. Thoughtful, honest & attentive. Phenomena!!!
2. LaDonya is by far one of the best experiences while visiting St. Louis. Her attitude is professional, kind, positive and helpful. Thanks so much for a wonderful experience!

### **Manou**

Manou smiling face & excellent service is always there for us. We stop @ Pasta House before every International flight w/ our family coming & going it is a St. Louis tradition & much loved & appreciated.

### **Raquel Williams**

Such a thoughtful, genuine team member. She really went out of her way to make travelers feel welcome and comfortable. Thank you, Racquel!

### **Roxanne Williams**

1. My daughter told us how kind these ladies are and sure enough, while I waited Terrie, they were just as bright, charming & funny as she said. KUDOS!
2. Voted twice because they were so great to our family TWICE! Great employees can make or break a trip at the airport! They Made it!! Thank you!!

### **Sarah**

We just finished dinner at the St. Louis Airport Pasta House, Wednesday 7/24 around 8pm. Our server was Sarah who was honestly the best and had a great personality and service. We are starting our vacation and eating at the airport can be hectic and stressful, especially with 3 kids. Trying to keep track of iPads, stuffed animals, bags, kids, etc. Sarah jumped right in getting the kids set up at their table and even pulled up a chair for the stuffed animals to sit. She was efficient and so kind. Our food was great and we were so refreshed by her positive manner. We all know the dreaded stories of eating at the airport and can be hit or miss. Sarah made our first kick off into vacation a great one. Please honor Sarah with something special, it doesn't take much interaction to tell she's special.

## **Regency**

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### **Danny Bartlett**

Was in restroom Concourse A and left my cell phone in the stall. Danny found me and showed me the phone in stall and asked if it was mine. He had an amazing attitude and was very pleasant, he brightened my day! He more then deserves recognition.

### **Diane Bell**

Great "good morning" greeting with a smile. She was working hard moping the floor and made sure I wouldn't slip ( I have a disability.)

### **Elery Johnson**

Ellery always does a great job. He really takes the time to scrub the trash cans out. That really is needed because they sure can smell! Ellery does a outstanding job! Thank You Ellery!

### **Eric Robinson**

Although not the most exciting job (janitor) Eric did his job with a smile on his face, dedication, and joy in his heart. I just want to recognize the workers of the world, who get up every day and do what needs to be done, to provide for their families.

### **Gideon**

My teenage children and myself were abandoned in the airport when our flight from NYC was delayed and we missed our connecting flight. When grabbing some late night Starbucks (only place open), he heard our lament that we'd be stuck there for 6 hours and he took us to an area with seats with no armrests so my kids could lay down and outlets to charge my battery and phone. His kindness meant the world.

### **Joshua Boyd**

I was about to fill my water bottle from a fountain and Joshua alerted me, without me asking, there was a better way at the water bottle filling station just a few feet away. I appreciated he noticed me and reached out to help me. Above and beyond service!!!

### **Louis**

I watched Louis be very conscientious in his duties. I was so impressed when he tried to sweep a small piece of paper off the floor but it was stuck to the floor so he bent over and scraped it off the floor and then cleaned the spot where it was stuck. I also watched him dry a wet spot on the floor by swinging a yellow wet floor sign over it until it was dry. I was so impressed with his dedication to what most people would consider menial tasks. Anyone who is that conscientious in small tasks should be entrusted with more important ones. Thank you, Louis.

## **Southwest Airlines**

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### **Andre Booker**

After a full flight from Milwaukee I was worried the next leg to my destination would be just as bad. I was about to pay to get on the a-group when she stopped me and went way out of her way to make sure I could preboard. I had started my trip do changing the record required calling others and took quite awhile. She could have blown me off or let me pay the extra fees. My flights will be so much better now. I really need the aisle due to a mostly metal leg. She also set us up with an extra seat for more room. Southwest is great and I love this airport!



### **Anita Stokes**

1. Anita was working the counter this evening and it was a bit stressful because of all the delays. She handled the situation with a smile for everyone she helped. Felicia McCain, Ivy Goodlow and Anita Stokes you ladies rock. Thank you for your kindness and being so willing to help us when everyone else said no we can't get on flight 1235.
2. Anita was super positive, enthusiastic and helpful. She took the time to explain boarding options and provided great info. Support. My birthday was 7.4 and her service was a great gift. Thanks Anita!

### **Bridget**

I discovered I was missing my earbuds and Bridget was able to problem solve my situation. Her generosity to a random passenger out of the hundreds that pass through each day was overwhelming. It may have seemed a small act but it made a huge difference to me, my work, and my kids waiting for me in Las Vegas.

### **Carlos**

Carlos was so thoughtful and helpful in finding seats for our family as we had spent an exhausting day traveling. He even followed up with us hours after our initial encounter, giving us great information and assisting us to our final destination. Without his help, our travel might have been extended many more hours. THANK YOU, CARLOS!

### **Carol Crenshaw**

1. Very helpful. Despite computer issues. Great service.
2. She accomodated my request with a smile.

### **Christanna McCall**

My flight was deferred to St Louis due to electrical issues. Not only did the patient ladies outside of gate E-44 go above and beyond wrangling a plane full of adults to get new boarding passes, Christianne directed passengers and manually entered boarding passes when the scanner wasn't working. And she did all that with a smile and was able to stay level-headed.

### **Clifton Ware**

Cliff was super helpful and not just for me. He was friendly with everyone that approached the gate and really went the extra mile to be courteous. He does a great job and hope Southwest knows they have a great employee!

### **Crickett**

My wife has a broken arm and crickett advised we could pre board and sit near the front. She was great and so friendly.

### **Derma Nuestro**

Derma efficiently and pleasantly helped with a ticket transfer. Her kind demeanor made a stressful morning much better. She provided great customer service. Thank you!

### **Doug Lillard**

My 25 years of experience in the Customer Service industry and my work as a Leadership Training Professional has allowed me the opportunity to witness many great leaders. Doug Lillard rates on the very top of my list of talented leaders I have observed and/or received service from as a business traveler. Doug goes above and beyond to ensure he demonstrates exceptional customer service by using exceptional soft skills, rapport building, and has a high level of system

knowledge. I have personally observed him repeatedly provide great peer to peer coaching and feedback, receive compliments from customers who he has politely been able to de-escalate during challenged travel situations and maintain a highly positive and professional demeanor, resulting in a world class customer experience. For myself personally, he goes above and beyond his role by proactively researching any possible future needs I may have on my reservations without even having to ask. When I arrive at Terminal 2 for my weekly flights, Doug has already taken a proactive approach to getting my reservation pulled up to process a check in before I even reach the counter. It's these types of unrequested actions that make Doug the best candidate for an award of excellence. He is one of the reasons I remain a loyal customer of Southwest Airlines. His is a walking example of the vision, values, and culture of Southwest Airlines as well as Lambert Airport. Please recognize Doug for his exceptional service for me and many other people traveling at Lambert Airport. Thank you Doug for all your hard work. You are greatly appreciated!

### **Felicia McCain**

Felicia went above and beyond to help my husband and myself get on flight 1235 to Cleveland. Our flights were delayed which meant missing our connection. But, flight 1235 was also delayed and Felicia and Ivy Goodlow, and Anita Stokes did everything they could to get us on that flight. The three of them couldn't have been more pleasant throughout the whole process. My heartfelt thanks go out to Felicia (E136805), Ivy (93845), and Anita (131586).

### **Ivy Goodlow**

Ivy went above and beyond to help my husband and myself get on flight 1235 to Cleveland. Our flights were delayed which meant missing our connection. But, flight 1235 was also delayed and Ivy Goodlow, Felicia McCain and Anita Stokes did everything they could to get us on that flight. The three of them couldn't have been more pleasant throughout the whole process. My heartfelt thanks go out to Felicia (E136805), Ivy (93845), and Anita (131586). Thank you ladies. Ivy you are a great influence on your employees

### **Karla**

Karla (tall blonde) was extremely friendly and helpful and answered all of my questions wonderfully. Her attitude (especially for 530a) was awesome. Cheerful and very pleasant.

### **Kellie McDougal**

1. Kelli went above and beyond to help me understand the rules for switching flights . I was very impolite and rude but she remained professional the entire time. i should not have acted out of line like that, as she was only trying to help me. I highly commend her outstanding professionalism!
2. Today I had one of the most awesome experiences as a result of your employee Kellie McDougal #12270 going above and beyond with exceptional service, showing empathy and genuine concern in a very professional manner . I was at the St. Louis airport waiting for a 7 AM flight 1686 to Boston when suddenly I became ill, feeling faint, needed to sit down and Kelly noticed me and when I looked up immediately asked if I was OK. she came over And I asked her for some water, tried to give her the money she refused then also brought me ice, sprite and a cold cloth until I feel better. Also got a wheel chair, just in case ... and you could tell this was not a big deal for Kellie this is just what she did in working for Southwest and caring for her customers. I could go on, but will stop with thanks and recognition for Kellie and nominating her for employee of the day. Kellie well done!!! Thank

**Kerrie Keane**

Today Kerrie was absolutely amazing. I had three bags and I went to check in to get my boarding pass when Kerrie approached me. She said I was thirty minutes too early to check in for my flight and told me to follow her to the register. She looked up my information and realized I was military and would be waiting almost 6 hours for my flight. She made an arrangement for an earlier flight. It truly made my day I haven't seen my family in six months and only had a short time to spend with them before my next duty station. Thanks to Kerrie I got a few more hours added to my family time. Thank you so much I wish her all the best

**Lathasia**

Our flight was delayed and we had a very short layover in Denver. I asked her about upgrading our seats so we could be at the front of the plane so we would be able to get off more quickly. She was able to find us a direct flight to our location and saved us a lot of stress. She was professional, efficient, and really made our morning better.

**Lisa Adcock**

We pulled up to the airport with over 18 bags to check. A unnamed older black male offered to bring our bags in with his two large carts. Once inside, Lisa greeted us with a smile and invited us all over without hesitation. She was able to check all or in with the assistance of another unnamed employee in a matter of minutes. Her service with a smile and professionalism was impeccable. She was able to check all 6 of us in, confirm our DOD ID, tag our bags within 30 mins if not less. LISA ADCOCK is an asset not only to southwest but also to your STL airport family.

**Loretta Davis**

I knew nothing about Metro- Link to go & come she introduced me to the correct App to use & watch& assisted verbally to get it downloaded on my App and explained how to read the blue & red schedule. Ms. Davis was very pleasing and calmway of speaking and made me feel calm. What an asset she is for the Airport.

**Matthew Markl**

I asked Matt if he could call gate E20 to see if anyone had turned a travel pillow. I had my heavy hiking backpack and didn't want to run to go check. He didn't have any other customers, so he rushed to that gate and got my pillow. Which I really needed for my next 12 hour international flight, and my hiking naps. And intern Jordan was nice to find out name for me, and said he was an amazing guy to work with

**Melissa Stewart**

Helped me find an earlier flight home!! Thank you!!

**Michael Shrum**

Just a gentlemen and very helpful with my misplaced bag

**Nicole**

There was a older lady whose flight was delayed 4 hours. It was cold in the airport. I got the lady a blanket and a water and covered her up .... the employee noticed me doing this and thanked me for keeping an eye on Doris. She handed me a voucher! Made my day It was my pleasure to assist as I would want someone to help me if I was delayed and not so able. It's so nice to be appreciated as In This world sometimes we don't notice the small things. I never would of expected a thing for helping but so appreciate being noticed myself. Thank you Nicole!!!! You made my day!!!! I'm glad I could make doris's

**Rox**

Our cancelled flight had us nervous about the start to our vacation. Rox, check in for Southwest, calming and professional! Got us on the next available. Vacation back on track. Grateful for Rox' positive attitude and efficient efforts.

**Sayra G**

Went out of her way to help us with a flight problem!!! Thanks,

**Tia**

Kind compassionate friendly caring. Excellent example of fabulous customer service

**Tippy Wirick**

I was traveling on my birthday & Tippy knew that I was getting ready to board. He made a HB card and when I came to the gate this flight attendant handed me the card. It was a nice thoughtful way to make me feel special.

**Will**

Will was very congenial and helpful, with an uplifting personality. He was a bright spot in our airport experience and we left with a smile on our faces ☺

**Yvette Savaga**

Ms. Savage helped us to locate a restaurant we were looking for to have lunch between flights. She made us feel welcome and pointed out features of the airport (The signs of St. Louis were quite interesting), etc. Please thank her again for myself and my two traveling companions.

**Zack Markworth**

Very helpful. Positive attitude. Friendly. And upbeat. He helped me right away.

**SuperPark**

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**Gregory**

Gregory always makes you feel welcome after a long day/week of travel. He is a true Ambassador for our city and your business. Always makes sure he gets your bag in and out of the shuttle and takes you exactly where you need to go.

**Milton**

Milton is doing a hard job driving a shuttle for tired passengers and he was absolutely delightful. He made small talk and was generous with his smile. He really made my day and I hope he gets this recognition. I work in service and know how tough it can be. So, I really appreciate his hard work and generous smile. So, thank you Milton! I hope you make it to see the Golden Gate again one day!

**Shawn**

Shawn was incredibly gregarious and friendly to all on his shuttle. He went above and beyond to help people get their bags in and out of the shuttle, in addition to helping people find their lost cars.

**Yona**

Yona was pleasant and courteous and offered to schlep my bags even though I am a big strong dude. Then I saw her go extra mile for passengers in the lot. I'm impressed.

**TSA**

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**Amy Castella**

I am a Type 1 diabetic. Eric promptly took care of my hand check for my pump and had it waiting for me after I got through the scanner. This has never happened and I've always had to wait. Then Amy was very polite and did not touch my continuous glucose sensor/transmitter on my leg after going through the scanner, but was quick and polite. Neither staff member made me feel embarrassed or uncomfortable as is the case at some airports. Thank you Eric and Amy! Please be sure they are both recognized.

**Casey Cowhey**

Casey was so very helpful to me when I mistakenly included too larger bottle of liquid in my bag. She helped me figure out a solution & walked me through the whole process. Everyone was great! Thank you!!

**Darnell Fant**

1. Mr.Fant was awesome. He made our trip seamless. Our son had surgery & we were scared to travel with him but Mr.Fant made our worries go ahead as soon as we got to check point. Every airport needs a Darnell Fant. We're truly grateful.
2. Officer Fant is amazing. He helped us get to our gate and through check point with our disabled son. My wife was scared to fly with our son having surgery at Children's hospital but Officer Fant made it possible to calm my wife & make it easy to travel. We appreciate him!!! Thank you Officer Fant.
3. Fant was a delightful gentleman who kept the passengers in line entertained with funny jokes & stories. This made an otherwise mundane experience into something that was fun! Thank you, Fant!!
4. The T S A Supervisor noticed my Vietnam Vetern's cap & gave me paper work on how to get benefits that was unknown to me. Thank you for hiring such qualty personell.

**Eric Johnson**

I am a Type 1 diabetic. Eric promptly took care of my hand check for my pump and had it waiting for me after I got through the scanner. This has never happened and I've always had to wait. Then Amy was very polite and did not touch my continuous glucose sensor/transmitter on my leg after going through the scanner, but was quick and polite. Neither staff member made me feel embarrassed or uncomfortable as is the case at some airports. Thank you Eric and Amy! Please be sure they are both recognized.

**Jasmin Ruffin**

She was the sweetest person to me. I broke my arm and I am in a sling and she made my arrival extraordinary with her kindness and smiles and help with my luggage. She makes the stereo type of TSA agents look foolish. If all TSA members acted like her people would have way more respect for their position!

**Ken Harris**

My girlfriend and I are in a long-distance relationship. We met in St Louis for the holiday to spend the week together. Arriving at the airport was emotional, and we both had tears in our eyes when we went through the security line. When we arrived at his podium, he made jokes about our respective California and Indiana IDs. He then studied my girlfriend's ID and said "Hmmm... is this you? You're smiling in this picture", causing us both to laugh. I hope this finds his way to him and he knows that his efforts to brighten days are appreciated

**Richard Pardham**

My daughter was getting sick. Mr. Pardham went and got her a wheelchair and crackers (she had taken medication on an empty stomach). He then guided us through the security check and made sure we reached our gate

**Robert Curry**

Robert always has a positive attitude. He always brighten my day with his smile. He is always helpful. He enjoys going above and beyond his call of duty. He is such a delightful person to work with.

**TSO Caldwell**

Great attitude and teamwork!!

**TSO Evans**

I lost my ID but had several forms of identification. I was very nervous and afraid I wouldn't be allowed to travel as I've never been in this situation before. These two were so nice. They told me not to worry and explained everything including the pat downs thoroughly. This made me feel more comfortable and the process went so much better as a result of them being friendly.

**TSO Goergans**

I lost my ID but had several forms of identification. I was very nervous and afraid I wouldn't be allowed to travel as I've never been in this situation before. These two were so nice. They told me not to worry and explained everything including the pat downs thoroughly. This made me feel more comfortable and the process went so much better as a result of them being friendly.

### **TSO Newman**

While I was going through security waiting in line I heard Mr. Newman talking to another person in line as he was helping her put her item through the scanner to "put her smile on". He conveyed this in such a gentle and kind manner the young girl went from frowning to grinning. Afterwards I had to be patted down and it was performed by Mr. Newman. He took time to walk me through everything he was going to do and while being very thorough, he was very patient with me as I asked him questions throughout. For someone who may not receive a lot of positive encouragement because of the job he has - he does an incredible job making people feel comfortable.

## **United Airlines**

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### **Adele American Horse**

1. My flight with Delta was delayed and I wouldn't make my connection. Adele was one of the several people I talked to who actually knew what she was doing and tried to help me. I had to keep bouncing between the delta and United kiosks since the people at Delta weren't sure exactly what to do. Once she was done helping the people in line, she sought me out at the delta kiosk to make sure Delta was doing everything correctly to get me transferred to the only flight out of STL that night that could get me home. If it wasn't for her I would have been stranded at the airport.
2. We had 6 people in our group and shortly after getting through security realized our flight was delayed. We noticed that we wouldn't make our connection. Adele helped us find a solution and get our bags switched over to the new flight. Once you got to the new gate that flight was delayed and we were going to miss the new connection. Adele helped us again to find an alternative route that would get us to our destination. She was very helpful and kind through the process to make sure everything was done quickly.

### **Beth Ann**

1. She made our check in an absolute delight, very courteous, informative and friendly. She probably gave us the best experience we have had flying
2. She was very friendly & helpful. Real positive person.

### **Bryan Johnson**

1. I regret not catching his last name, and hope I got his first name correctly... Bryan was more than accommodating when I came up to the kiosk to check in for a flight that had been delayed an hour, he didn't hesitate in finding me an alternative itinerary that would get me home to rural Oregon without major complications. Even on another airline! I will arrive home with my luggage tonight as planned! And for a bonus encore, I was delighted to discover that the virtuoso performance on the art space piano was offered by that same guardian angel ticket agent! He is a talented diamond in the rough and made the change and inconvenience negligible! Cheers, and thanks!
2. After a frustrating day of trying to make it to our destination, but finding no options, we returned to the United ticket desk where we met Bryan J. He calmly and very persistently tried to find a viable option for us to make it to our destination. Despite this being a frustrating situation for us, Bryan kept us in good spirits through his friendly demeanor, good humor, and most of all . . . his kindness. Not often in life do I run into strangers who treat me this way. United and Lambert are lucky to have Bryan J "in the house" taking

care of weary (and excited) travelers. I hope you will honor Bryan J by recognizing him for his warm, welcoming, and kind approach to working with his customers.

### **Carmen Bepin**

1. Carmen was exceptional! She helped change our ticket so we could get home after a delay affected our connecting flight! Carmen didn't even bat an eye at changing our flight and was responsive and friendly, helping us feel at ease! Thank you so much for making our day, and being so thoughtful!
2. Carmen was so welcoming and kind as we came to the check in desk and saved me a immense amount of time and energy by checking my bags through to my final destination even though it was on another booking, which was her idea. Thanks!

### **Cherry**

Cherry is a fantastic lady so renicent to solve my problem of rerouting. She saved my day an aviod to waste an vaacation day..

### **Daniel Duncan**

1. Mr. Duncan was th kindest gate agent I have ever met & had helped me. Outstanding personility, went above & beyond helping my 93 year old husband with seating & boarding. He answered many questions with a smile. We travel the world often we need more like hin.Daniel was super friendly and asked me about my trip! Overall a positive experience, where there usually is either a negative one or it isn't memorable. It was a great start to my day and my trip.
2. Wonderful customer service! Daniel helped me catch a flight that I nearly missed and he was so pleasant and friendly while helping me. Thank you!

### **David Summers**

David Summers helped me to the correct security gate. I was lost and asked him for directions he offered to walk me to the right place. David was polite, funny, and we had a great conversation on our walk! He really made day!

### **Ismael Rosada**

Our flight was delayed. He worked hard to get our family rescheduled. Once he got us rescheduled, our original flight was back on. So he rearranged everything again and got us back on original flight with original seats. Not once did he complain. Super professional and friendly.

### **Jennifer Black**

1. One flight was late at this gate, another had just moved to this gate, while another had just arrived at this gate, so there were several flights of customers that all had different concerns simultaneously. The agent was very positive, helpful and went out if her way to treat every customer as if they were the only customer here! Well done and thanks!
2. Flight has been delayed for hours. Jennifer's sense of urgency and ability to keep al passengers up to date and calm was extraordinary
3. She was amazing. Kept us informed of the delays and the reason for them. Ensured we kept getting updates and was excellent and friendly answering any and all questions. She kept a very stressful situation for all passengers very calm. Amazing job and person
4. There were many issues around numerous flights out of gate A17 resulting from storms in the area which meant passengers had to board and deboard the plane numerous times and Jennifer kept everyone calm and aware of the situation at every moment and was



very helpful in addressing the many passenger concerns and frustrations. Her sense of urgency and excellent communication skills undoubtedly helped alleviate the stress of the situation and were very much appreciated. She is hands down one of the best flight personnel I have ever encountered

5. Jenny handled multiple plane delays and confused passengers with calm respect and good information !!! Wonderful experience!!
6. Jennifer went above & beyond to reschedule our flight when it became obvious we would miss our connection. She also took special care to be sure our luggage was retagged. We were very appreciative.
7. Our flight to Chicago was delayed, Jennifer went above & beyond to reschedule our flight when it became obvious we would miss our connection. She also took special care to be sure our luggage was retagged. We were very appreciative.
8. Waiting for other employees he asked to help. Had multiple weather delays which would cause missed flight to Munich. She quickly booked backup flight on later flight for both legs of journey in case we don't make original flight. Customers & staff all frustrated with weather delays but she has made our day a little brighter. Please give her our thanks!

### **Jim Paulhus**

My flight was delayed, which would cause me to miss my connecting to Detroit. Jim found a direct to let me said goodbye to my grandmother.

### **Justin Robles**

Justin was extremely helpful in rebooking my husband and I after our flight was delayed and we would miss our connection. He was upfront and honest while being pleasant in giving me the options. His calm and friendly demeanor in the middle of what could have been a very stressful situation really made the evening easier. Thank you Justin for providing great customer service, we really appreciate it.

### **Odeth Horsford**

Odeth really demonstrates above and beyond customer service to help me catch a flight that I very nearly missed, including calling me to check on my status when the gate was about to close. Thank you!

### **Pedro Saladin**

1. On our way to Denmark to celebrate my husband's 85th Birthday. Had true & real angst about our travel agent generated ticket. I hoped & prayed I'd get a good agent and I did. He was reassuring, kind, helpful and started our long trip out on such a positive note!! It meant so much to me so thankful to him!! He deserves an award.
2. Our flight to Houston was cancelled & they went above & beyond to fine us a flight that \_\_\_\_\_ leave today to get us to our final destination. They saved our vacation!! Would recommend United to our friends. Thank you!!

### **Rachel Mason**

1. She informed me that the bag I was going to check was actually ok to carry on! Such a nice surprise. She refunded me \$30.00 & said I could put the bag under the seat!
2. Our flight to Houston was cancelled & they went above & beyond to fine us a flight that \_\_\_\_\_ leave today to get us to our final destination. They saved our vacation!! Would recommend United to our friends. Thank you!!

### **Sharon Meier**

I saw her a few weeks ago when my teenage daughter was checking in and flying by herself to South Korea for seven weeks. Sherry was very outgoing and was very nice and friendly. I told her that the system wouldn't let my daughter check in from home and she immediately said she could help and would check her in! I forgot to mention that this was at 4:30 am when I was still half asleep, but not Sherry!! She went above and beyond and immediately got me a gate pass (without me even asking) so that I could accompany my daughter to the gate. Today I checked in for a flight and I was hoping I would see her, and sure enough I saw her smiling face at the check in counter. Again, she went out of her way to provide exemplary customer service. You should feel honored to have an Employee with such a positive, upbeat attitude! Airline Employees such as she are very hard to find.

### **Steven Whaley**

1. Steven was really helpful in get our bag checked and when I lost my ID and need a typo fixed on my ticket, he was real helpful in getting that fixed and helping me with the tsa and screening I really appreciated his help and service.
2. Steven was super positive and helped some of the more anxious travelers in the group tips on luggage and an awesome attitude. your business & employee you can tell she loves her job & her customer.

### **Victoria Scott**

1. Our flight to Newark was delayed mulpi times and edventually cancelled. Vicki handled the situation with professionalism, taking control to keep us informed as the situation changec. She rebooked passengers; provided leadership to the other employees and took accountability for the situation. The people in the line felt confident that we would have our issues resolved in the best way possible. Well done and thank you!
2. I had arrived at my gate for my flight about 1 1/2 hrs early. Apparently a bad storm was about to arrive in STL and upon checking in Victoria proactively asked me if I would like to transfer to an earlier flight to same destination that was departing in 10 mins. She radioed and had my luggage moved and I was able to beat the storm and arrive at my final destination on time. This proactive service on Victoria's part is why I have now started booking all my business and personal travel on United instead of Delta and American. Victoria really changed my impression of United Airlines.

### **Vito Randazzo**

1. We had to go retrieve out luggage 10 min before boarding. Although we were stressed and frustrated, he was just the nicest. He helped get our luggage, re board us on the next flight, got us water, and upgraded our new seats. It was above and beyond. He made my day.
2. Vito made it possible to get our bag back from the airplane due to a laptop being in the bag and it needing to come back us. Then he rerouted us with Barb so we could still make our first vacation in 11 years