



2021 Winners

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

QUARTER ONE

Christianna McCall – Southwest Airlines

Christianna has been my agent multiple times over the last few months when flying and she's always been an amazing joy- she's so kind, friendly, goes above and beyond, and is really good with conflict resolution and deescalating possible issue passengers. I appreciate her so much and she puts a smile on my face every time I see her at the airport!

CaSondra Lewis – American Airlines

I couldn't check in online the day before flying to Rome because the directions were that I needed to see an airport agent. The next day, I arrived two and one half hours before boarding, Cassandra, an agent at the check-in counter, informed me that I needed to fill out a Visa/Immigration form that I could get online using my phone or iPad. She was very patient and encouraging as I tried over an hour to find and fill out the form. As she waited on other customers she would occasionally check back with me to see how I was doing. Never a feeling of impatience, only encouragement from Cassandra. Using technology is not my gift, but she was knowledgeable to help me find the Visa form and fill it out. I am VERY grateful to CASONDRA for her assistance. Upon completion of the form I was able to get my boarding pass, go through security and run to my gate. The passengers of my flight were already boarding. I want Cassandra to be commended for her patience and encouragement with customers.

Alexander Zukas – TSA

For context: I am a 23 year old who uses a cane, and have had difficult experiences in the past when going through TSA - my cane often gets stuck in scanners, I'll struggle attempting to maneuver the environment with only one free hand but be met with blank stares, and (due to a lack of any additional help or support) this has lengthened and complicated the time I have had to spend unpacking my bag before getting scanned, holding up lines. Overall, bad experiences. In sharp contrast, however, Alexander Zukas was the single most helpful person I have ever interacted with during a TSA scanning process. He knew exactly what to do with my cane so it

wouldn't get caught in the machine, he offered assistance when needed, but was still actively helping the other people behind me, and I was able to move quickly and smoothly through TSA without a single hitch. Not only that, but he was kind, empathetic, friendly, and made my experience a pleasant one. When I had packed up my things, I stopped to thank him, and to make sure he knew how much of a difference his help had made. And I am very glad that this is a more official avenue for me to express how appreciative I am that Alexander was so helpful, and made my experience so straightforward, quick, and overwhelmingly positive.

Kathleen Coyne-Gawlow – Delta

I was short on change for my meal and she gave me some money to cover my meal.

Kathy Vermillion – STL Airport

She was extremely helpful and happy so early in the morning! She had problems with the copier and I watched her patiently work with a coworker to get it fixed. She didn't get upset and she didn't let it affect the customer. She accommodated a request that I had for a copy. Very pleasant individual.

Claralyn Bollinger- STL Airport

Help with badging beyond normal requirements, effort to secure badging by whole staff! Excellent! I have 10+ badges and STL was one of the best experiences.

QUARTER TWO

Georgene Spencer - Starbucks

After ordering her drink a customer went to the barista to let her know to no longer make it since she needed to start boarding the plane. The barista immediately started preparing her drink and as the customer was about to scan her ticket the barista ran to gate right across from Starbucks to hand deliver her drink at gate. This barista truly went above and beyond to deliver great customer service. This is by far the only time I have witnessed great customer service from any employee working in an airport. The entire Starbucks staff on this day delivered great customer service.

Samantha Hammock-1876

Samantha was so pleasant and friendly. She really brought customers in with her cheerful and funny attitude. She had everybody laughing and provided excellent customer service. This is rare these days and she deserves to know she is doing a great job!!

Bo Gill - Huntleigh

Bo was very kind. He took me to the door where my son was to pick me up. Then he went to get my luggage and brought it to me. I was in a wheel chair.

Airport Police Officer Fred Thompson – STL Airport

I lost my iPhone on a rental shuttle. Officer Thompson found another driver and asked him to go check the other shuttle. The other driver found my phone and returned it. The other shuttle driver had parked for the day. I am grateful for his service. He is a superstar in my eyes.

QUARTER THREE**Gary Bean – GardaWorld**

I have been here on 3 different occasions. They are always busy and all you hear is people complaining, but in all this madness Gary does his job while being kind and efficient. It takes a special kind of person to do this dealing with the public. Thanks for all you do everyone in office needs to be recognized.

Alexandria Dent - Regency

My sister and I were in the ladies bathroom and she lost her ring in the trashcan. Alexandra jumped right in and began looking through the trash and found the ring.

Ashley Davis - Regency

Ashley was working very hard keeping the restrooms spotless. She is a very hard worker and welcome each guest into the restrooms. Ashley went over and above her job duties!!

Blake Kitchell @ Pasta House

Blake worked the restaurant floor by himself – greeting everyone, taking orders & bringing things out on time & with a friendly demeanor. He worked really well with the bartender. I know businesses are short-handed w/ covid. He did a great job handling a lot of customers without getting razzled. Best server at an airport that I've seen in years. He's a keeper!

QUARTER FOUR**Antonio Lawson – American Airlines**

My mom, myself, and my aunt missed our flight because we were at a different gate. We were traveling to AL for a wedding that we were helping out with. We got at the gate the exact time it was leaving. The people working the gate at the time turned us away and wouldn't help us. Antonio came to the gate to help us after seeing them turn us away & leave the gate. He spent time finding us a flight that would get us to our destination. We witnessed him problem solving in real time providing us multiple solutions to get there in time. He even saw us to the new gate. In a world where superior customer service is becoming obsolete, Antonio was a stunning example of excellent customer service. We call him our angel.

Victoria Pearson – CLEAR

My boyfriend and I were flying out to travel to the Dominican Republic on Wednesday, October 20th at 7:00 am. When we arrived to the airport, he opened up his suitcase to place some more items in it. When he did, both zippers broke. American Airlines had only one suggestion for us. We were told to go a floor down to the gift shop. She informed us that it may not open until 9 am due to being short staffed. We were in a panic. She gave us the idea for me to stay with the

bags while my boyfriend goes through TSA to get to a gift shop that is open. He did just that. He was able to purchase a backpack and exit back out to me. Between the backpack and my carry-on, we were able to fit his items to travel. She stayed with me the entire time to ensure we would make it to our gate in time to travel. Her presence was amazing and helped to keep me calm. I also learned about the benefits of CLEAR Secure Identity. I truly appreciate her kindness and assistance to make our flight. I truly hope her supervisor gives her recognition for going above and beyond.

Neisha Wiggins – G2

On October 14, 2021 my flight originating in LAX landed at the St. Louis Airport. Because of a serious hip problem I am no longer able to walk for long distances and airport terminals can be brutal on a person's hip injury. A wheelchair agent by the name of Niesha Wiggins, STL number 167276, G2 Secure Staff 1256, had a wheelchair waiting for me as soon as I arrived at the gate. This lady is a SUPERWOMAN. She pushed two wheelchairs simultaneously because another lady on my flight also had to use a wheelchair. She was courteous, efficient, and really quite impressive that she was able to handle and push two wheelchairs to their destination. I used to work in the safety and security industry and I am going to just say that this lady is a gem. She has a great attitude and she gets the job done. She was so nice and she took me all the way to the outside door. I could not have walked that far without her help. What really impressed me was the strength and attitude of how she did her job. You can tell when someone takes pride in doing a good job and she is definitely one of those people. I rarely write a review but Niesha Wiggins deserves many accolades for the way she performs her job. Please give this lady a RECOGNITION award for being so incredibly awesome. She is AMAZING and deserves solid recognition for how she represents your company. Well done Niesha!

Ciara Baldwin-TSA: I am 70 years old and was traveling alone for the first time. Going from St. Louis to Midway, Chicago. As I was waiting in line Sierra observed how my hands shake and I dropped all my credit cards & health cards looking for my license. She helped me check-in and noticed I have trouble walking helped me through the scanner, patted down my artificial knees, helped me gather my things and walked me to my gate.