



GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

Fourth Quarter 2018 Winners

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

Carol Olson & Lisa Fieweger– Whelan Security

At 2040 hours, Sup. Fieweger and Sup. Olson assisted a man passed out in the driver seat of a vehicle blocking the street. They discovered the man was experiencing a diabetic episode. The security supervisors were able to: place the vehicle in park, unhook his seat belt, summoned the passenger (wife) of the vehicle to assist with moving his tongue, so he could breathe and they summoned Airport Police and EMS. Airport Police Officer Haynes arrived. EMS arrived and treated the patient. The wife moved the vehicle.

Tom Hobbs – Whelan Security

My husband and I and our two small children (ages 3.5 and 9 months) had just arrived after a long day of travel from Germany. Our previous flight in Newark had been delayed and our children were exhausted. We had a lot of luggage (e.g., suitcases, car seats, stroller, carry on luggage, two diaper bags, etc.) and were trying to make our way to the shuttle to the Parking Spot. Tom noticed that we looked lost and instead of just pointing and directing us to where we needed to go, he offered to walk us there and helped us with our luggage. The 10 minutes he spent helping us may not have seemed like a big deal to him, but it made a world of difference to us. I have never had an airport employee show such kindness in their assistance. After traveling for almost 24 hours, it was so refreshing to see a friendly face. He could see we were struggling and chose to help us. Tom went above and beyond the call of duty (especially, if I recall, he said that 'Arrivals' was not the area of the airport that we worked in). We appreciate his dedication to outstanding customer service. I'm sorry it has taken me almost 2 months to submit this. It has been on my mind every time I travel (which is frequently), and I wanted to make sure Tom was recognized for his act of kindness and displaying great customer service.

Thomas Nick – HMS Host

I nominate Tommy, who seems to be a cook for the Tap Room. He's an older gentleman, and would appear to be of limited means. He came out to see us when he heard that my son (age 11) lost a tooth eating the burger - he took a look and disappeared. He came back a moment later and asked if he could be the tooth fairy for my son. He had a bill in his hand, which I assumed was \$1 so I agreed. It was \$10. That \$10 meant the world to my son. To Tommy, I suspect that \$10 also meant a lot. His generosity warmed my heart, and set the tone for a long journey back to Hong Kong. The waitress said this was just "Tommy being Tommy", adding he often comes in and works during his off days. Tommy is pure class, and for that I wish him well and hope he wins an employee of the month award. He taught me a lesson in life that day

Jerra'Sha Young – Frontier Airlines & Tony Little - HMSHost

Considering my husband works in the hospitality industry, all too often notes of disgust, frustration, or less than satisfactory service are received. I'll even shyly raise my hand to say I'm not one to remember to send notes of appreciation or kudos to businesses or institutions who provide extraordinary service - until now...Yesterday I travelled through STL airport with my three young children solo - husband hard at work. I was up to my neck in kiddie chaos! From the moment we entered the airport we were greeted with the kindest, most exemplary service - our Frontier agent's warm smile, the line of 0 through security with the kindest staff even when I forgot to dump my water out, not an ounce of irritation or anger (like tsa staff can sometimes be known for at other airports)...with so much time before our flight we settled down at Chili's where the woman working behind the bar sympathized as a mom of a toddler and gave me a food pouch from her own stash relating to the mommy-isms of forgetting a snack for one or juggling the whining of the others. The food was good and the server was kind, but the bartender and whom I believe was the general manager of all the food and bev facilities in the concourse (Toni? Can't remember his last name) visited with us wearing a genuine smile and bearing kindness stating: "I'm happy because the patrons and travelers I get to see everyday make me happy" exuberating someone that didn't just love his job for the paycheck or the perks - he loved it for the people interaction. Then we wandered to the play area where I was even more impressed - it was well crafted and thought out and I'm certain my kiddos would have stayed longer than the 1.5 hrs we camped there if given the opportunity. But the final act of compassion came from our terminal (C23 - boarding to Denver at 9:40am). One of the passengers about to board was another mom flying solo with her child. Her kiddo was maybe 6 or 7 and throwing a tantrum like I can relate to at home but only read about in public - it was loud and embarrassing enough for the mom if only I had a free hand I'd have jumped in to help but...I didn't have to. The woman working the frontier counter (same one who greeted us earlier) scooped up the moms bags and carried them onto the plane - mom and squawking child trailing behind - without even a hint of annoyance. She did it with subtlety and compassion and as if that's her everyday (though I sincerely hope it's not!). Anyway, all of this I wanted to share to honor the staff of your fine airport. I've traveled through many, but none have deserved my time or impressed me enough to send a note as St Louis airport. It's one I can say I'll travel through again without hesitation and hope to reconnect with some of the friendly faces I met yesterday. Thank you for giving this frazzled mama some hope and love when she needed it most - enroute to her destination!

Pearletta Evans – Information Booth

I'd flown to St. Louis from Rome on Air Canada for the celebration of my mother's 92nd birthday. I boarded the flight from Toronto to St. Louis expecting to meet my sister at baggage claim for the ride into St. Louis. She wasn't there and I, of course, after many hours in flight, was absolutely exhausted. With no cell phone (another story) to call her on, I went to the Information Booth near baggage claim and asked if I could use the phone there to track down my sister. After several attempts to call her, with no response, I finally called my mother and asked if she could locate her. All to no avail. Seeing my distress, Pearletta, at the Information Booth, came to my rescue. For almost an hour, she and I went looking for my sister in the airport. She had her paged twice and even stayed connected to the person who does the paging, to make sure that my sister and I connected. During this entire time, Pearletta was reassuring, compassionate, focused, calm and absolutely determined to assist me. She was wonderful (at a time when I needed someone to be nice to me) and the very embodiment of extraordinary customer service. If there's an award given for such service, Pearletta deserves it; hands down! I wholeheartedly recommend her! And, yes, after the second page, my sister found me; waiting at baggage claim, where I'd been for over an hour. My ordeal was over. Thanks to Pearletta!

Officer Floyd & Officer Davis – Customs & Border Protection

We were returning from a disastrous trip from Cancun. All of us were upset about not being able to make the trip due to technical issues and having to come back and we were hoping for another torrid time at the immigration with all documentation. Much to our surprise the officers Floyd and Mr Davis were so helpful, yet professional and though the process was tedious they were communicating throughout the process and getting the paperwork done making it super smooth and we had almost tears in our eyes considering what we have gone through a few hours before at Cancun. It was professionalism at its best combined with a human approach and empathy. We have never experienced this beautiful blend of humanness and professionalism so seamlessly combined making it a memorable experience for us. They would be true role models to the rest of the country's departments. Thanks for making it a memorable one. Happy holidays to you all.