



## GREAT CUSTOMER SERVICE

ST. LOUIS LAMBERT INTERNATIONAL AIRPORT

### Third Quarter 2018 Recommended Nominations

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

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

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

#### **Karla Hill – Delta Airlines**

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

#### **Octavia Raines – TSA**

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

## **Kevin Johnson- Hudson**

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

## **Paul Stupperich – ABM**

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

## **Kerri Keane – Southwest**

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

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