



WANT TO SHARE YOUR STORY?

Have you witnessed an act of kindness from a Southwest Airlines® Employee? Whether you're a Southwest® Employee or a Southwest Customer, let us know at [Southwest.com/contact-us](https://www.southwest.com/contact-us).



To thank these Employees for their work and dedication, Penn & Teller is proud to give them each two tickets to see the show in Las Vegas. Congratulations!

Fun in the Sun



Jeana Jacobsen
EMPLOYEE SINCE
 2013
POSITION
 Customer Relations Representative
HOME BASE
 HDQ

I want to thank **Jeana Jacobsen** for being so awesome to some great Customers—and big Southwest fans—in Austin, Texas. A couple recently reached out to ask permission to paint their swimming pool in Southwest colors so Customers flying overhead would see their statement of love for our Company. Although she was unable to grant them permission to use our colors or logo, she was gracious and assured them how much this request meant to us. She cushioned her “no” with plenty of Hospitality and gratitude for their business. However, she didn’t stop there. Using her own money, she purchased several Southwest-branded gifts for them, including pool towels and special winglet sunglasses. Now they can celebrate their favorite airline and show off their Southwest allegiance while enjoying their pool. Thank you, Jeana, for using your Servant’s Heart to take care of our Customers!

—Kim Seale, Customer Relations Specialist



Rudy Gutierrez
EMPLOYEE SINCE
 2008
POSITION
 Customer Service Supervisor
HOME BASE
 AUS

LONG-DISTANCE COMFORT

Last summer, our 17-year-old daughter, Jenna, was traveling to Washington, D.C., with a layover in Austin. Unfortunately, all flights into the D.C. area were canceled due to weather. Jenna called to tell me she was going to be stuck in Austin overnight, but she was too young to check into a hotel and we didn't know a soul in Austin. I told her to go straight to the Customer Service desk. Shortly after, my phone rang. Customer Service Supervisor **Rudy Gutierrez** said he could put Jenna on a plane to anywhere in the U.S., where she could spend the night with someone she knew, as long as there were open seats to get her there that night and back home the next day. Rudy assured me that two Southwest agents would be willing to chaperone Jenna in the airport overnight if necessary, but I finally found someone in Dallas who could take her in for the evening. I can't thank Rudy enough for how kind, calm, and patient he was. It's People like Rudy who help give Southwest a good name.

—Wendy R., Southwest Customer



Christopher Ulrich
EMPLOYEE SINCE
 2008
POSITION
 Customer Service Agent
HOME BASE
 BUR

PICTURE OF KINDNESS

I always get a little nervous traveling with my 5-year-old daughter, Mikaela, who has autism. She's been doing much better on airplanes, but I always ask to preboard because walking onto a full flight can be overwhelming. I did this for my recent flight out of Burbank, California, and was helped by Customer Service Agent **Christopher Ulrich**. As we were boarding, he quickly handed me a little booklet that I assumed was something for my daughter to draw on during the flight. After we settled in our seats, I realized it was not just a plain booklet, but the most amazing present I've ever received from a stranger. He had illustrated a story called "Mikaela's Flight." Needless to say, I cried tears of joy the entire flight. Part of my daily struggle is never knowing what may cause my child to break down. To know that someone cared and understood really put me at ease. Christopher's actions perfectly illustrate why Southwest considers their People their "single greatest strength."

—Brenda Yeh, Southwest Customer

Save 10%
 on your next airport ride

Use code **SSS19**



Forgot to book ahead? No problem!

- App
- Web
- Counter

Coupon cannot be combined with other offers. Valid only at SuperShuttle.com or on the SuperShuttle app.

