



President's Award Winner Sheila Welch

Piedmont Ground Handling

Nomination: Sheila's performance during irregular operations was extremely exceptional. As a senior agent working with mostly new people, Sheila went above and beyond working a lot of flights all summer with very long hours most days rarely taking a break.

Our station has been through a lot. We've worked with limited staffing for a long time and Sheila worked full-time during these rough times always making sure we had cleaning supplies, cleaning the AC as soon as possible, handing out valet bags back to customers then running back to the gate to make her announcements and worked the gate to ensure we had departures on time. Sheila worked entire flights including mainline flights by herself, while our supervisor at the time bounced from gate to gate to help and train the new employees. Sheila's hard work and dedication has not gone unnoticed by her coworkers and is greatly appreciated because even though she is a cross-trained employee she did not need to be cleaning planes and loading valet bags onto the bag elevator but she still did it due to the ramp needing the help, sometimes having only two agents working the ramp per flight and she did it with a very positive attitude and a contagious smile. Thank you, Sheila for making a difference all summer long!!!