

Allington—were amazingly hospitable. Then, they made our experience unforgettable! They announced that we were getting married over the loudspeaker and made me a bouquet out of a Southwest coffee cup, coffee stirrers, and paper, as well as a crown and train out of straws and toilet paper. It was the most adorable and touching gesture. They played “Going to the Chapel” over the loudspeaker, made me “walk the aisle” to my now-husband, and performed a “wedding” at 38,000 feet. Southwest Airlines gets our business for life!

—Michelle Savoie Hill

CONNECTING CUSTOMERS TO WHAT'S IMPORTANT

About three-and-a-half years ago, my beautiful wife, Katie, gave birth to our equally beautiful daughter, Jillian. It was every bit as wonderful and scary as it could be. She was a little early, but I was able to fly Katie's mom out to be with us thanks to my Rapid Rewards points. About six weeks after Jillian's arrival, Katie was diagnosed with

multiple breast cancer tumors (she was 29 years old). Life flipped upside down. The next morning, my points had Katie's mom on another plane to stay with us. Over the next two years, Katie went through a number of surgeries, chemo, radiation, and countless appointments. Throughout that time, we were blessed in many ways by family and friends. We were also blessed by Southwest. We were able to use my Rapid Rewards points to almost constantly fly family and friends to Colorado to help. I have no adequate words to express how much it meant to us to have the support of so many people. I am happy to report that both Katie and Jillian are doing perfectly well. Our daughter is now 3, and Katie has a clean bill of health. Southwest is much more than an airline to our little family. You are all an integral part of our story, and we are eternally grateful. —Jason Kramarczyk

DOOR-TO-DOOR SERVICE

Recently, I arrived in Milwaukee just past midnight after a week away on

business. I got to my car, looked for the keys that I had packed in my luggage earlier that week, and found they were no longer there. (Lesson learned: Always put your keys in a carryon.) I walked back to the baggage claim and asked whether things sometimes fall out when your luggage is searched by TSA. Customer service agent Ann Greco said yes, and gave me instructions on what to do and how to contact TSA. She then asked if I could call anyone to come get me. I explained that I had three small children at home with my husband and didn't want to wake them up. I would take a cab and come back in the morning for my car. Ann asked me where I lived, and then said she didn't live far and would be happy to take me home. I didn't want to burden her, especially at that hour of the night, but she insisted. I am so grateful for her kindness. She not only took the time to explain to me how to get my keys back (which I have), but she also asked about the situation and went above and beyond. —Jacqueline Bartelak



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