

Escort Story

A Letter to Merrily Dickinson, Trip Coordinator, Children's Escort Program, describing the escort of EdyLeidy Beltre by Tajudeen Taiwo, Continental Airlines Customer Service Agent

Dear Merrily,

I wanted to write to you about the wonderful job that Mr. Taiwo did when escorting EdyLeidy Beltre (a three year old from Healing the Children) back to the Dominican Republic. When my husband and I arrived at the airport with EdyLeidy, Wednesday morning in the midst of a spring snow storm, Mr. Taiwo was already there and making the necessary arrangements for EdyLeidy's departure. The airport was a flurry with harried passengers who were frazzled due to the unexpected storm, but Mr. Taiwo made our experience quite smooth. He had made provision for one of us to accompany him to the gate which made the transition for EdyLeidy much easier. He was very kind and thoughtful in his interactions with my husband and me. He carefully kept us abreast of the airline's status and kept us at ease.

Mr. Taiwo experienced more than two hours of weather related delays after boarding the plane and was thoughtful enough to call me and let me know of the delay and how they were both fairing. He called me again after his return to the United States to let me know of the successful connection with EdyLeidy's family in Santo Domingo .

I am so grateful to Mr. Taiwo for the care that he took in escorting EdyLeidy back home. He made a difficult transition time much easier. Thank you for making it possible for him to be our escort.

Sincerely,

Sandra Stahr