

“I truly feel like everything in life is attitude.”

—HERMAN WILLIAMS, M.D., MANAGING DIRECTOR, BDO NASHVILLE

Whether it's offering a smile or opening a door for a stranger, Dr. Herman Williams is always looking to bring kindness to everyone he meets. That dedication to making a positive impact was inspired by his recovery from two cardiac arrests and a stroke, which taught him how precious life can be and led to his book, *Clear! Living the Life You Didn't Dream Of*. Southwest® Customers may have even seen his generosity, as he's always helping someone stow luggage or assisting a parent juggling kids and bags. Herman appreciates Southwest's flexible policies, but most of all, he enjoys the Hospitality that Southwest Employees are known for. Herman, we applaud your commitment to kindness and consider you a part of the Southwest Family! —Ana Schwager, *Communications and Outreach*

WHY SOUTHWEST “Traveling is very stressful, so it's nice to know you have an organization built around the Customer and creating positive experiences.”

POINT POWER “My wife, Jeannie, and I use my Rapid Rewards® points to visit our son who goes to college in Cleveland.”

TRAVEL TIPS “I always have a positive attitude and smile. It changes the dynamics of a stressful situation, and I believe the energy you put out is what you get back.”

Herman's travels earn him A-List status through **25** one-way qualifying flights or **35,000** tier qualifying points.

