

Steve Banegas

Chief Operating & People Officer |
Customer Satisfaction Advocate

Steve Banegas joined 1st Service Solutions in 2013, bringing his 25 years of experience in customer service, employee development, facilitating, and sales. He directs the day-to-day aspects of the overall operations including technology, marketing, and sales. He also guides the leadership and people development of the entire team, which includes overseeing all People Resources, to ensure the culture of 1st Service Solutions continues to thrive.

Steve spent 21+ years at Southwest Airlines in senior leadership roles with his last as Director of Inflight Training overseeing continual nationwide adherence to federal mandates for all flight attendants. His previous roles were more of the same with ground operations and provisioning agents. He also served on SWA's catastrophic recovery committee which required very intense involvement.

Steve is people-oriented, relishing his service by understanding, appreciating, and enjoying people. He thrives in the design, development, and implementation of improvement and training programs. One of his greatest strengths is the ability to resolve conflict. He sees it as clearing up chaos, talking people off the ledge, and being the voice of reason. He's passionate about developing leaders, both current and future. He's a zealous believer in ensuring people have a voice.

Steve has won numerous leadership and outstanding service awards. He has also served on several different advisory boards. His proudest moment was winning the prestigious President's Award at SWA. He is particularly honored to serve on the Technology Leadership Innovation (TLI) Advisory Board at Purdue University.

Steve is a desired speaker and facilitator with former clients such as Purdue University, Cathay Pacific Airlines, Bank One (now Chase), SMU, Dr. Pepper, American Airlines, Cadillac/GM, and Massage Envy.

Steve says his proudest lifetime achievement is being married for over 30 years! He and Pam are originally from the Houston area, but are delighted to be living in North Texas for the last 20 years. They're deeply involved in the Young Single Adult program at their church. Currently, they enjoy their 17-year old Yorkie (Sammie), along with their near-50 nieces and nephews!



1st Service Solutions
1701 W. Northwest Hwy.
Grapevine, Texas 76051
Suite 100
817.756.7221 ph
817.310.6688 fax
steve@1stsss.com
www.1stsss.com