



**Guest Experience Partners Council**

**July 11, 2017**

**Agenda**

**Guest Experience Initiative: Signage Focus Group**

Review of focus group outcomes and discussion on how to improve pedestrian wayfinding between terminals

-- Pat Tomcheck, Planning and Development Group

**Mystery Shop Benchmarking Results**

Review mystery shop scores and discuss key takeaways and next steps

-- Lise D'Andrea, Founder and CEO, Customer Service Experts, Inc.

**ASQ Value for Money (VFM) Follow-up Discussion**

Key takeaways from last meeting:

Communicate concessions opportunities more and earlier in the guest journey

How do domestic vs. international guests rate VFM?

**Updates**

- Guest Experience Charter
- Training
- Rewards and Recognition

**Open Forum**

- Issues and opportunities from Partners Council

**Administrative**

- Meeting agenda, minutes, handouts and survey results are available on the Tenant 411:

<http://www.lawa.org/tenants411/>

Click "Guest Experience" in red box

Access either "Survey Results" or "Partners Council"

Username: [tenant411noreply@lawa.org](mailto:tenant411noreply@lawa.org)

Password: LAX4u