



## **CUSTOMER SERVICE REPRESENTATIVES - FEEDBACK AVENUE**

Customer Service Representatives (CSR) address passenger comments, questions and concerns seven days a week on the Arrivals Levels and at information desks at the Tom Bradley International Terminal. In addition, CSRs work in the Federal Inspection Service areas of the airport, working closely with federal agencies as passengers are processed through U.S. Customs and Border Protection. More than 29 languages are spoken by the CSRs, enabling them to provide excellent customer service to customers from around the world.

If you have any questions, comments or suggestions regarding the CSR program, please send an email to [CSRComments@lawa.org](mailto:CSRComments@lawa.org). In addition, you can contact Barbara Yamamoto, Customer Service Director at (424) 646-5105 or [byamamoto@lawa.org](mailto:byamamoto@lawa.org).

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**Subject: CUSTOMER SERVICE REPRESENTATIVES - FEEDBACK AVENUE**

\*The LAX Operations Advisory will be posted on LAWA's Airport Operations web site and can be retrieved at <http://www.lawa.org/aiops.aspx>

