



Guest Experience Partners Council
January 10, 2018
Agenda

Increasing Training Participation/Additional Training Options – Barbara Yamamoto, Guest Experience Team

Terminal Walks – How Partners Council can bring positive change/results – Anne Shea, Guest Experience Team

ASQ/Partners Council Focus Areas

Connectivity and IT – Justin Erbacci, Chief Innovation and Technology Officer

Facilities and Cleanliness

Wayfinding

Airfield Congestion

Traffic Congestion

Check-in Wait Times

TSA Wait Times

Rewards and Recognition Update – Barbara Yamamoto, Guest Experience Team

Tracking Partners Council Action Items to Ensure High Performance

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
Password: LAX4u

Please be sure to share minutes, handouts and information with your employees and colleagues. We depend on our Partners Council members to communicate and champion the guest experience airport-wide.

Next Meeting

- Wednesday, February 14, 2018
1 p.m.
LA Next Conference Room
- 2018 Meeting Schedule: Second Wednesdays of the month from 1 p.m. to 2 p.m.