



**Guest Experience Partners Council
June 13, 2018 – Agenda**

- **Welcome and Introductions – Deborah Flint, Chief Executive Officer**
- **iCARE Training Update and Gold Stars Celebration – Barbara Yamamoto, Guest Experience Team**
- **J.D. Power North American Satisfaction Study, Wave 3 – Anne Shea, Guest Experience Team**
- **Terminal Walks Update – How Partners Council can bring positive change/results – Anne Shea, Guest Experience Team**
- **Business-to-Business Survey – Benchmarking LAWA service to business partners – Amy Willard, Guest Experience Team**
- **Partners Council Action Plan Review – Barbara Yamamoto, Guest Experience Team**
- **Open Forum - Issues and opportunities from Partners Council**

Administrative

- Meeting agenda, minutes, handouts and survey results are available on the Tenants 411.
Please note new location on website:
<https://www.lawa.org/en/lawa-tenants-411/guest-experience>

Visit www.lawa.org

Click “Tenants 411” (may have to use navigation arrows to rotate the carousel with the large photographs)

Click “Guest Experience” in right-hand blue navigation panel (no user name or password required)

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 Partners Council Meeting – NEW DATE AND TIME!

Wednesday, July 19, 2018

2:30 p.m. to 3:30 p.m. – LA Next Conference Room