



**Guest Experience Partners Council
July 19, 2018 – Agenda**

- **Welcome and Introductions – Deborah Flint, Chief Executive Officer**
- **iCARE Training and Rewards Update – Barbara Yamamoto, Guest Experience Team**
- **Los Angeles Federal Executive Board Public Service Award – Keith Jeffries, TSA Federal Security Director**
- **ASQ 2nd Quarter Results – Moving the guest satisfaction needle collectively – Anne Shea, Guest Experience Team**
- **Terminal Walks Update – How Partners Council can bring positive change/results – Anne Shea, 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 and Awards Celebration

Wednesday, August 8, 2018

1 p.m. to 1:30 p.m. – LA Next Conference Room

Followed by 2nd Quarter Awards Celebration

1:30 p.m. to 2:15 p.m. – Board Room