



**Guest Experience Partners Council**

**August 22, 2017**

**Agenda**

**Traffic conditions and update – Airport Police Chief David Maggard**

**What are our guests telling us and how do we use their feedback to move the needle?**

Introduction of Guest Experience Specialist Anne Shea  
ASQ 2017 second quarter results (April, May and June)  
Unison proprietary (off-peak) survey

**Commitment to take advantage of tools to improve the guest experience**

- ASQ results
- Train-the-trainer workshops
- Mystery shop consultations

**Feedback and approval on rewards and recognition program structure, rewards, criteria and timeline**

**One-year Partners Council anniversary survey to capture feedback and suggestions**

**Assistance with Mobile Passport communications**

**Follow-up items**

- Domestic vs. international Value for Money (VFM) results
- Proposed concessions signage (parking structures and terminals)
- Elevators/escalators nomenclature issues

**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

**Next Meeting**

Wednesday, October 4, 2017  
10 a.m. to 11 a.m.  
LA Next Conference Room