



LAWA Concessions Staff:

Georginnah Navarrete
Cell: (310) 491-8673

Benet Sanchez
Cell: (310) 259-2031

Melanie Torres
Cell: (424) 312-2076

Titus DeCoursey
Cell: (310) 259-4585

Isela Toledo
Cell: (424) 356-2283

A MESSAGE FROM THE LAW A CONCESSIONS TEAM

Hi! As always, we hope you are doing well and we miss seeing your face! Literally. We hope that everyone is adjusting to smiling behind a mask and giving air hugs.

Echoing CEO Erbacci's statement in a Department Staff Meeting, "We are in the midst of an unprecedented set of events. We cannot expect that we can address or resolve an unprecedented situation by going back to the same way we always did things - or by using the same solutions or methods we did before. We need to take this opportunity to change, adapt, evolve and grow in everything we do. I call upon all of us to challenge ourselves to seek new ideas and create a new norm and reimagine our future – even if we are not completely sure how we will get there yet."

If there is anything the LAW A Concessions Team can help with please feel free to reach out. We look forward to the day we can meet again in person.

Sincerely,

Georginnah, Benet, Melanie, Titus and Isela

UPDATES

COVID-19 Related

All persons within LAX terminals are required to wear face coverings.

To download signage you can use inside your location please click the below links.

[LAX COVID Rules](#)

[Closed Seating Area Signage](#)

[Travel Safely at LAX Signage](#)

Rent Relief:

Rent Relief phase two will be going to the Board on Thursday, July 30 at 10:30am. If you would like to tune into the Board Meeting please click [here](#).

Concession Closures:

Please continue to notify **Titus DeCoursey** in regards to concession closures.

Daily Sales Report:

Please continue to send **Isela Toledo** daily sales data every Monday by 9:00am.

Hours of Operation:

Please continue to notify URW and **Isela Toledo** of any changes to concession operating hours by 2:00pm daily

THANK YOU, BARBARA!



Barbara Yamamoto, LAW A's Director of Guest Experience and Innovation, has announced her retirement. Although Barbara's retirement date is still unknown, we are extremely saddened by the news. Barbara has played an integral role in not only guest experience and innovation but in LAW A partnerships including concessions. With Barbara's leadership, LAW A concessions has tackled numerous initiatives to enhance the guest experience.

Barbara, congratulations! We hope that this new chapter is everything you hope for. We thank you for all you've done and you will be missed!

Travel Safely at LAX



Duty Free Shops (DFS) generously donated chocolate to Transportation Security Administration (TSA) as a thank you for their service here at LAW A.

Thank you, DFS!

UPDATES CONT.

Security Badge Office

Authorized Signers are encouraged to review the Badge Detail reports to determine if an employee is registered in the Rap Back system. A new fingerprint submission will be required prior to badge renewal, if an employee is not in the Rap Back system. Please schedule fingerprint and badge renewal appointments well in advance of badge expiration dates to avoid the possibility of delayed badge replacement.

Construction

Please see the below links for the latest construction updates.

[July Modernization Highlights](#)

[Construction Progress Camera](#)

[LAX Interactive Construction Map](#)

Alcohol at LAX Concessions

The California Department of Alcoholic and Beverage Control (ABC) has allowed concessions to expand existing ABC licenses outside original permitted areas. Each permit holder may apply for area expansion by completing the two (2) following forms found on the State website [here](#):

1. ABC-218 CV19 COVID-19 (Temporary Catering Authorization Application)
2. ABC-253 (Supplemental Diagram)

The application process should take two days and the temporary expansion of the license will be effective until the CA Governor lifts the restrictions. It is a one-time application that will not require resubmission in the event the restrictions are lifted and re-established. In cases where the applicant (license holder) wants to add another area from the original request, a new application is required.

All our encouraged to visit the website at www.abc.ca.gov, under COVID 19, for the latest updates.

LAX Concession Revenue Summary

Please see below Year-Over-Year revenue comparison for LAX concessions.

Reporting Period 07/4/20 - 07/17/20	
Category	YoY (%)
Clear	-84%
Currency Exchange	-95%
Duty Free	N/A
F&B	-88%
Luggage cart	-84%
Retail	-82%
News/Gift	-75%
Specialty Retail	-90%
Services	
Grand Total	-90%

THANK YOU, MS. LORNA!



Ms. Lorna Magante, an associate of the International Currency Exchange (ICE) team, has been working at locations when needed. Ms. Lorna takes pride in being a frontline worker here at LAW A and her work ethic is outstanding! LAW A is proud to have such dedicated staff. We appreciate you, Ms. Lorna!

- LAW A Concessions Team

Travel
Safely at
LAX



Would you like to acknowledge a team member and have them featured in the next issue of LAWA's Concession Newsletter? Please submit a photo of your team member and a brief description of what makes them great to [Isela Toledo](#) of the LAWA Concessions Team.

REMINDERS

Environmental and Sustainability

LAX Food Donation Program — A list of concessions staff and their email addresses who will be submitting annual reports to LAWA's Environmental Programs Group (EPG) for the LAX Food Donation Program has been submitted to LAWA IMTG to grant access to the reporting system.

To report compliance please submit a report via the reporting sheet [here](#). If you cannot access, please contact **Isela Toledo**.

Please note that locations offering grab-and-go food (pre-packaged, ready-to-eat food items often sold at a self-service refrigerator or something similar) have a compliance date of **December 31, 2020**.

Concession Reopening

Please use the resource links below as guides for reopening concessions.

[LAWA Concession Reopening Presentation](#)

[LAWA Concessions Reopening Checklist](#)

[County Protocol for Restaurants Opening for On-Site Dining](#)

[County Reopening Toolkit](#)

EMPLOYEE RESOURCE PORTAL

All LAX employees now have a one-stop location where they can find information on the LAX iCare program, jobs at LAX, recognize and reward a LAX Gold Star employee and special discounts for all badged employees, plus more!

In partnership with Unibail-Rodamco-Westfield (URW), the newly launched [LAX Employee Resource Center](#) (ERC) gives all LAX employees a wealth of information at their fingertips. The ERC offers links that will take employees directly to the pages they are looking for.

Part of this online resource is the Employee Menu and Special Offers sections where employees can find exceptional food at a reduced price inside the terminals. To receive these offers, the employee only needs to show their badge.

Visit the online portal today to learn more!



QUICK LINKS

Center for Disease Control and Prevention (CDC) Website
<https://www.cdc.gov/>

COVID-19: Keeping Los Angeles Safe Website
<https://corona-virus.la/>

LA County Department of Mental Health
<https://dmh.lacounty.gov/covid-19-information/>

LA County Department of Mental Health Headspace App—FREE!
<https://www.headspace.com/lacounty>

LAWA News Releases
<https://www.lawa.org/en/news-releases>

LAX Concession Operating Hours (updated daily as provided)
<https://www.flylax.com/en/lax-dining-and-shopping>

Please see navigation screenshot below. Click the highlighted link on the website for dashboard access.

COVID-19 impacted concessions and retail hours. Please [click here](#) for today's hours and availability.