



Guest Experience Partners Council
November 14, 2017
Agenda

Call to Action to Increase Training Participation – Lori Peters, AAAC

Discussion of Results of T4/T5 Site Walk and Decisions for Future Walks – Anne Shea, Guest Experience Team

ASQ Focus Discussion

Wayfinding Short- and Long-Term Planning – Planning & Development Group

Developing Strategies to Move the Guest Experience Needle Based on Feedback

Metis Insights (blending of numerical scoring and commentary) – Amy Willard, Guest Experience Team

Tenant Holiday Mixer

Wednesday, December 13 – 5:30 to 7 p.m.
Admin East Lobby

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

- 2018 Meeting Schedule: Second Wednesdays of the month from 1 p.m. to 2 pm.
- Wednesday, January 10
1 p.m.
Admin East Board Room