



**Guest Experience Partners Council
March 20, 2018 - Agenda**

- **ASQ/Partners Council Focus Areas**
Airfield Congestion – Keith Wilschetz, Deputy Executive Director, Operations and Emergency Management Group
Connectivity and IT Wayfinding Facilities and Cleanliness
Traffic Congestion Check-in Wait Times TSA Wait Times
Value for Money
- **Mayoral Request for Key Priorities/Initiatives to Accomplish by 2028 Olympics – Regina Tennelle, Office of the Chief Executive Officer**
- **Mystery Shops Quarterly Report – Partners Council focus on guest-facing employees – Anne Shea**
- **Terminal Walks Update TBIT – How Partners Council can bring positive change/results – Anne Shea, Guest Experience Team**
- **LAX Gold Stars Rewards and Recognition Call to Action – Communicating and building a culture of appreciation – Barbara Yamamoto, Guest Experience Team**
- **Partners Council Action Plan Review – Barbara Yamamoto, Guest Experience Team**
- **“LAX Presents” Update and Schedule – 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 Meeting

- Tuesday, April 17, 2018 – **NEW DATE!**
1 p.m. - LA Next Conference Room