

Team of LAXceptional Courtesy Training Tuesday, June 25, 2018-1:00 p.m. - 2:00 p.m.





- TLC is designed to provide our guests with an LAXceptional Xperience. As such, your help is essential in assisting our guests on their journey.
- TLC team members will assists our guests as roamers assisting guests with directional and informational support on both the Arrival and Departure Levels

Guest Service Skills that Matter

Taking the time to implement the GUEST experience philosophy ensures our guests will have an LAXceptional Xperience.

Greet - everyone with a warm welcome.

Understand - understanding the needs of our guests. This is key to connecting on a personal level.

Educate- providing guests with the knowledge and information they are expecting from you.

Smile - keep a smile on your face. Our guests see you as one of the many faces of LAX.

Thank - always take the time to thank our guests for travelling through LAX.

LAX Airport-wide Brand Statement:

"At LAX, we strive to make our guest visits efficient, hospitable and memorable by providing modern, world-class facilities and services that showcase the ambiance and excitement of Los Angeles and the lifestyle and warmth of sunny Southern California. It's all about an LAXceptional Xperience!"



Guests often arrive at LAX for departing flights with more than they can handle. Be proactive, introduce yourself and ask if you can help.



Tips for Providing An LAXceptional Xperience

Awareness

Notice guests with their heads in the air, standing in the middle of the terminal, reading a document trying to find their way. Awareness involves noticing the details and looking for silent problems. Awareness is an inherent proactive activity that will prompt you to assist.

• Listen

Understand what guests are saying, if necessary, ask for clarification.

Remember most travelers are unfamiliar with certain terminologies of our profession.

Listen to their needs and offer suggestions on how to fulfill those needs.

If there is a language barrier, ask to see their travel documents.

• Effectiveness

If a guest needs to make a connecting flight, don't just say, "You need to go to Terminal 4." Lead them personally to the terminal or lead them to the VIP booth and request a map to assist with way finding.

Don't Confuse Guests with Jargon

When proposing a solution, make sure you state it in terms guests understand. Use relevant analogies to explain the travel experience.

Checking in for departing flights at LAX









Guests can checkin for their flight in a number of ways, be aware of the airline check-in procedures in your terminal.

Fociary at 12:04 pm

What's available *inside* Departure Level

• Before Passenger Screening Departure Level:

- Airline ticket counters, TSA security checkpoints, restrooms, free Wi-Fi.
- TBIT offers ATMs, first aid, and concessions in addition to the above.

What's available *INSIDE* the terminal on the Lower Arrival Level

- Airline baggage claim carousels
- Airline lost baggage offices
- Customs clearance (Basement Level, 2, TBIT, 5, 6)
- Vending machines
- Pay telephones
- Interactive video kiosks
- Ask LAX Interactive Video Kiosks (Terminal 2 and TBIT)
- Information Booths
- Concessions Pre-Security (2, TBIT, 4, 5, 6, and 7)

Nursing Room Locations



- Terminal 1 Located by Gate 10
- Terminal 2 Located between Gates 21B & 23A
- Terminal 3 Located by Gladstone's
- Terminal 4 Located by the Sunglass Hut
- Terminal 5 Located across from the Food Court
- Terminal 6 Located by Gate 64B
- **Terminal 7/8** Located between the Womens Restroom and Gate 74A

Tom Bradley International Terminal -

Located across from the Vanilla Bake Shop

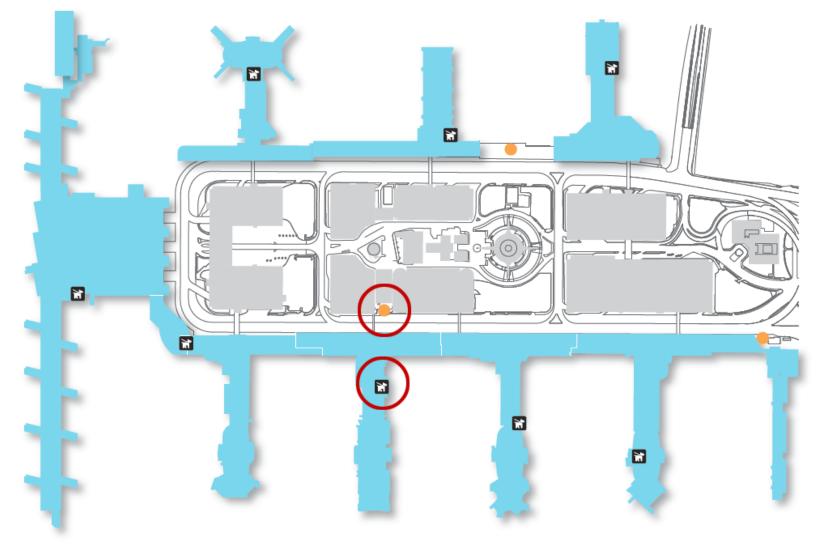
Family Restroom Locations

<u>Terminal</u>	<u>Area</u>	Quantity
One	Arrivals	1
	Concourse	2
Two	Concourse	1
Three	None	
International Termi nal	Concourse	7
	Mezzanine One	1
	Mezzanine Two	1
	(Baggage Claim)	3
Bus Gates	Departure	1 (in TBIT)
Four	None	
Five	Arrivals	1
	Departures	2
	Concourse	3
Six	None	
Seven	Arrivals	1
Eight	(Baggage Claim)	

LAX Animal Relief Areas

- Pre-Security Animal Relief Areas
- Relief Areas

- T-1: A room near Gate 13
- T-2: A room near Gate 21
- T-3: In the outdoor atrium
- TBIT: A room near the entrance to the bridge to T-4
- T-4: A room along the bridge to TBIT
- T-5: A room near Gate 52B
- T6: In the outdoor atrium, by the Restrooms near Gate 62
- T7: A room between Gate 73 and 75B



LAX GROUND TRANSPORTATION UPPER LEVEL WAITING ZONES SIGNAGE



LOT C SHUTTLE – Parking Lot C And LA City Bus Center PRIVATE PARKING SHUTTLES-Airport Center Express, Cost Less Parking, LAX Park, The Park at LAX, Park 'N' Fly @Park One, The Parking Spot-Century and Sepulveda, Sam's Park, Siverado Courtesy Shuttle Service, Sunrise Parking, Wally Park



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LAX GROUND TRANSPORTATION LOWER LEVEL WAITING ZONES SIGNAGE

FREE LAX SHUTTLES	HOTEL/d PARKING LOT SHUTTLES (Free) Shuttles)	RENTAL CAR SHUTTLES (Free Shuttles)	FLYAWAY, BUSES, LONG DISTANCE VANS	WHITE INNER CURBSIDE
All Terminals Connector Airline Connections to All Terminals DEUS "G" To Metro Green Line Aviation Station AND Remote Rental Car Depot Companies: Allied Car Rental Economy Car Rental AMPM Car Rental Ariport Van Rental ACE Car Rental Super Cheap	HOTELCourtyard by Marriott LAX Crowne Plaza Embassy Suites Four Points Sheraton Hampton Inn Hilton-LAX Holiday Inn- LAX Hyatt Regency- LAX LAX La Quinta Marriott Renaissance WestinDARKING SHUTTLESAirport Spectrum Joe's Airport Parking Quik ParkWally Park Express 105 Airport Parking 405 Airport Parking	RENTAL CARS Advantage / E-Z Alamo / National Avis Budget Dollar/ Thrifty Enterprise Fox /Payless Hertz Sixt Rent a Car	ELYAWAY BUSES Hollywood Long Beach Union Station Van Nuys Metro Orange Line Bus Stop Westwood EXHEDULED BUSES Antelope Valley Express Central Coast Shuttle Disneyland Express/ Coach America/ Grayline Mickey's Space Ship RoadRunner (Call) Santa Barbara Airbus Shuttle One Ventura County Airporter	SHARED RIDE VANS SuperShuttle TAXI Charter Party Carrier TESLOOP



LAX Ground Transportation Waiting Areas

LEGEND



LA ACCESS, PICK UP & DROP OFF. LAX LIFT-EQUIPPED VAN



HOTEL SHUTTLES



LAX SHUTTLE AIRLINE CONNECTION & METRO GREEN LINE STATION

SERVICE ANIMAL RELIEF STATION



CRAMES.

FLYAWAY, SHUTTLES & CHARTER BUSES COLUMN STATE

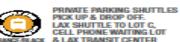


RENTAL CAR SHUTTLES





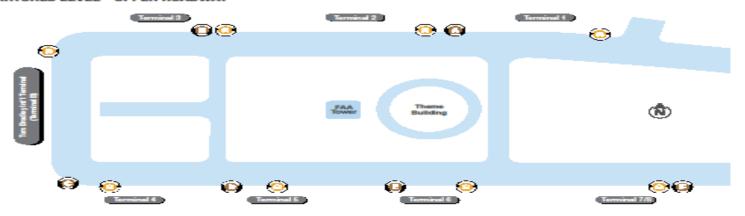
RIDE SERVICE PICK UP (UBER, LYFT)



MARK RULE

PICK UP & DROP OFF. LAX SHUTTLE TO LOT C. CELL PHONE WAITING LOT LACK & LAX TRANSIT CENTER

DEPARTURES LEVEL - UPPER ROADWAY



ARRIVALS LEVEL - LOWER ROADWAY



Accessing the VIP Resources Page

Log on to www.flylax.com

Scroll down. On the right side of your screen, look for and click on 'Guides, Tips, & Amenities'

From the left side menu, click on 'VIP QR Codes'

You may also type in the search engine: <u>https://www.flylax.com/en/lax-guides-tips-and-amenities#VIP-QR-Codes</u>

or use the QR codes below



Green sign



Ground Transportation



Rental Cars



Airline List



Hotels

Help is always nearby!

_	Frequently Used Telephone Numbers	
	FIRST AID (BIKE MEDIC UNIT)	310-646-4268
	AIRPORT POLICE (EMERGENCY DISPATCH)	424-646-7911
	AIRPORT POLICE (NON EMERGENCY)	310-646-4268
	AIRPORT POLICE LOST AND FOUND (OFFICE HOURS: 8 a.m. – 5 p.m., M-F)	424-646-5678
4	TSA LOST AND FOUND (OFFICE HOURS: 8 a.m. – 4:30 p.m., M-F)	310-242-9073
	LAX INFORMATION (AUTOMATED LINE)	855-463-5252

LIFE LINE TELPHONE NUMBERS

GUEST EXPERIENCE MEMBERS (GEM) OFFICE424-646-82AIRPORT RESPONSE COORDINATION CENTER (ARCC)424-646-52GAILGADDI310-877-22

424-646-8279 or 424-646-8275 424-646-5292 310-877-2108 (CELL)



For Terminal Connections, wait outside under the BLUE Sign. Board the Terminal Connector Shuttle. TB = Tom Bradley International Terminal ARR= Arrivals DEP=Departures PAX=Passengers

ARR

Aer Lingus El T2 1-800-474-7424 Aeroflot SU TB 1-888-340-6400 Aerolitoral AM T2 1-800-237-6639 Aeromexico AM T2 1-800-237-6639 Air Berlin AB TB 1-917-261-3165 Air Canada AC T6 1-888-247-2262 Air China CA TB 1-800-237-2747 Air Taniti Nui CA TB 1-800-237-2747 Air Taniti Nui TN TB 1-800-237-2747 Air Taniti Nui TN TB 1-800-237-2747 Air Taniti Nui TN TB 1-800-237-2747 Air Tahiti Nui TN TB 1-800-237-2747 Air Tahiti Nui TN TB 1-800-237-2747 Air Tahiti Nui TN TB 1-800-235-9262 Allegiant Air G4 T5 1-702-505-8888 American Eagle MQ T5 1-800-433-7300 Arkefly OR T2 1-855-808-4015	TB = Tom	Bradley	International Terminal
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Great Lakes Air ZK T6 1-800-554-5111 Hainan Airlines HU TB 1-888-688-8813		F9	
		ZK	T6 1-800-554-5111
	Hainan Airlines	HU	TB 1-888-688-8813
	Hawaiian Airlines	HA	T5 1-800-367-5320

R= Arrivals DEP=Departure			sengers
	ode /	Term	inal / Phone No.
Hong Kong Airlines	HX	тв	1-855-393-3880
Horizon Air	QX	т6	1-800-547-9308
Iberia Airlines	IB	тв	1-800-772-4642
InterJet Airlines	40	тз	1-866-285-8307
Check-in at T3- (Walk to TB			
Japan Airlines		<u>ТВ</u> Т5	1-800-525-3663
Jet Blue	B6	TB	1-800-538-2583
KLM			1-800-225-2525
Korean Airlines	<u>KE</u> LA	TB TB	1-800-438-5000
LATAM LEVEL			1-866-435-9526 1-800-994-0704
	IB LO	TB TB	1-212-789-0970
		TB	1-800-645-3880
Lufthansa Mokulele Airlines		T6	
Norwegian Air Shuttle		TB	1-866-260-7070 1-800-357-4159
Philippine Airlines	PR	TB	1-800-357-4159
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QANTAS Qatar Airways		TB TB	1-800-227-4500 1-877-777-2827
Saudi Arabian Airlines		TB	1-800-472-8342
Singapore Airlines	SQ	TB	1-800-742-3333
SAS (Scandinavian)	SK	TB	1-800-221-2350
Sichuan Airlines	30	тв	1 105 001 0000
Skywest Airlines Alaska Airlines AS Te	,00	1-800-4	1-435-634-3000 426-0333
American AA T4	,5	1-800-4	433-7300
Delta DL T2 United UA T7			221-1212 241-6522
Southwest Airlines	WN		1-800-435-9792
Check-In for Domestic and Int'l flight Arrivals TB (Pax	Int'l T1 Rused t		r Dep)
Spirit Airlines	NK	T5	1-801-401-2200
Sun Country	SY	T5	1-800-359-6786
Swiss Air	LX	TB	1-877-359-7947
Thomas Cook Airlines		т6	1-855-759-3665
Arrivals T7-passengers exit			
Transaero	UN	тв	1-877-747-1191
Turkish Airlines	тк	тв	
United Airlines		Г6/7	1-800-241-6522
Int'l pax arr before 7pm ex	it T6 /Af		
United Express			n pax exit at TB 1_800_241_6522
United Express	UA	Τ7	1-800-241-6522
United Express V Australia (Check- Arrivals/Departures	UA	T7 T2	
V Australia (Check-	UA in) VA	T7 T2	1-800-241-6522 1-855-253-8021
V Australia (Check- Arrivals/Departures T	UA in) VA	T7 T2 Bused t	1-800-241-6522 1-855-253-8021 to TB for Dep)
V Australia (Check- Arrivals/Departures T Virgin Atlantic	UA in) VA <mark>B (Pax I</mark> VS	T7 T2 Bused t T2	1-800-241-6522 1-855-253-8021 or TE for Dep) 1-800-862-8621
V Australia (Check- Arrivals/Departures T Virgin Atlantic Viva Aerobus Volaris (Check-in) Arrivals/Departures	UA in) VA <mark>B (Pax I</mark> VS VB Y4 TB (Pax	T7 T2 Bused 1 T2 T6 T2 Bused	1-800-241-6522 1-855-253-8021 5 TB for Pep 1-800-862-8621 1-888-935-9848 1-855-865-2747 to TB for Pep
V Australia (Check- Arrivals/Departures T Virgin Atlantic Viva Aerobus Volaris (Check-in) Arrivals/Departures West Jet	UA in) VA B (Pax I VS VB Y4 TB (Pax WS	T7 T2 Bused 1 T2 T6 T2 Bused T2	1-800-241-6522 1-855-253-8021 5 TB for Pep 1-800-862-8621 1-888-935-9848 1-855-865-2747 to TB for Pep 1-888-937-8538
V Australia (Check- Arrivals/Departures T Virgin Atlantic Viva Aerobus Volaris (Check-in) Arrivals/Departures West Jet WOW	UA in) VA B (Pax 1 VS VB Y4 TB (Pax WS WW	T7 T2 Jused 1 T2 T6 T2 Bused T2 TB	1-800-241-6522 1-855-253-8021 o TB for Pep 1-800-862-8621 1-888-935-9848 1-855-865-2747 to TB for Pep 1-888-937-8538 1-866-512-8364
V Australia (Check- Arrivals/Departures T Virgin Atlantic Viva Aerobus Volaris (Check-in) Arrivals/Departures West Jet WOW Xiamen	UA in) VA B (Pax VS VB Y4 TB (Pax WS WW MF	T7 T2 T2 T6 T2 Bused T2 TB TB TB	1-800-241-6522 1-855-253-8021 o TB for Pep 1-800-862-8621 1-888-935-9848 1-855-865-2747 to TB for Pep 1-888-937-8538 1-866-512-8364 1-844-629-5557
V Australia (Check- Arrivals/Departures T Virgin Atlantic Viva Aerobus Volaris (Check-in) Arrivals/Departures West Jet WOW	UA in) VA B (Pax 1 VS VB Y4 TB (Pax WS WW	T7 T2 Jused 1 T2 T6 T2 Bused T2 TB	1-800-241-6522 1-855-253-8021 o TB for Pep 1-800-862-8621 1-888-935-9848 1-855-865-2747 to TB for Pep 1-888-937-8538 1-866-512-8364