

# 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

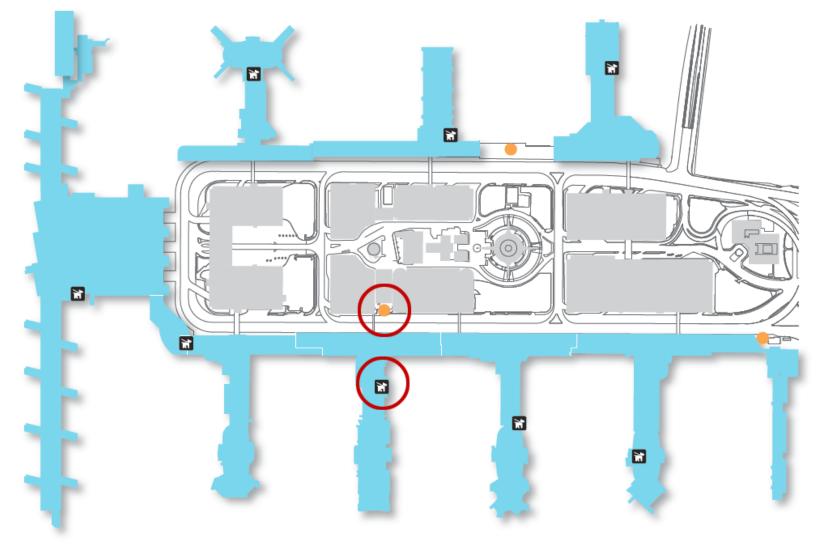
### **Family Restroom Locations**

<u>Terminal</u>	<u>Area</u>	<b>Quantity</b>
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

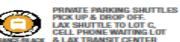


RENTAL CAR SHUTTLES





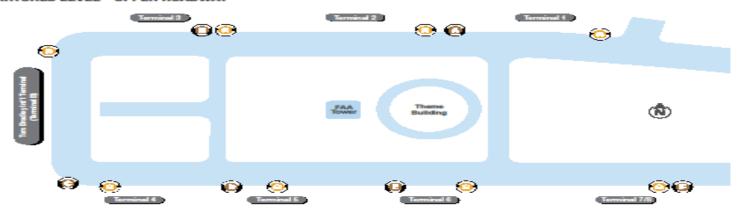
RIDE SERVICE PICK UP (UBER, LYFT)



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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American Airlines       AA       T4&5       1-800-433-7300         International arrivals       TB         American Eagle       MQ       T5       1-800-433-7300         Arkefly       OR       T2       1-855-808-4015         Asiana Airlines       OZ       TB       1-800-227-4262         Austrian Airlines       OS       TB       1-800-284-2622         Arrivals/Departures       TB       (Pax Walk to TB for Dep)         BizAir       UE       T3       1-844-235-9245         Boutique Airlines       4B       T6       1-855-268-8476         British Airways       BA       TB       1-800-237-2742         Cathay Pacific       CX       TB       1-800-233-2742         China Airlines       CI       TB       1-800-233-2742         China Airlines       CI       TB       1-800-237-5118         (Taipei, Taiwan)       CX       TB       1-800-227-5118         China Eastern       MU       TB       1-626-583-1500         China Southern       CZ       TB       1-800-359-2672         Arrivals/Departures       TB       (Pax Walk to TB for Dep)         Delta-DL 1-800-221-1212       American-AA 1-800-433-7300         Copa (C			
International arrivals         TB           American Eagle         MQ         T5         1-800-433-7300           Arkefly         OR         T2         1-855-808-4015           Asiana Airlines         OZ         TB         1-800-227-4262           Austrian Airlines         OS         TB         1-800-227-4262           Austrian Airlines         OS         TB         1-800-227-4262           Austrian Airlines         OS         TB         1-800-227-4262           Avianca Airlines-AV Check-In T3         1-800-284-2622           Arrivals/Departures TB         (Pax Walk to TB for Dep)           BizAir         UE         T3         1-844-235-9249           Boutique Airlines         4B         T6         1-855-268-8478           British Airways         BA         TB         1-800-247-9297           Cathay Pacific         CX         TB         1-800-233-2742           China Airlines         CI         TB         1-800-223-5118           (Taipei, Taiwan)         MU         TB         1-626-583-1500           China Eastern         MU         TB         1-800-433-7300           Copa (Check-in)         CM         T3         1-800-433-7300           Copa (Check-in)			
American Eagle         MQ         T5         1-800-433-7300           Arkefly         OR         T2         1-855-808-4015           Asiana Airlines         OZ         TB         1-800-227-4262           Austrian Airlines         OS         TB         1-800-227-4262           Austrian Airlines         OS         TB         1-800-843-0002           Avianca Airlines-AV Check-In T3         1-800-284-2622           Arrivals/Departures         TB         (Pax Walk to TB for Dep)           BizAir         UE         T3         1-844-235-9249           Boutique Airlines         4B         T6         1-855-268-8476           British Airways         BA         TB         1-800-247-9297           Cathay Pacific         CX         TB         1-800-233-2742           China Airlines         CI         TB         1-800-233-2742           China Southern         CZ         TB         1-888-338-8988           Compass Airline         DL-72/3, AA-74/5         Delta-DL1-800-221-1212           Delta-DL 1-800-221-1212         American-AA 1-800-433-7300           Copa (Check-in)         CM         T3         1-800-223-6700           Arrivals/Departures         TB         1-800-223-6700			
Arkefly         OR         T2         1-855-808-4015           Asiana Airlines         OZ         TB         1-800-227-4262           Austrian Airlines         OS         TB         1-800-843-0002           Avianca Airlines-AV         Check-In T3         1-800-284-2622           Arrivals/Departures         TB         (Pax Walk to TB for Dep)           BizAir         UE         T3         1-844-235-9249           Boutique Airlines         4B         T6         1-855-268-8478           British Airways         BA         TB         1-800-247-9297           Cathay Pacific         CX         TB         1-800-233-2742           China Airlines         CI         TB         1-800-233-2742           China Airlines         CI         TB         1-800-233-2742           China Airlines         CI         TB         1-800-233-2742           China Southern         CZ         TB         1-800-233-2742           China Southern         CZ         TB         1-800-227-5118           (Taipei, Taiwan)         C         TB         1-800-227-5118           Copa (Check-in)         CM         T3         1-800-339-2672           Arrivals/Departures         DL         2,3			T5 1-800-433-7300
Asiana Airlines       OZ       TB       1-800-227-4262         Austrian Airlines       OS       TB       1-800-843-0002         Avianca Airlines-AV       Check-In T3       1-800-284-2622         Arrivals/Departures       TB       (Pax Walk to TB for Dep)         BizAir       UE       T3       1-844-235-9249         Boutique Airlines       4B       T6       1-855-268-8478         British Ainways       BA       TB       1-800-247-9297         Cathay Pacific       CX       TB       1-800-233-2742         China Airlines       CI       TB       1-800-227-5118         (Taipel, Taiwan)       China Eastern       MU       TB       1-626-583-1500         China Southern       CZ       TB       1-800-227-5118         (Taipel, Taiwan)       C       TB       1-800-227-5118         China Southern       CZ       TB       1-800-359-2672         China Southern       CZ       TB       1-800-359-2672         Arrivals/Departures       TB       (Pax Walk to TB for Dep)         Delta Airlines       DL       2,3       1-800-221-1212         Arrivals/Departures       TB       1-800-223-6700         Emirates       EK       TB		OR	T2 1-855-808-4015
Austrian Airlines       OS       TB       1-800-843-0002         Avianca Airlines-AV       Check-In       T3       1-800-284-2622         Arrivals/Departures       TB       (Pax Walk to TB for Dep)         BizAir       UE       T3       1-844-235-9249         Boutique Airlines       4B       T6       1-855-268-8476         British Airways       BA       TB       1-800-247-9297         Cathay Pacific       CX       TB       1-800-233-2742         China Airlines       CI       TB       1-800-227-5118         (Taipei, Taiwan)       C       TB       1-626-583-1500         China Eastern       MU       TB       1-626-583-1500         China Southern       CZ       TB       1-888-338-8988         Compass Airline       DL-72/3, AA-74/5       Delta-DL 1-800-221-1212         Merican-AA 1-800-433-7300       Copa (Check-in)       CM       T3       1-800-359-2672         Arrivals/Departures       TB       (Pax Walk to TB for Dep)       Delta-DL 1-800-221-1212       American-AA 1-800-433-7300         Copa (Check-in)       CM       T3       1-800-223-6700       Emirates       DL       2,3       1-800-223-6700         Ethiopian Airlines       DL       2,3			
Avianca Airlines-AV Check-In T3 1-800-284-262:         Arrivals/Departures TB       (Pax Walk to TB for Dep)         BizAir       UE       T3 1-844-235-9249         Boutique Airlines       4B       T6 1-855-268-8476         British Airways       BA       TB 1-800-247-9297         Cathay Pacific       CX       TB 1-800-233-2742         China Airlines       CI       TB 1-800-227-5118         (Taipei, Taiwan)       TB 1-626-583-1500         China Eastern       MU       TB 1-626-583-1500         China Southern       CZ       TB 1-888-338-8988         Compass Airline       DL-72/3, AA-74/5         Delta-DL 1-800-221-1212       American-AA 1-800-433-7300         Copa (Check-in)       CM       T3 1-800-359-2672         Arrivals/Departures TB       (Pax Walk to TB for Dep)         Delta Airlines       DL       2,3 1-800-221-1212         EI Al       LY       TB 1-880-323-6700         Emirates       EK       TB 1-800-777-3995         Ethiopian Airlines       ET       T6 1-800-445-2733         Ethiad Airways       EY       TB 1-888-838-4423         Ethiad Airways       EY       TB 1-888-838-4423         Fiji Airways       FJ       TB 1-800-695-1188			
Arrivals/Departures TB(Pax Walk to TB for Dep)BizAirUET31-844-235-9249Boutique Airlines4BT61-855-268-8476British AirwaysBATB1-800-247-9297Cathay PacificCXTB1-800-233-2742China AirlinesCITB1-800-227-5118(Taipei, Taiwan)China EasternMUTB1-626-583-1500China SouthernCZTB1-888-338-8988Compass AirlineDL-T2/3, AA-T4/5Delta-DL 1-800-221-1212American-AA 1-800-433-7300Copa (Check-in)CMT31-800-359-2672Arrivals/Departures TB(Pax Walk to TB for Dep)Delta AirlinesDL2,31-800-223-6700Ethiopian AirlinesEKTB1-800-223-6700Ethiopian AirlinesEKTB1-800-445-2733Ethiopian AirlinesEKTB1-800-445-2733Ethiopian AirlinesFJTB1-800-695-1188Fiji AirwaysFJTB1-800-227-4446Frontier AirlinesF9T51-801-401-9000Great Lakes AirZKT61-800-554-5111Hainan AirlinesHUTB1-888-688-8813			
Boutique Airlines         4B         T6         1-855-268-8476           British Airways         BA         TB         1-800-247-9297           Cathay Pacific         CX         TB         1-800-233-2742           China Airlines         CI         TB         1-800-233-2742           China Airlines         CI         TB         1-800-233-2742           China Airlines         CI         TB         1-800-233-2742           China Eastern         MU         TB         1-626-583-1500           China Southern         CZ         TB         1-888-338-8988           Compass Airline         DL-72/3, AA-74/5         Delta-DL 1-800-221-1212         American-AA 1-800-433-7300           Copa (Check-in)         CM         T3         1-800-359-2672           Arrivals/Departures         TB         (Pax Walk to TB for Dep)           Delta Airlines         DL         2,3         1-800-223-6700           Emirates         EK         TB         1-800-223-6700           Emirates         EK         TB         1-800-223-6700           Ethiopian Airlines         EY         TB         1-800-223-6700           Ethiopian Airlines         EY         TB         1-800-223-6700           Ethiopian A			
British Airways         BA         TB         1-800-247-9297           Cathay Pacific         CX         TB         1-800-233-2742           China Airlines         CI         TB         1-800-233-2742           China Airlines         CI         TB         1-800-233-2742           China Airlines         CI         TB         1-800-233-2742           China Eastern         MU         TB         1-626-583-1500           China Southern         CZ         TB         1-888-338-8988           Compass Airline         DL-T2/3, AA-T4/5         Delta-DL 1-800-221-1212         American-AA 1-800-433-7300           Copa (Check-in)         CM         T3         1-800-359-2672           Arrivals/Departures         TB         (Pax Walk to TB for Dep)           Delta Airlines         DL         2,3         1-800-221-1212           EI Al         LY         TB         1-800-223-6700           Emirates         EK         TB         1-800-223-6700           Emirates         EK         TB         1-800-777-3999           Ethiopian Airlines         ET         T6         1-800-445-2733           Etihad Airways         EY         TB         1-888-838-4423           Flight arrives at TBIT bagg	BizAir	UE	T3 1-844-235-9249
Cathay Pacific         CX         TB         1-800-233-2742           China Airlines (Taipei, Taiwan)         CI         TB         1-800-223-2742           China Airlines (Taipei, Taiwan)         CI         TB         1-800-227-5118           China Eastern         MU         TB         1-626-583-1500           China Southern         CZ         TB         1-888-338-8988           Compass Airline Delta-DL 1-800-221-1212         American-AA 1-800-433-7300           Copa (Check-in)         CM         T3         1-800-359-2672           Arrivals/Departures         TB         (Pax Walk to TB for Dep)           Delta Airlines         DL         2,3         1-800-221-1212           EI Al         LY         TB         1-800-223-6700           Emirates         EK         TB         1-800-777-3999           Ethiopian Airlines         ET         T6         1-800-445-2733           Etihad Airways         EY         TB         1-888-838-4423           Flight arrives at TBIT baggage/passengers retrieved at T4         EVA Air         BR         TB           Fiji Airways         FJ         TB         1-800-227-4446           Frontier Airlines         F9         T5         1-801-401-9000           Gr	Boutique Airlines	4B	T6 1-855-268-8478
China Airlines (Taipei, Taiwan)         CI         TB         1-800-227-5118           China Eastern         MU         TB         1-626-583-1500           China Southern         CZ         TB         1-888-338-8988           Compass Airline         DL-T2/3, AA-T4/5         Delta-DL         1-800-221-1212           Delta-DL         1-800-221-1212         American-AA         1-800-433-7300           Copa (Check-in)         CM         T3         1-800-359-2672           Arrivals/Departures         TB         (Pax Walk to TB for Dep)           Delta Airlines         DL         2,3         1-800-223-6700           Emirates         EK         TB         1-800-223-6700           Emirates         EK         TB         1-800-777-3999           Ethiopian Airlines         ET         T6         1-800-445-2733           Etihad Airways         EY         TB         1-888-838-4423           Flight arrives at TBIT baggage/passengers retrieved at T4         EVA Air         BR         TB         1-800-695-1188           Fiji Airways         FJ         TB         1-800-227-4446         Frontier Airlines         F9         T5         1-801-401-9000           Great Lakes Air         ZK         T6         1-800-554-5111	British Airways	BA	TB 1-800-247-9297
(Taipei, Taiwan)         China Eastern       MU       TB       1-626-583-1500         China Southern       CZ       TB       1-888-338-8988         Compass Airline       DL-T2/3, AA-T4/5       Delta-DL 1-800-221-1212       American-AA 1-800-433-7300         Copa (Check-in)       CM       T3       1-800-359-2672         Arrivals/Departures       TB       (Pax Walk to TB for Dep)         Delta Airlines       DL       2,3       1-800-221-1212         EI AI       LY       TB       1-800-223-6700         Emirates       EK       TB       1-800-223-6700         Ethiopian Airlines       ET       T6       1-800-223-6700         Ethiopian Airlines       ET       T6       1-800-777-3999         Ethiopian Airlines       ET       T6       1-800-445-2733         Ethiopian Airlines       EY       TB       1-888-838-4423         Flight arrives at TBIT baggage/passengers retrieved at T4       EVA Air       BR       TB       1-800-695-1188         Fiji Airways       FJ       TB       1-800-227-4446       Frontier Airlines       F9       T5       1-801-401-9000         Great Lakes Air       ZK       T6       1-800-554-5111       Hainan Airlines       HU <t< td=""><td>Cathay Pacific</td><td>CX</td><td>TB 1-800-233-2742</td></t<>	Cathay Pacific	CX	TB 1-800-233-2742
China Southern         CZ         TB         1-888-338-8988           Compass Airline         DL-T2/3, AA-T4/5         Delta-DL 1-800-221-1212         American-AA 1-800-433-7300           Copa (Check-in)         CM         T3         1-800-359-2672           Arrivals/Departures         TB         (Pax Walk to TB for Dep)           Delta Airlines         DL         2,3         1-800-223-6700           EI AI         LY         TB         1-800-223-6700           Emirates         EK         TB         1-800-777-3999           Ethiopian Airlines         ET         T6         1-800-445-2733           Etihad Airways         EY         TB         1-800-695-1188           Flight arrives at TBIT baggage/passengers retrieved at T4         EVA Air         BR         TB         1-800-227-4446           Frontier Airlines         F9         T5         1-801-401-9000         0           Great Lakes Air         ZK         T6         1-800-554-5111         1           Hainan Airlines         HU         TB         1-888-688-8813	China Airlines (Taipei, Taiwan)	CI	TB 1-800-227-5118
Compass Airline         DL-T2/3, AA-T4/5           Delta-DL 1-800-221-1212         American-AA 1-800-433-7300           Copa (Check-in)         CM         T3         1-800-359-2672           Arrivals/Departures TB         (Pax Walk to TB for Dep)           Delta Airlines         DL         2,3         1-800-221-1212           EI AI         LY         TB         1-800-223-6700           Emirates         EK         TB         1-800-777-3999           Ethiopian Airlines         ET         T6         1-800-445-2733           Ethiad Airways         EY         TB         1-888-838-4423           Flight arrives at TBIT baggage/passengers retrieved at T4         EVA Air         BR         TB         1-800-695-1188           Fiji Airways         FJ         TB         1-800-227-4446         Frontier Airlines         F9         T5         1-801-401-9000           Great Lakes Air         ZK         T6         1-800-554-5111         Hainan Airlines         HU         TB         1-888-688-8813	China Eastern	MU	TB 1-626-583-1500
Delta-DL 1-800-221-1212         American-AA 1-800-433-7300           Copa (Check-in)         CM         T3         1-800-359-2672           Arrivals/Departures TB         (Pax Walk to TB for Dep)           Delta Airlines         DL         2,3         1-800-221-1212           EI Al         LY         TB         1-800-223-6700           Emirates         EK         TB         1-800-777-3999           Ethiopian Airlines         ET         T6         1-800-445-2733           Etihad Airways         EY         TB         1-800-695-1188           Flight arrives at TBIT baggage/passengers retrieved at T4         EVA Air         BR         TB         1-800-695-1188           Fiji Airways         FJ         TB         1-800-227-4446         Frontier Airlines         F9         T5         1-801-401-9000           Great Lakes Air         ZK         T6         1-800-554-5111         Hainan Airlines         HU         TB         1-888-688-8813	China Southern	CZ	TB 1-888-338-8988
Delta-DL 1-800-221-1212         American-AA 1-800-433-7300           Copa (Check-in)         CM         T3         1-800-359-2672           Arrivals/Departures TB         (Pax Walk to TB for Dep)           Delta Airlines         DL         2,3         1-800-221-1212           EI Al         LY         TB         1-800-223-6700           Emirates         EK         TB         1-800-777-3999           Ethiopian Airlines         ET         T6         1-800-445-2733           Etihad Airways         EY         TB         1-800-695-1188           Flight arrives at TBIT baggage/passengers retrieved at T4         EVA Air         BR         TB         1-800-695-1188           Fiji Airways         FJ         TB         1-800-227-4446         Frontier Airlines         F9         T5         1-801-401-9000           Great Lakes Air         ZK         T6         1-800-554-5111         Hainan Airlines         HU         TB         1-888-688-8813	Compass Airline	DL-T2/3.	AA-T4/5
Arrivals/DeparturesTB(Pax Walk to TB for Dep)Delta AirlinesDL2,31-800-221-1212El AlLYTB1-800-223-6700EmiratesEKTB1-800-777-3995Ethiopian AirlinesETT61-800-445-2733Ethiad AirwaysEYTB1-888-838-4423Flight arrives at TBIT baggage/passengersretrieved at T4EVA AirBRTB1-800-695-1188Fiji AirwaysFJTB1-800-227-4446Frontier AirlinesF9T51-801-401-9000Great Lakes AirZKT61-800-554-5111Hainan AirlinesHUTB1-888-688-8813	Delta-DL 1-800	-221-1212	American-AA 1-800-433-7300
Delta Airlines         DL         2,3         1-800-221-1212           El Al         LY         TB         1-800-223-6700           Emirates         EK         TB         1-800-777-3995           Ethiopian Airlines         ET         T6         1-800-445-2733           Ethiad Airways         EY         TB         1-888-838-4423           Flight arrives at TBIT baggage/passengers retrieved at T4         EVA Air         BR         TB         1-800-695-1188           Fiji Airways         FJ         TB         1-800-227-4446         Frontier Airlines         F9         T5         1-801-401-9000           Great Lakes Air         ZK         T6         1-800-554-5111         Hainan Airlines         HU         TB         1-888-688-8813			
EI AI         LY         TB         1-800-223-6700           Emirates         EK         TB         1-800-777-3999           Ethiopian Airlines         ET         T6         1-800-445-2733           Ethiad Airways         EY         TB         1-888-838-4423           Flight arrives at TBIT baggage/passengers retrieved at T4         EVA Air         BR         TB         1-800-695-1188           Fiji Airways         FJ         TB         1-800-227-4446         Frontier Airlines         F9         T5         1-801-401-9000           Great Lakes Air         ZK         T6         1-800-554-5111         Hainan Airlines         HU         TB         1-888-688-8813	Arrivals/Departures TE		
Emirates         EK         TB         1-800-777-3999           Ethiopian Airlines         ET         T6         1-800-445-2733           Etihad Airways         EY         TB         1-888-838-4423           Flight arrives at TBIT baggage/passengers retrieved at T4         EVA Air         BR         TB         1-800-695-1188           Fiji Airways         FJ         TB         1-800-227-4446         Frontier Airlines         F9         T5         1-801-401-9000           Great Lakes Air         ZK         T6         1-800-554-5111         Hainan Airlines         HU         TB         1-888-688-8813	Delta Alrines	DL	2,3 1-800-221-1212
Emirates         EK         TB         1-800-777-3999           Ethiopian Airlines         ET         T6         1-800-445-2733           Etihad Airways         EY         TB         1-888-838-4423           Flight arrives at TBIT baggage/passengers retrieved at T4         EVA Air         BR         TB         1-800-695-1188           Fiji Airways         FJ         TB         1-800-227-4446         Frontier Airlines         F9         T5         1-801-401-9000           Great Lakes Air         ZK         T6         1-800-554-5111         Hainan Airlines         HU         TB         1-888-688-8813	ELAI	LY	TB 1-800-223-6700
Ethiopian AirlinesETT61-800-445-2733Etihad AirwaysEYTB1-888-838-4423Flight arrives at TBIT baggage/passengers retrieved at T4EVA AirBRTB1-800-695-1188Fiji AirwaysFJTB1-800-227-4446Frontier AirlinesF9T51-801-401-9000Great Lakes AirZKT61-800-554-5111Hainan AirlinesHUTB1-888-688-8813			
Etihad AirwaysEYTB 1-888-838-4423Flight arrives at TBIT baggage/passengers retrieved at T4EVA AirBRTB 1-800-695-1188Fiji AirwaysFJTB 1-800-227-4446Frontier AirlinesF9T5 1-801-401-9000Great Lakes AirZKT6 1-800-554-5111Hainan AirlinesHUTB 1-888-688-8813	Ethiopian Airlines		
Flight arrives at TBIT baggage/passengers retrieved at T4EVA AirBRTB1-800-695-1188Fiji AirwaysFJTB1-800-227-4446Frontier AirlinesF9T51-801-401-9000Great Lakes AirZKT61-800-554-5111Hainan AirlinesHUTB1-888-688-8813	Etihad Airways		TB 1-888-838-4423
EVA Air         BR         TB         1-800-695-1188           Fiji Airways         FJ         TB         1-800-227-4446           Frontier Airlines         F9         T5         1-801-401-9000           Great Lakes Air         ZK         T6         1-800-554-5111           Hainan Airlines         HU         TB         1-888-688-8813	Flight arrives at TBIT b	aggage/p	bassengers retrieved at T4
Frontier Airlines         F9         T5         1-801-401-9000           Great Lakes Air         ZK         T6         1-800-554-5111           Hainan Airlines         HU         TB         1-888-688-8813	EVA Air		TB 1-800-695-1188
Frontier Airlines         F9         T5         1-801-401-9000           Great Lakes Air         ZK         T6         1-800-554-5111           Hainan Airlines         HU         TB         1-888-688-8813		FJ	TB 1-800-227-4446
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
• •			
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 <b>Atlantic</b>	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 <b>5 TB for Pep</b> 1-800-862-8621 1-888-935-9848 1-855-865-2747 <b>to TB for Pep</b>
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 <b>5 TB for Pep</b> 1-800-862-8621 1-888-935-9848 1-855-865-2747 <b>to TB for Pep</b> 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 <b>o TB for Pep</b> 1-800-862-8621 1-888-935-9848 1-855-865-2747 <b>to TB for Pep</b> 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 <b>o TB for Pep</b> 1-800-862-8621 1-888-935-9848 1-855-865-2747 <b>to TB for Pep</b> 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 <b>o TB for Pep</b> 1-800-862-8621 1-888-935-9848 1-855-865-2747 <b>to TB for Pep</b> 1-888-937-8538 1-866-512-8364