

SECURITY SCREENING

WTMD/AIT (Walk through Metal Detector/Advanced Imaging Technology),
Queue Line Monitor, Ticket Document Checkers

LAWA



EVALUATION # 460318

10-17-2017

**SURVEY: SECURITY
SCREENING - WTMD/AIT**

LAX000

Los Angeles International Airport
Los Angeles International Airport
1 World Way
Los Angeles CA 90045 US

Location: Los Angeles
International Airport

SECTIONAL CHANGE

Section	This Evaluation	YTD Evaluation	+/-
Overall	0%	--%	--%
Approachable - cr...	0%	--%	--%
Courteous - exudi...	0%	--%	--%
informative - sho...	0%	--%	--%
Responsive - demo...	0%	--%	--%
Efficient & Effec...	0%	--%	--%

% OF POINTS POSSIBLE



0%

This Evaluation



--%

Last Evaluation

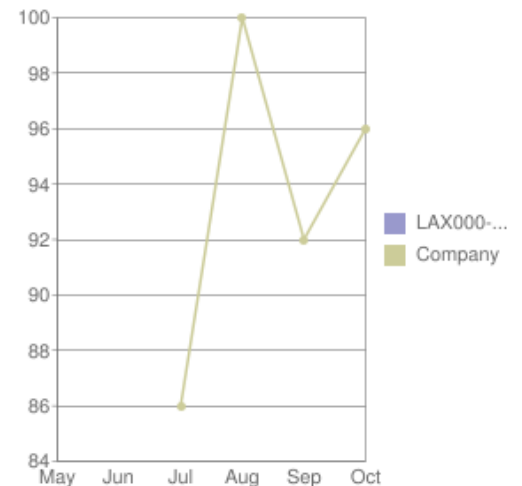
LAX AVERAGE YTD BASED ON POSSIBLE POINTS

91%

20 Evaluations



AIRPORT TREND VS. THIS LOCATION



QUESTION	SCORE	ANSWER
<p>At LAX, we strive to make our guest visits efficient, hospitable and memorable by providing modern, world-class facilities, services and innovation 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.</p>		
Date evaluation performed:		
Weekend or Weekday:		
What shift did you evaluate?		
Checkpoint location:		
Employee Name:		
Approximate Age:		
Height:		
Gender:		
Hair Color/Length/Style:		
Other identifying features:		
APPROACHABLE - CREATING EXCEPTIONAL MEMORABLE MOMENTS 0% (0/9)		
1. Was the employee dressed in neat, professional attire?	0/3	
If no please, explain.		
2. Was the employee's badge visible?	0/3	
If no please, explain.		
3. Did the employee demonstrate positive body language?	0/3	
If no, please explain.		
COURTEOUS - EXUDING EXCITEMENT AND THE WARMTH OF LA 0% (0/6)		
4. When it was your turn, did you receive a positive, hospitable acknowledgment?	0/3	
If no, please explain.		
5. How were you acknowledged?		
6. Did the employee display a courteous, professional demeanor?	0/3	
If no, please explain.		
INFORMATIVE – SHOWCASING ALL THINGS LAX 0% (0/3)		
7. Was the employee present and alert?	0/3	
If no, please explain.		
RESPONSIVE – DEMONSTRATING INTEGRITY AND EMPATHY 0% (0/12)		
8. Did the employee proactively provide information and direction	0/3	
Please provide details.		
9. Was the employee alert to safety and security risks?	0/3	
If no, please explain.		
10. Did the employee display a sense of urgency while assuring thorough security inspections?	0/3	
If no, please explain.		
11. Did the employee display patience and empathy with guests?	0/3	
If no, please explain.		
EFFICIENT & EFFECTIVE – TO RESPECT OUR GUESTS' TIME AND EXPERIENCES 0% (0/9)		
12. Was the wait time reasonable based on the volume of traffic?	0/3	

If no, please explain.	
13. Did the employee clearly communicate?	0/3
If no, please explain.	
14. Did the employee take ownership and handle the process with confidence?	0/3
If no, please explain.	

