



Guest Experience Partners Council

October 4, 2017

Agenda

Input on Pedestrian Wayfinding Program – Pat Tomcheck, LAWA Planning and Development Group

Guest Experience Terminal Enhancements – Adopt protocols and parameters to guide discussions

J.D. Power 2017 North America Airport Satisfaction Study – Anne Shea, Guest Experience Specialist

One-year Partners Council Anniversary Survey Results – Discussion and decisions on which suggestions should be implemented

Call to Action to Increase Training Participation

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

Tuesday, November 14, 2017

9:30 a.m. to 10:30 a.m.

LA Next Conference Room