

TEAM OF LAXCEPTIONAL COURTESY

KEEP
CALM
AND
ASK ME

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

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

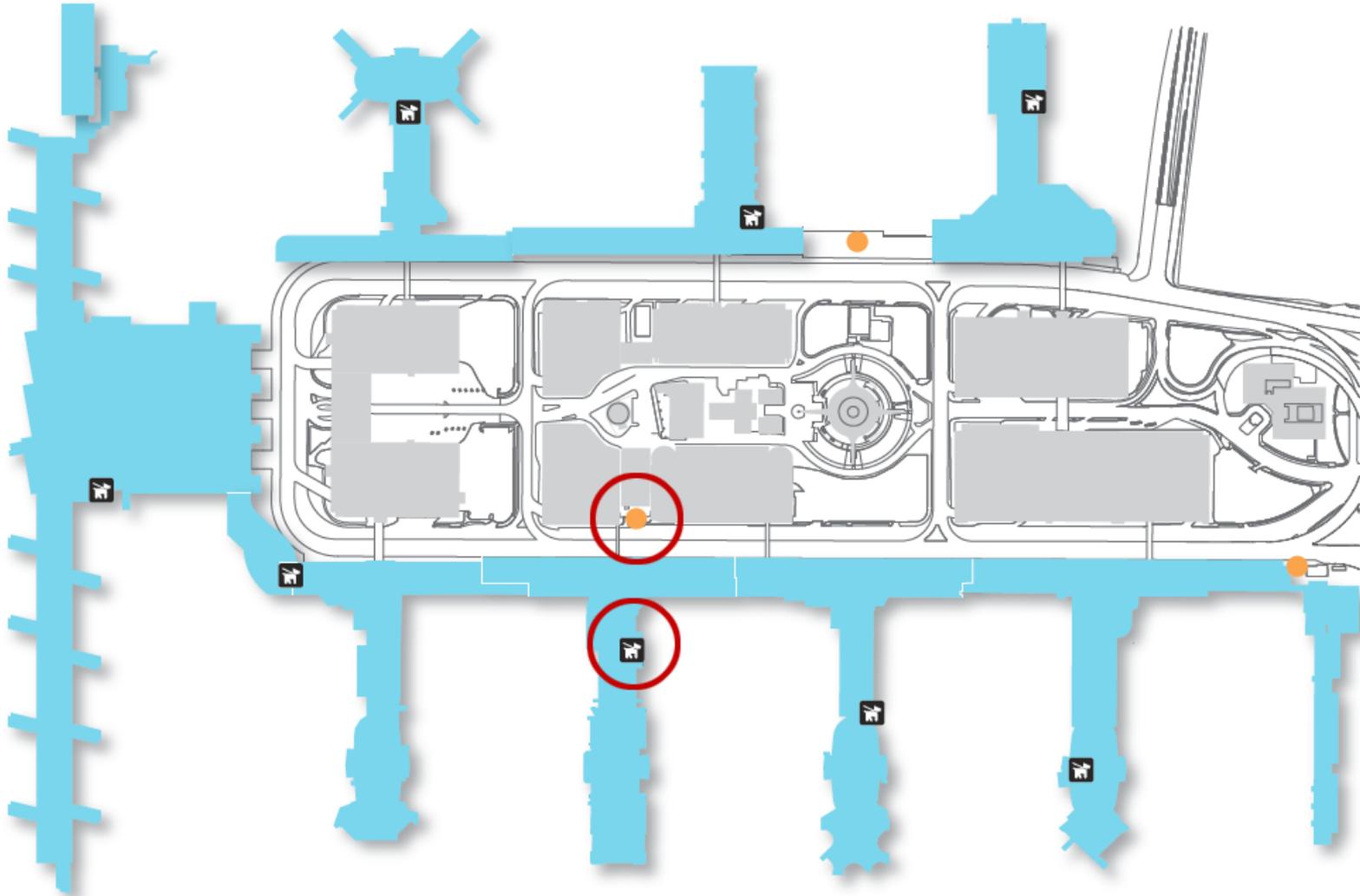
Family Restroom Locations

<u>Terminal</u>	<u>Area</u>	<u>Quantity</u>
One	Arrivals	1
	Concourse	2
Two	Concourse	1
Three	None	
International Terminal	Concourse	7
	Mezzanine One	1
	Mezzanine Two (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
- ☒ Post-Security Animal 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



ORANGE/BLACK

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



BROWN/BLACK

RIDE SERVICE
 UBER
 LYFT
 OPOLI

LAX GROUND TRANSPORTATION LOWER LEVEL WAITING ZONES SIGNAGE

**FREE
 LAX SHUTTLES**

All Terminals Connector
 Airline Connections to All
 Terminals

BUS "G"
 To Metro Green Line Aviation
 Station
 AND

**Remote Rental Car
 Depot**

Companies: Allied Car
 Rental Economy Car
 Rental

AMPM Car Rental
 Priceless Car Rental
 Airport Van Rental
 ACE Car Rental
 Super Cheap

**HOTEL/d PARKING
 LOT SHUTTLES
 (Free) Shuttles)**

HOTEL

Courtyard by Marriott
 LAX Crowne Plaza
 Embassy Suites
 Four Points Sheraton
 Hampton Inn
 Hilton-LAX
 Holiday Inn-
 LAX
 Hyatt
 Regency-
 LAX
 La Quinta
 Marriott
 Renaissance
 Westin

PARKING SHUTTLES

Airport Spectrum
 Joe's Airport Parking
 Quik Park
 Wally Park Express
 105 Airport Parking
 405 Airport Parking

**RENTAL CAR
 SHUTTLES
 (Free Shuttles)**

RENTAL CARS

Advantage / E-Z
 Alamo / National
 Avis
 Budget
 Dollar/ Thrifty
 Enterprise
 Fox /Payless
 Hertz
 Sixt Rent a Car

**FLYAWAY, BUSES,
 LONG DISTANCE
 VANS**

FLYAWAY BUSES

Hollywood
 Long Beach
 Union Station
 Van Nuys
 Metro Orange Line Bus
 Stop
 Westwood

SCHEDULED BUSES

Antelope Valley
 Express
 Central Coast
 Shuttle
 Disneyland Express/
 Coach America/
 Grayline
 Mickey's Space Ship
 RoadRunner (Call)
 Santa Barbara Airbus
 Shuttle 2000
 Shuttle One
 Ventura County
 Airporter

**WHITE
 INNER
 CURBSIDE**

SHARED RIDE
 VANS

SuperShuttle

TAXI



MOBILITY
 ASSISTANCE
 VEHICLES



Charter Party Carrier

TESLOOP

LEGEND



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



HOTEL SHUTTLES



RIDE SERVICE PICK UP
(UBER, LYFT)



SERVICE ANIMAL RELIEF STATION



LAX SHUTTLE AIRLINE CONNECTION
& METRO GREEN LINE STATION



PRIVATE PARKING SHUTTLES
PICK UP & DROP OFF,
LAX SHUTTLE TO LOT C,
CELL PHONE WAITING LOT
& LAX TRANSIT CENTER



FLYAWAY, SHUTTLES &
CHARTER BUSES



SHARED RIDE VANS



RENTAL CAR SHUTTLES

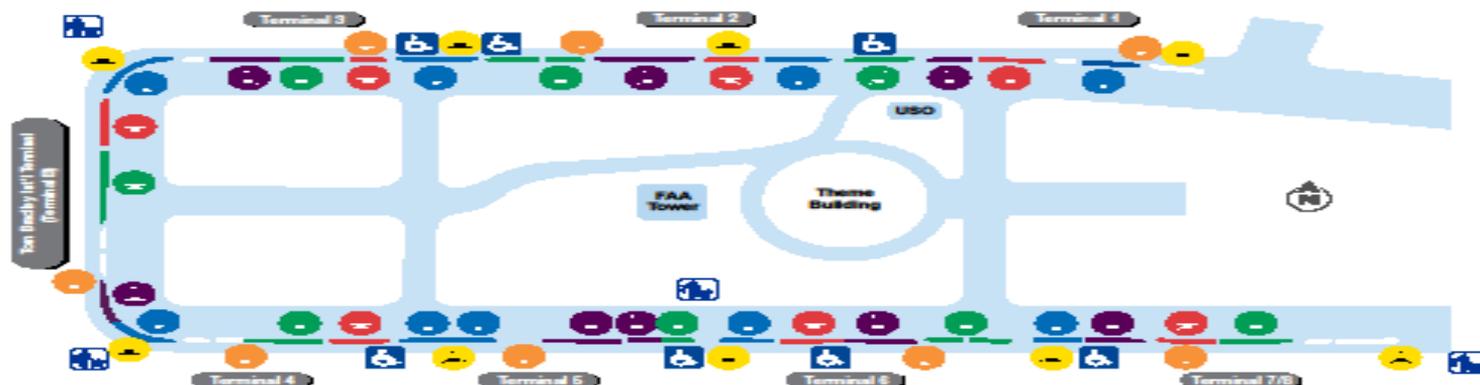


TAXIS

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:

<https://www.flylax.com/en/lax-guides-tips-and-amenities#VIP-QR-Codes>

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

424-646-5678

(OFFICE HOURS: 8 a.m. – 5 p.m., M-F)



TSA LOST AND FOUND

310-242-9073

(OFFICE HOURS: 8 a.m. – 4:30 p.m., M-F)



LAX INFORMATION (AUTOMATED LINE)

855-463-5252

LIFE LINE TELPHONE NUMBERS

GUEST EXPERIENCE MEMBERS (GEM) OFFICE

424-646-8279 or 424-646-8275

AIRPORT RESPONSE COORDINATION CENTER (ARCC)

424-646-5292

GAIL GADDI

310-877-2108 (CELL)

AIRLINES

Updated May 11, 2018

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

Airline / Airline Code / Terminal / Phone No.
Aer Lingus EI 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 1-800-882-8122 (Beijing, China)
Air France AF TB 1-800-237-2747
Air New Zealand NZ TB 1-800-262-1234
Air Tahiti Nui TN TB 1-877-824-4846
Alaska Airlines AS T6 1-800-426-0333
Alitalia AZ TB 1-800-223-5730
All Nippon (ANA) NH TB 1-800-235-9262
Allegiant Air G4 T5 1-702-505-8888
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 1-800-843-0002
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 1-800-227-5118 (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 1-800-777-3999
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
Hawaiian Airlines HA T5 1-800-367-5320

Airline / Airline Code / Terminal / Phone No.
Hong Kong Airlines HX TB 1-855-393-3880
Horizon Air QX T6 1-800-547-9308
Iberia Airlines IB TB 1-800-772-4642
InterJet Airlines 4O T3 1-866-285-8307
Check-in at T3- (Walk to TB for Arrivals/Departures)
Japan Airlines JL TB 1-800-525-3663
Jet Blue B6 T5 1-800-538-2583
KLM KL TB 1-800-225-2525
Korean Airlines KE TB 1-800-438-5000
LATAM LA TB 1-866-435-9526
LEVEL IB TB 1-800-994-0704
LOT Polish Airlines LO TB 1-212-789-0970
Lufthansa LH TB 1-800-645-3880
Mokulele Airlines MW T6 1-866-260-7070
Norwegian Air Shuttle DY TB 1-800-357-4159
Philippine Airlines PR TB 1-800-435-9725
QANTAS QF TB 1-800-227-4500
Qatar Airways QR TB 1-877-777-2827
Saudi Arabian Airlines SV TB 1-800-472-8342
Singapore Airlines SQ TB 1-800-742-3333
SAS (Scandinavian) SK TB 1-800-221-2350
Sichuan Airlines 3U TB
Skywest Airlines OO 1-435-634-3000
Alaska Airlines AS T6 1-800-426-0333
American AA T4,5 1-800-433-7300
Delta DL T2,3 1-800-221-1212
United UA T7 1-800-241-6522
Southwest Airlines WN 1-800-435-9792
Check-In for Domestic and Int'l T1
Int'l flight Arrivals TB (Pax Bused to TB for 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 MT T6 1-855-759-3665
Arrivals T7-passengers exit at T6
Transaero UN TB 1-877-747-1191
Turkish Airlines TK TB 1-800-874-8875
United Airlines UA T6/7 1-800-241-6522
Int'l pax arr before 7pm exit T6 /After 7pm pax exit at TB
United Express UA T7 1-800-241-6522
V Australia (Check-in) VA T2 1-855-253-8021
Arrivals/Departures TB (Pax Bused to TB for Dep)
Virgin Atlantic VS T2 1-800-862-8621
Viva Aerobus VB T6 1-888-935-9848
Volaris (Check-in) Y4 T2 1-855-865-2747
Arrivals/Departures TB (Pax Bused to TB for Dep)
West Jet WS T2 1-888-937-8538
WOW WW TB 1-866-512-8364
Xiamen MF TB 1-844-629-5557
XL Airways France SE T6 1-877-496-9889