



**Guest Experience Partners Council
July 10, 2019 – Agenda**

- **Welcome and Introductions**
- **Action to Address Homelessness Issues and Impacts on the Guest Experience**
Chief David Maggard, Airport Police
Sasha Morozov, Homelessness Project Manager
- **Alcohol Consumption Education**
Chief David Maggard, Airport Police
Georginnah Navarrete, Director of Concessions, Commercial Development Group
- **Managing the Summer Rush: Means to Keep Lines Moving and Decrease Wait Times**
All Partners Council Members
- **Gearing up for the Holidays Airport-wide**
Barbara Yamamoto, Chief Experience Officer
- **Open Forum – Issues and Opportunities from Partners Council**

Administrative

- Reminder to take an “Instant Rewards Card” with you today to hand out on the spot to an employee who is providing an LAXceptional Xperience. Please provide the name, email and phone number of the employee to guestexperienceteam@lawa.org.
- Meeting agenda, minutes, handouts and survey results are available on the Tenants 411. <https://www.lawa.org/en/lawa-tenants-411/guest-experience>

Visit www.lawa.org

Click “Tenants 411” (may have to use navigation arrows to rotate the carousel with the large photographs)

Click “Guest Experience” in right-hand blue navigation panel (no user name or password required)

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.

Coming Up:

Wednesday, August 14, 2019

1 p.m. to 1:30 p.m.

Guest Experience Partners Council Meeting

LA Next Conference Room

1:30 p.m. to 2:30 p.m.

2nd Quarter Awards Celebration