



**Guest Experience Partners Council  
November 19, 2019 – Agenda**

- **Welcome and Introductions**
- **Update on LAX-it**  
**Mike Christensen, Deputy Executive Director, Operations and Maintenance,**  
**Los Angeles World Airports**
- **Market Research – Passenger Profiles, Perceptions and Preferences**  
**Phoebe Novack, Consumer Insights Manager, Unibail-Rodamco-Westfield**
- **Open Forum – Issues and Opportunities from Partners Council**
- **Adjourn to 3<sup>rd</sup> Quarter Awards Celebration**  
**Board Room – 1<sup>st</sup> Floor**

**Administrative**

- 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](http://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!**

**December 19, 2019**

5:30 p.m. to 7 p.m.

Partners Holiday Mixer

Admin East Lobby

(No meeting in December)

**January 8, 2020**

1 p.m. to 2 p.m.

LA Next Conference