

ENHANCED EMPLOYEE INTERACTION



EVALUATION # 460307

10-17-2017

**SURVEY: EEI (ENHANCED
EMPLOYEE INTERACTION)**

LAX000

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

Location: Los Angeles
International Airport

SECTIONAL SCORES

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

% OF POSSIBLE POINTS



0%
This Evaluation



--%
Last Evaluation

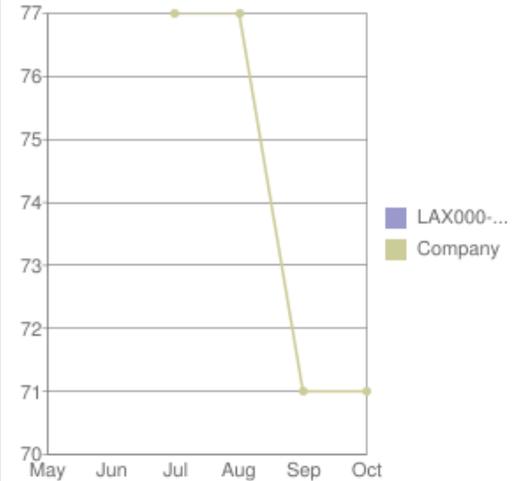
LAX AVERAGE YTD BASED ON POSSIBLE POINTS

74%



172 Evaluations

AIRPORT TREND VS. THIS LOCATION



QUESTION**SCORE****ANSWER**

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.

informative – showcasing all things LAX, its people, facilities, services and amenities

Courteous – exuding excitement and the warmth of LA

Approachable – creating exceptional memorable moments

Responsive – demonstrating integrity and empathy

Efficient & Effective – respecting our guests' time and experiences

Date evaluation performed:

What time was your interaction with this employee?

Weekday or weekend:

What shift did you evaluate?

Please identify what airline, company or division you evaluated.

OPTIONAL - Please upload a photo to support any of the scoring on your evaluation.

Employee Name:

Approximate Age:

Height:

Gender:

Hair Color/Length/Style:

Other identifying features:

Where specifically did you encounter the employee in the terminal?

Describe what the employee was doing when you approached them?

Briefly describe the uniform worn by the employee along with any identifying patches or badges:

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 airport badge or other identification visible? 0/3

If no, please explain.

3. Did the employee demonstrate positive body language? 0/3

Tell us about your Xceptional Xperience or noted areas of opportunity.

4. Who initiated the greeting?

COURTEOUS- EXUDING EXCITEMENT AND THE WARMTH OF LA 0% (0/12)

5. Did you receive a positive, hospitable greeting? 0/3

Tell us about your Xceptional Xperience or noted areas of opportunity.

6. Did the employee display a courteous, professional demeanor? 0/3

Tell us about your Xceptional Xperience or noted areas of opportunity.

7. Did the employee offer a positive, hospitable parting remark? 0/3

Tell us about your Xceptional Xperience or noted areas of opportunity.

8. Was the employee respectful during your interaction? 0/3

Tell us about your Xceptional Xperience or noted areas of opportunity.

INFORMATIVE – SHOWCASING ALL THINGS LAX 0% (0/3)

9. What was the question you asked the employee?

10. Was the employee able to provide an accurate answer to your question or did they proactively attempt to find an answer? 0/3

Tell us what response the employee provided as well as about your Xceptional Xperience or noted areas of opportunity.

11. Did the employee offer additional information that might be helpful?

If yes, what additional information was supplied?

RESPONSIVE – DEMONSTRATING INTEGRITY AND EMPATHY 0% (0/6)

12. Did you feel you had the employee's attention throughout the interaction? 0/3

Tell us about your Xceptional Xperience or noted areas of opportunity.

13. Did the employee display patience and empathy with guests? 0/3

Tell us about your Xceptional Xperience or noted areas of opportunity.

EFFICIENT & EFFECTIVE – TO RESPECT OUR GUESTS' TIME AND EXPERIENCES 0% (0/9)

14. Did the employee assist in a timely manner? 0/3

If no, please explain.

15. Was the wait time reasonable based on the volume of traffic? 0/3

If no, please explain.

16. Did the employee maintain a consistent level of service throughout your interaction? 0/3

Tell us about your Xceptional Xperience or noted areas of opportunity.

17. Was a purchase required as part of this interaction?

17a. Was the person who processed the transaction the same who greeted you?

