



Guest Experience Partners Council
August 12, 2020 – Agenda

- **Safer Airports Terminal Walks**
Cassandra Heredia, Chief of Operations II, Emergency Management and ADA Office – LAWA
- **Employee/Guest Appreciation**
Regiane Santos, Assistant Station Manager – Southwest Airlines
- **Employee Thank You Campaign**
Dan Dawson, Director of Marketing – LAWA
- **Shop and Dine Partners Communications Package**
Christian Petersen, Marketing Director – URW
- **ABC License Expansion**
Georginnah Navarrete, Director of Concessions – LAWA
- **Guest Experience Members Update/Virtual Assistance**
Marie O’Kelly-Green, Division Manager, Guest Services Division – LAWA
- **Travel Safely Ambassadors**
Barbara Yamamoto, Director, Guest Experience and Innovation Team – LAWA
- **Open Forum – Issues and Opportunities from Partners Council**

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

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.

Next Call

September 9, 2020

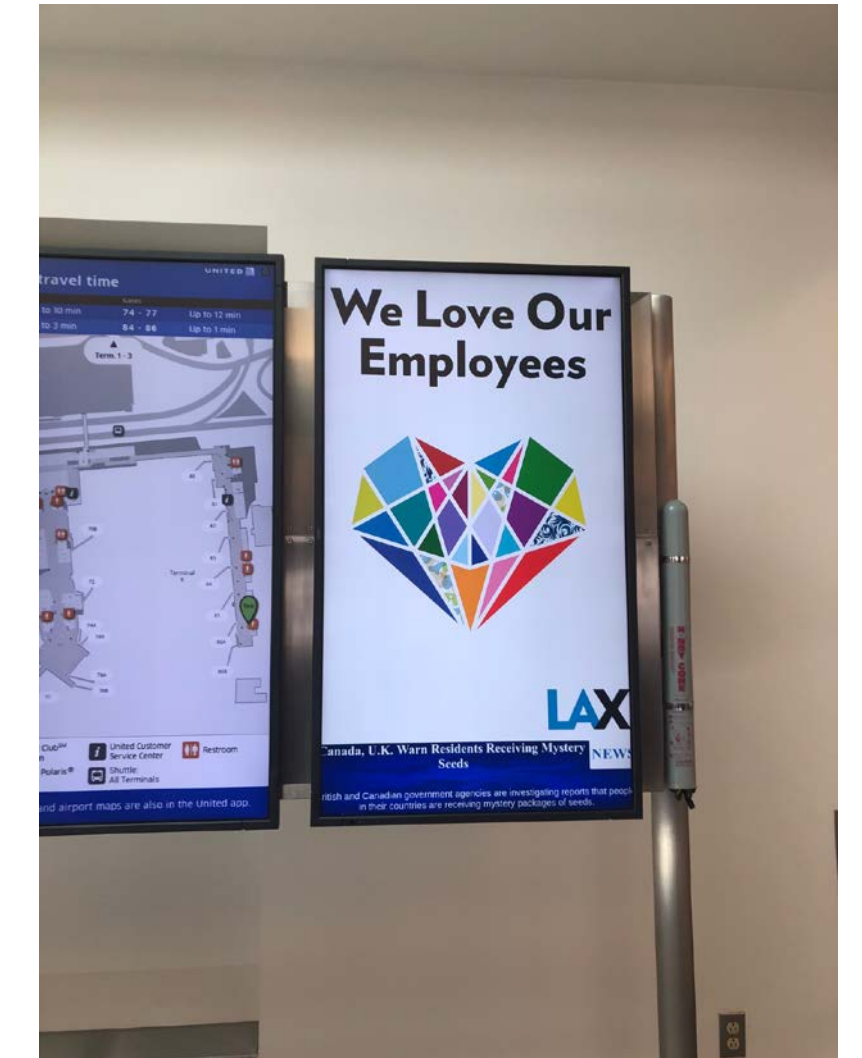
1 p.m. to 2 p.m.

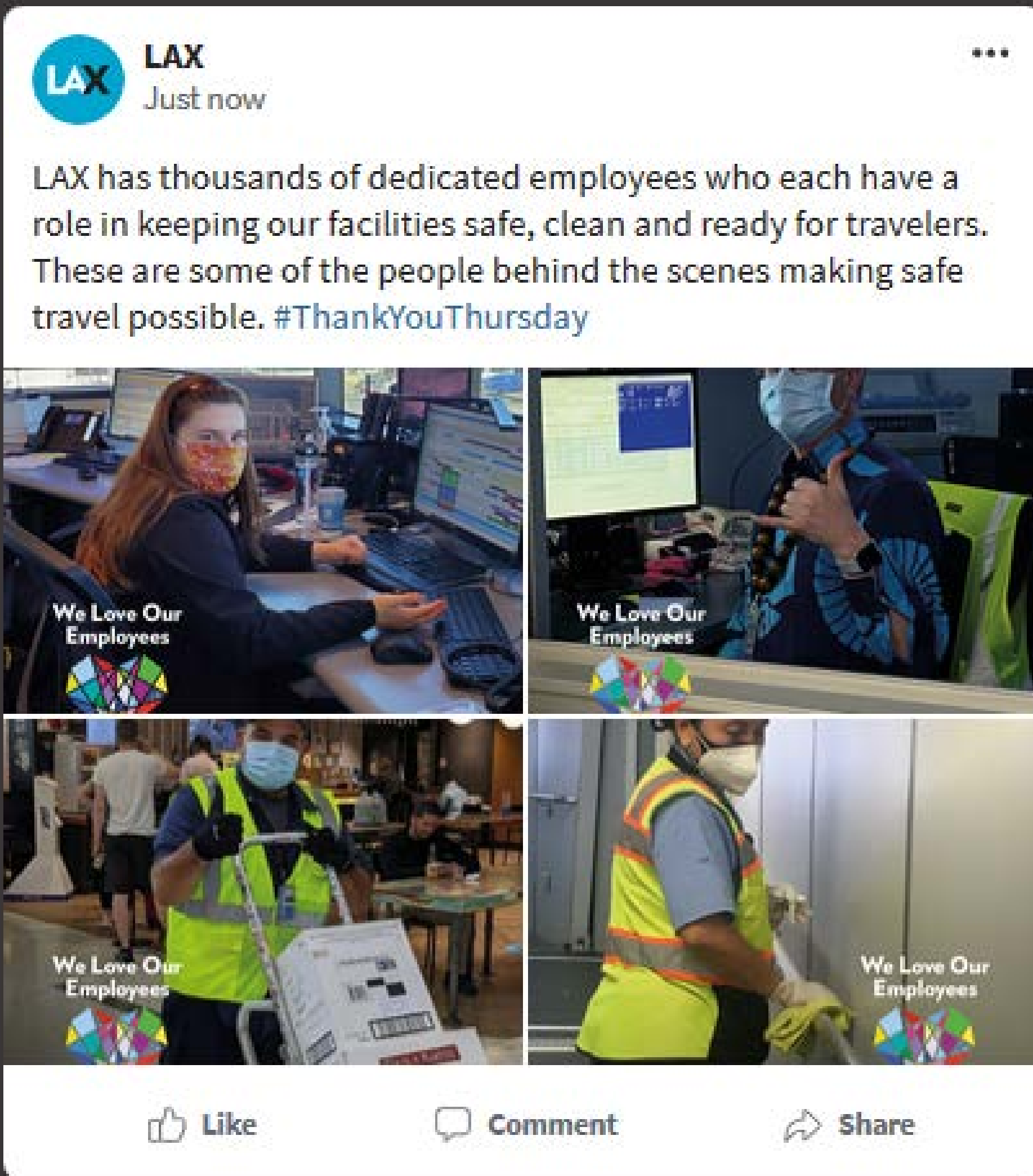
Webex Info to Come



We Love Our Employees Initiative

We Love Our Employees

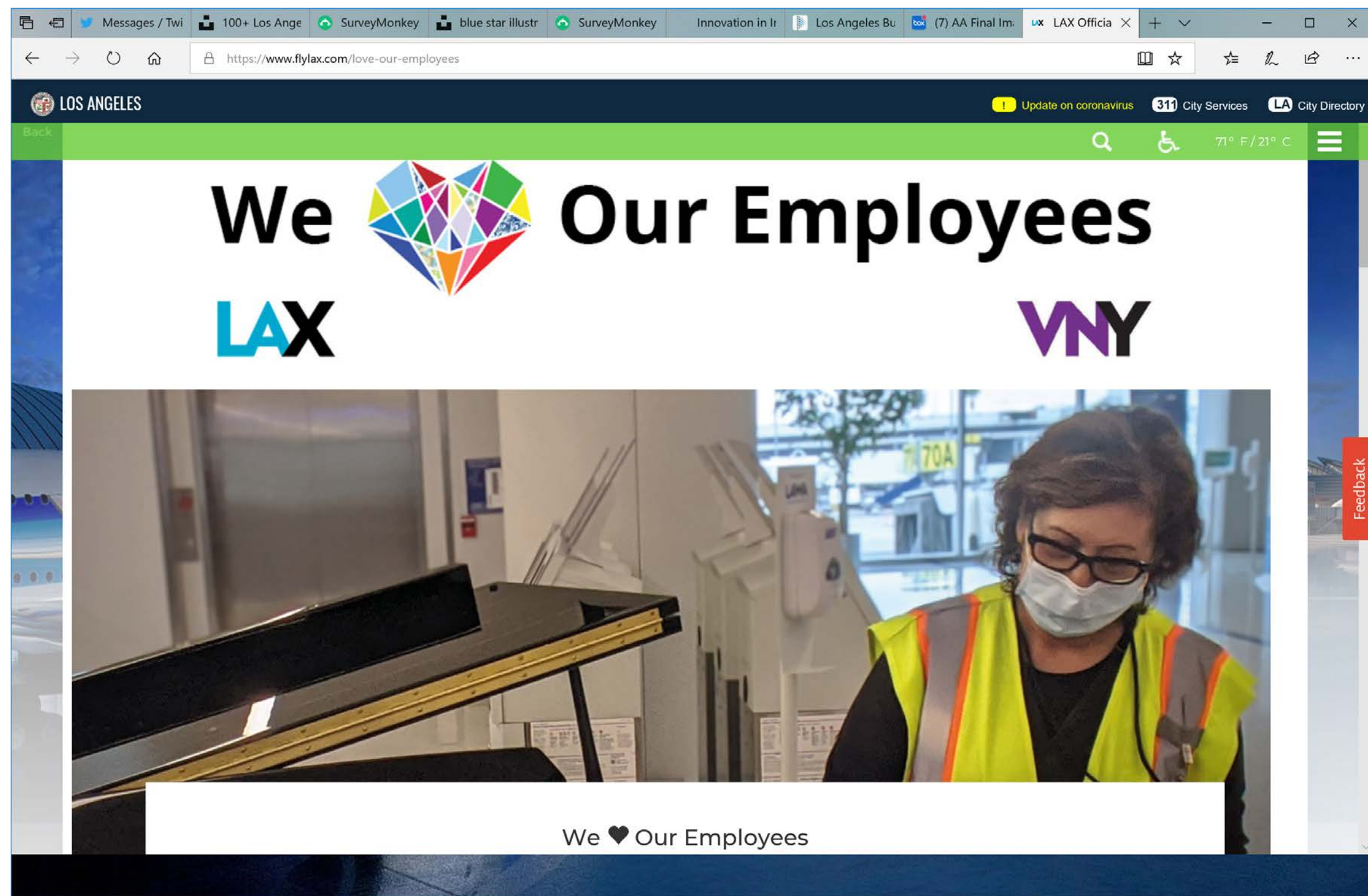




Text Club

Thank you Thursday is back! Thank U 4 all that U do! Today's offer is from I Love L.A. in T1. Find details here:



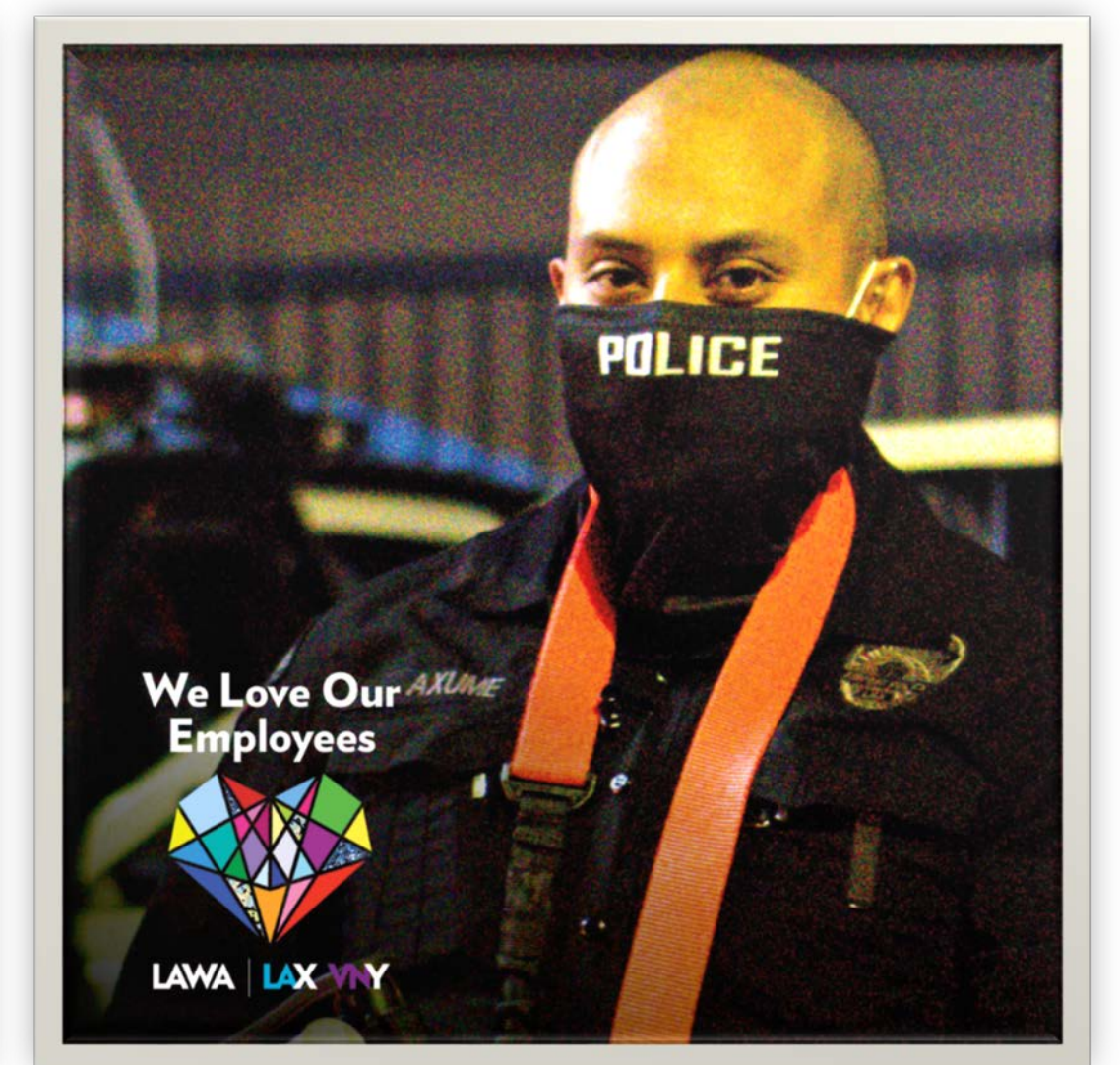
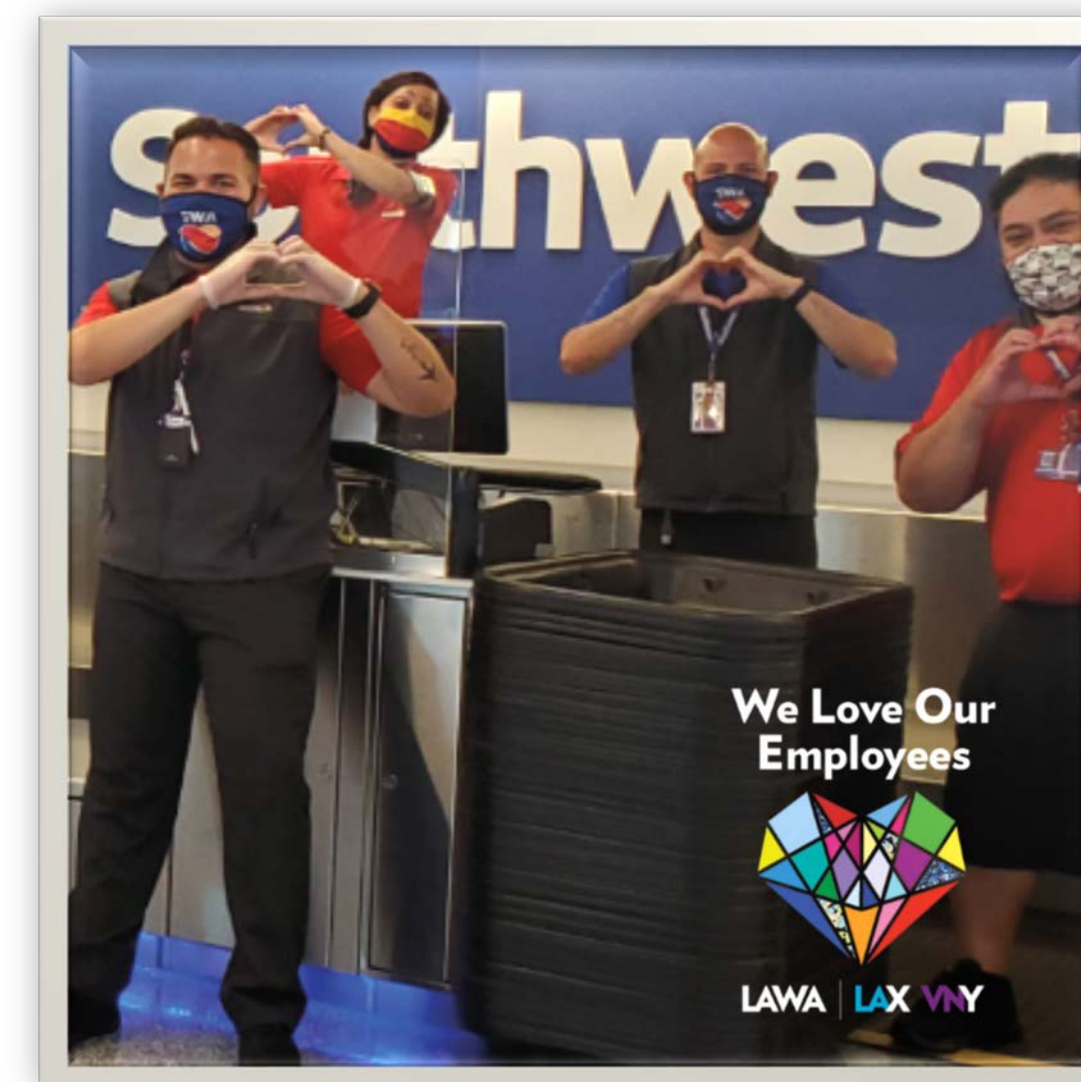
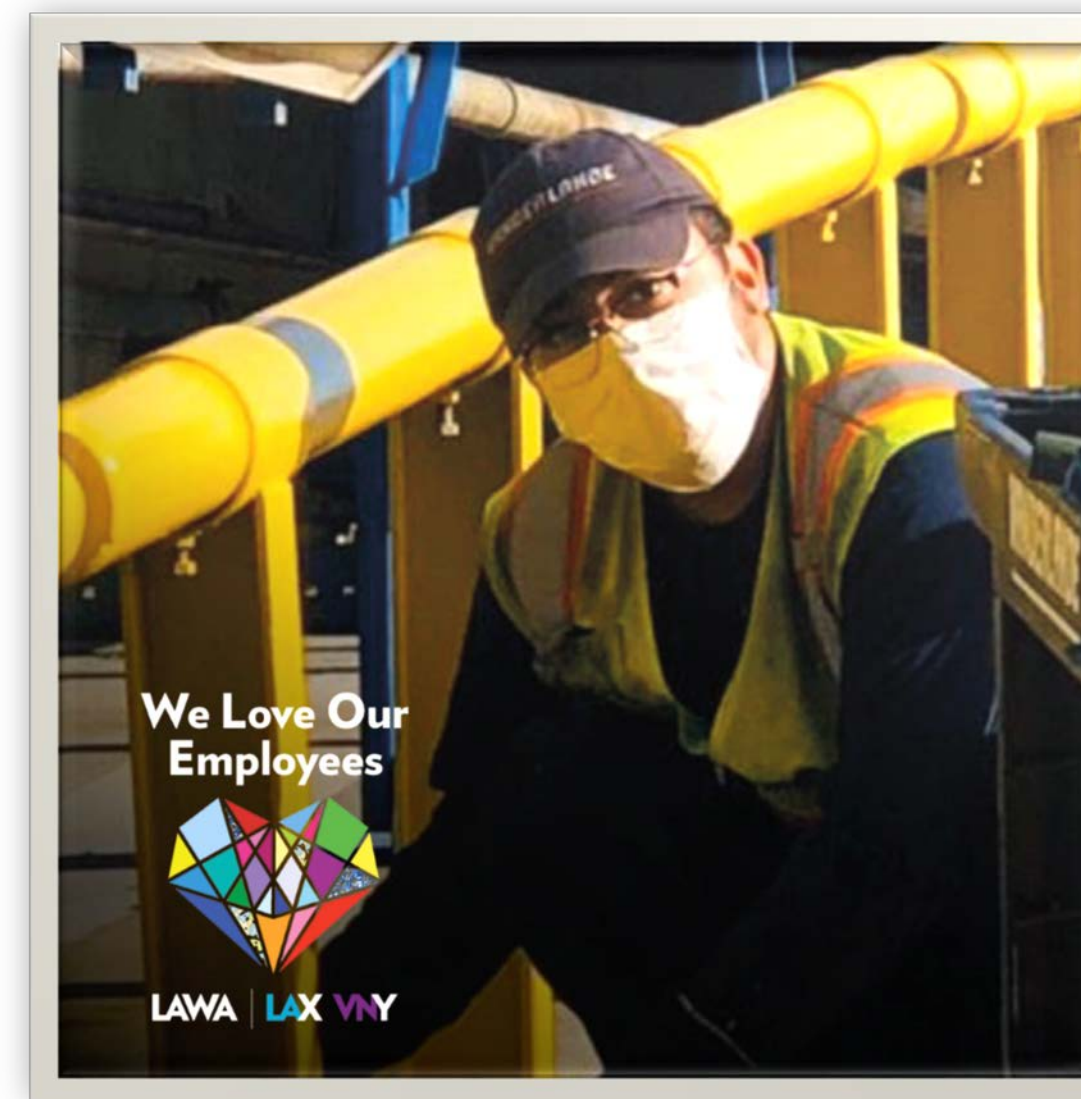


We at LAWA have long known that the work of each and every one of our employees is essential to our guests, to our communities, and to our economy – and that has never been more apparent than during this time. A huge thank you to all of Team LAWA for showing up, both virtually and in person, and showing what being world class is all about.

All the best,

Michelle Schwartz

Chief External Affairs Officer





- ❖ Letter From the CEO
- ❖ Partners Letter
- ❖ Employee Resource Center:
<https://www.laxshopdine.com/employees/>

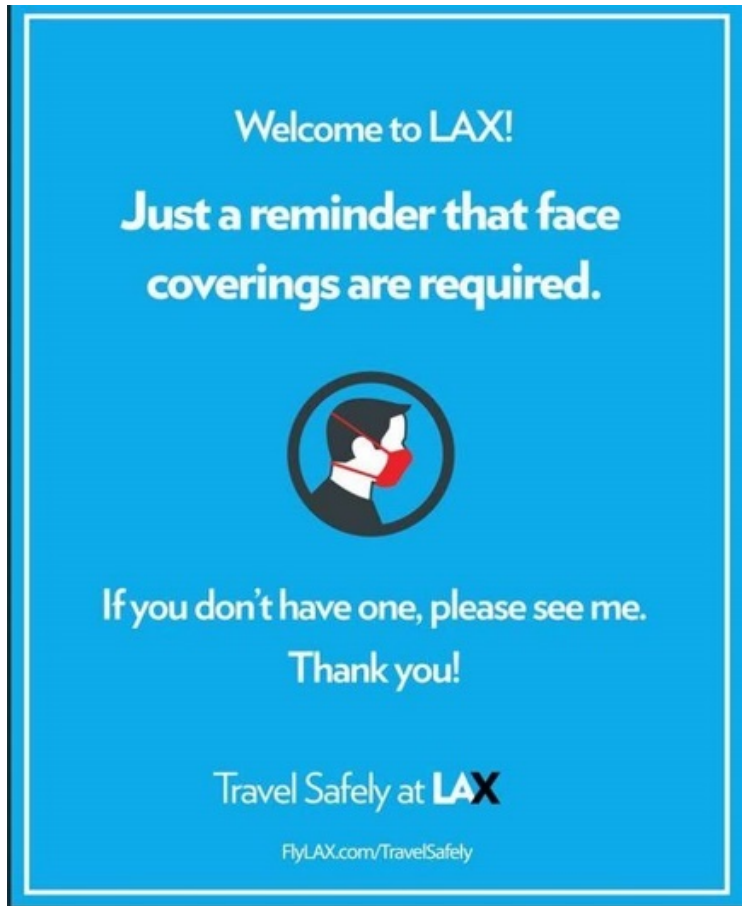
WELCOME TO THE LAX EMPLOYEE RESOURCE CENTER

This page is dedicated to connecting LAX employees with the most current airport offers, resources and opportunities.

LAX

Travel Safely Ambassadors





Face Covering Options

- Personal Protective Equipment vending machines on Upper/Departures levels, pre-security. Currently in Terminals 1, 2 and 6, but will eventually be in all terminals. (for sale)
- Select concessions (for sale)
- Information booths on Lower/Arrivals levels (free)
- Travel Safely Ambassadors in Terminal 1 and Tom Bradley International Terminal (free)

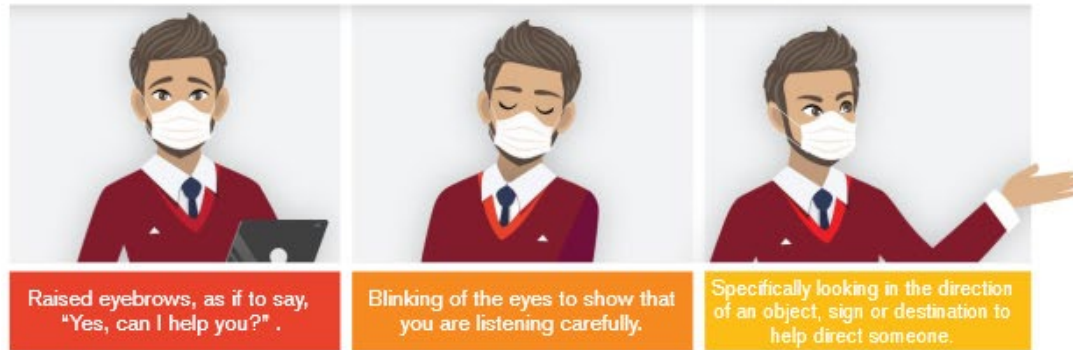


**All Airport Employees
are Travel Safely
Ambassadors**

LAX

| EYE GESTURES

It is possible to say a lot without saying anything at all – especially with your eyes – when you are wearing a mask. Gestures made with eyebrows, eye lids and overall eye movements can help you to reinforce what you are saying and help the listener better understand you. Some effective methods include:



| HEAD AND FACIAL GESTURES

Although your face may be covered and your voice is muffled, it is still possible to support your voice with gestures using your head and face, similar to the concept of "smiling" over the phone, when a customer can actually "hear" a smile in your voice.

- Give a quick head nod for "yes," or while you say a positive comment or want to respond positively to a customer or coworker.
- Shake your head when saying, "no," to support your verbal response to a customer or coworker. Be sure to maintain positive eye contact while gesturing, "no."

By harmonizing eyebrows, eye contact, facial and head gestures, you will more rapidly get your point across and will be more easily understood by the listener.



| HAND GESTURES

The megaphone for all the other communication tactics, your hand gestures help to reinforce your verbal and nonverbal communication and effectively convey your message to customers and coworkers. Here are some examples of some common gestures and what verbal response can accompany them, or what they convey nonverbally:

