

PASSENGER JOURNEY

LAWA



EVALUATION # 460312

10-17-2017

SURVEY: PASSENGER JOURNEY

LAX000

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

Location: Los Angeles
 International Airport

DEPARTURE SECTIONAL SCORES

Section	This Evaluation	YTD Evaluation	+/-
Overall	0%	--%	--%
DEPARTURE	0%	--%	--%
Wayfinding & Parking	0%	--%	--%
Skycap (Observation)	0%	--%	--%
Check-in Kiosk (O...)	0%	--%	--%
Check-in/ Ticket A...	0%	--%	--%
Ticket Verifier (...)	0%	--%	--%
ID Verification/ C...	0%	--%	--%
TSA (Interaction)	0%	--%	--%
Restroom (Observa...	0%	--%	--%
Custodian (Intera...	0%	--%	--%
Retail (Interaction)	0%	--%	--%
Food & Beverage (...)	0%	--%	--%
Gate Agent (Inter...	0%	--%	--%

ARRIVAL SECTIONAL CHANGE

Section	This Evaluation	YTD Evaluation	+/-
Overall	0%	--%	--%
ARRIVAL	0%	--%	--%
Security at Exit ...	0%	--%	--%
Baggage Claim (Ob...	0%	--%	--%
VIP/Guest Experie...	0%	--%	--%
Taxi Dispatcher (...)	0%	--%	--%
Return Parking Sh...	0%	--%	--%
Parking Check-Out...	0%	--%	--%

% OF POSSIBLE POINTS



0%

This Evaluation



--%

Last Evaluation

LAX AVERAGE YTD BASED ON POSSIBLE POINTS

83%

60 Evaluations



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.

Date shop performed

Weekday or weekend:

What shift did you evaluate?

Terminal Evaluated:

DEPARTURE 0% (0/61)**WAYFINDING & PARKING 0% (0/6)**

What time did you begin this portion of the evaluation?

- | | |
|---------------------------------------------------------------------------------------------------|-----|
| 1. Was signage clear and easy to understand as you made your way to the airport parking facility? | 0/1 |
| 2. Which parking facility did you use? | |
| 3. Was the parking facility well lit? | 0/1 |
| 4. Was the parking facility clean and free of debris? | 0/1 |
| 5. Were you easily able to locate the parking shuttle if needed? | 0/1 |
| 6. How long did you have to wait for a parking shuttle? | |
| 7. Once on the shuttle, was there adequate room for you to comfortably ride? | 0/1 |
| 8. Was the parking shuttle driver courteous and professional? | 0/1 |

Tell us about your Xceptional Xperience or noted areas of opportunity. Please comment on questions 1-8 below.

SKYCAP (OBSERVATION) 0% (0/5)

What time did you begin this observation?

- | | |
|-----------------------------------------------------------------------|-----|
| 9. Did you observe the skycap greeting passengers as they approached? | 0/1 |
| 10. How many passengers were waiting for assistance? | |
| 11. Did you observe the skycap proactively assisting passengers? | 0/1 |
| 12. Was the skycap neatly and professionally attired? | 0/1 |
| 13. Was the skycap courteous and professional? | 0/1 |
| 14. Overall was the skycap process efficient and effective? | 0/1 |

Tell us about your Xceptional Xperience or noted areas of opportunity. Please comment on questions 9-14 below.

CHECK-IN KIOSK (OBSERVATION) 0% (0/7)

What time did you begin this observation?

- | | |
|-----------------------------------------------------------------|-----|
| 15. Were the kiosks easy to locate? | 0/1 |
| 16. Were the kiosks in good working order? | 0/1 |
| 17. How many passengers were waiting for assistance? | |
| 18. Was there an airline agent available to assist? | 0/1 |
| 19. Did you observe the agent proactively assisting passengers? | 0/1 |
| 20. Was the airline agent neatly and professionally attired? | 0/1 |
| 21. Was the airline agent courteous and professional? | 0/1 |

22. Overall was the check-in kiosk process efficient and effective? 0/1

Tell us about your Xceptional Xperience or noted areas of opportunity. Please comment on questions 15-22 below.

CHECK-IN/TICKET AGENT (OBSERVATION) 0% (0/4)

What time did you begin this observation?

Specify name of airline:

23. How many passengers were waiting for assistance?

24. Did you observe the airline agent greeting passengers as they approached the counter? 0/1

25. Was the airline agent neatly and professionally attired? 0/1

26. Was the airline agent courteous and professional? 0/1

27. Overall was the airline check-in agent process efficient and effective? 0/1

Tell us about your Xceptional Xperience or noted areas of opportunity. Please comment on questions 23-27 below.

TICKET VERIFIER (INTERACTION) 0% (0/4)

What time did you begin this interaction?

Checkpoint location:

28. Was the ticket verifier stationed at the entrance to the security checkpoint?

29. How many passengers were waiting for assistance?

30. Did the ticket verifier demonstrate positive body language as you approached? 0/1

31. Was ticket verifier neatly and professionally attired? 0/1

32. Did the ticket verifier provide a courteous and professional greeting? 0/1

33. Overall was the ticket verification process efficient and effective? 0/1

Tell us about your Xceptional Xperience or noted areas of opportunity. Please comment on questions 28-33 below.

ID VERIFICATION/CONTROL (INTERACTION) 0% (0/4)

What time did you begin this interaction?

34. How many passengers were waiting for assistance?

35. Did the ID verifier demonstrate positive body language as you approached? 0/1

36. Was ID verifier neatly and professionally attired? 0/1

37. Did the ID verifier provide a courteous and professional greeting? 0/1

38. Overall was the ID verification process efficient and effective? 0/1

Tell us about your Xceptional Xperience or noted areas of opportunity. Please comment on questions 34-38 below.

TSA (INTERACTION) 0% (0/6)

What time did you begin this interaction?

39. Did the line move smoothly between the ID verification station and the magnetometer? 0/1

40. Did the TSO acknowledge you when it was your turn for the scanning process? 0/1

41. Was TSO neatly and professionally attired? 0/1

42. Was the TSO courteous and professional? 0/1

43. Overall was the TSA screening process efficient and effective? 0/1

44. Was the inspection adequately thorough to assure safety? 0/1

Tell us about your Xceptional Xperience or noted areas of opportunity. Please comment on questions 39-44 below.

RESTROOM (OBSERVATION) 0% (0/13)

What time did you begin this observation?

Restroom Location:

45. Were there adequate restrooms available in this terminal? 0/1

46. Was there a restroom attendant stationed at this location? 0/1

47. Were stalls well stocked with paper supplies? 0/1

48. Were the stall/urinal areas clean and adequately maintained? 0/1

49. Were the sinks and counters clean and maintained? 0/1

50. Was hand soap available? 0/1

51. Were hand dryers in working order or paper towels available? 0/1

Tell us about your Xceptional Xperience or noted areas of opportunity. Please comment on questions 45-51 below.

CUSTODIAN (INTERACTION) 0% (0/6)

What time did you begin this interaction?

52. Where did you interact with the custodian?

53. Was the custodian neatly attired in a uniform? 0/1

54. Did the custodian provide a friendly, hospitable acknowledgement? 0/1

55. Was the custodian courteous and professional? 0/1

Tell us about your Xceptional Xperience or noted areas of opportunity. Please comment on questions 52-55 below.

RETAIL (INTERACTION) 0% (0/5)

What time did you begin this interaction?

Location evaluated:

56. Did the retail employee provide a friendly, hospitable greeting? 0/1

57. Did the retail employee demonstrate positive body language? 0/1

58. Was the retail employee neatly attired? 0/1

59. If you made a purchase was the monetary transaction handled efficiently and effectively? 0/1

60. Were you satisfied with the value of your purchase for the cost? 0/1

Tell us about your Xceptional Xperience or noted areas of opportunity. Please comment on questions 56-60 below.

FOOD & BEVERAGE (INTERACTION) 0% (0/6)

What time did you begin this interaction?

Location Evaluated:

61. Did the food & beverage employee provide a friendly, hospitable greeting? 0/1

62. Did the food & beverage employee demonstrate positive body language?	0/1
63. Was the food & beverage employee neatly attired?	0/1
64. Was the monetary transaction handled efficiently and effectively?	0/1
65. Were you satisfied with the value of your purchase for the cost?	0/1
66. Were you happy with the taste and quality of your food and beverage purchase?	0/1

Tell us about your Xceptional Xperience or noted areas of opportunity. Please comment on questions 61-66 below.

GATE AGENT (INTERACTION & OBSERVATION) 0% (0/4)

What time did you begin this portion of the evaluation?

67. How many passengers were waiting for assistance?	
68. Did the gate agent provide a friendly, hospitable greeting?	0/1
69. Was the gate agent neatly and professionally attired?	0/1
70. Was the gate agent courteous and professional?	0/1
71. Overall was the process at the gate efficient and effective?	0/1

Tell us about your Xceptional Xperience or noted areas of opportunity. Please comment on questions 67-71 below.

ARRIVAL 0% (0/29)

RESTROOM (OBSERVATION) 0% (0/13)

What time did you begin this observation?

Restroom Location:

72. Was there a restroom attendant stationed at this location?	0/1
73. Were stalls well stocked with paper supplies?	0/1
74. Were the stall/urinal areas clean and adequately maintained?	0/1
75. Were the sinks and counters clean and maintained?	0/1
76. Was hand soap available?	0/1
77. Were hand dryers in working order or paper towels available?	0/1

Tell us about your Xceptional Xperience or noted areas of opportunity. Please comment on questions 72-77 below.

CUSTODIAN (INTERACTION) 0% (0/6)

What time did you begin this interaction?

78. Where did you interact with the custodian?	
79. Was the custodian neatly attired in a uniform?	0/1
80. Did the custodian provide a friendly, hospitable greeting?	0/1
81. Was the custodian courteous and professional?	0/1

Please comment on questions 78-81 below.

SECURITY AT EXIT PODIUM (OBSERVATION)

What time did you begin this observation?

83. Was a TSA or other security officer stationed at the exit podium?	0/1
84. Was TSA Officer at the podium neatly and professionally attired?	0/0

85. Was the TSA Officer courteous and professional? 0/0

86. Did the TSA Officer appear alert to safety and security risks? 0/0

Please comment on questions 83-86 below.

BAGGAGE CLAIM (OBSERVATION) 0% (0/3)

What time did you begin this observation?

87. Was there adequate signage to tell passengers what carousel their luggage was on? 0/1

88. Would it have been easy to locate an airline/airport employee if you needed help with your luggage? 0/1

89. Were there adequate luggage carts available to assist with baggage? 0/1

90. After selecting an arriving flight, how long did the passengers wait after arrival to receive their baggage?

Please comment on questions 87-90 below.

VIP/GUEST EXPERIENCE VOLUNTEERS (INTERACTION) 0% (0/4)

What time did you begin this interaction?

91. How many passengers were waiting for assistance?

92. Was the VIP neatly and professionally attired? 0/1

93. Did the VIP provide a friendly, hospitable greeting? 0/1

94. Was the VIP courteous and professional? 0/1

95. Was the VIP able to provide the answer/assistance requested? 0/1

Please comment on questions 91-95 below.

TAXI DISPATCHER (OBSERVATION) 0% (0/5)

What time did you begin this observation?

96. How many passengers were waiting for assistance?

96. Did you observe the taxi dispatcher greeting passengers as they approached? 0/1

98. Did you observe the taxi dispatcher proactively assisting passengers? 0/1

99. Was the taxi dispatcher neatly and professionally attired? 0/1

100. Was the taxi dispatcher courteous and professional? 0/1

101. Overall was the taxi dispatch process efficient and effective? 0/1

Please comment on questions 96-101 below.

RETURN PARKING SHUTTLE (IF APPLICABLE) (INTERACTION) 0% (0/3)

What time did you begin this observation?

102. Were you easily able to locate the parking shuttle if needed? 0/1

103. How long did you have to wait for a parking shuttle?

104. Once on the shuttle, was there adequate room for you to comfortably ride? 0/1

105. Was the parking shuttle driver courteous and professional? 0/1

Please comment on questions 102-105 below.

PARKING CHECK-OUT EXPERIENCE (INTERACTION) 0% (0/4)

What time did you begin this interaction?

106. Was the EXIT signage clear and easy to understand as you made your way out of the parking facility? 0/1

107. Was the parking attendant neatly and professionally attired? 0/1

108. Was the parking attendant courteous and professional? 0/1

109. Was the monetary transaction handled efficiently and effectively? 0/1

Please comment on questions 106-109 below.

(Optional) Please upload any photo that would document any noted deficiency, closed location or support your LAXceptional Xperience.

To support your photo please state why you took this picture.

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