

QUICK SERVE

LAWA



EVALUATION # 460313

10-17-2017

SURVEY: QUICK SERVE

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%	--%	--%
First Impressions	0%	--%	--%
Service Experience	0%	--%	--%
Register Experience	0%	--%	--%

ICARE SECTIONAL SCORES

Section	This Evaluation	YTD Evaluation	+/-
Overall	0%	--%	--%
Informative	0%	--%	--%
Courteous	0%	--%	--%
Approachable	0%	--%	--%
Responsive	0%	--%	--%
Efficient & Effec...	0%	--%	--%

PRESENTATION (NOT INCLUDED IN OVERALL SCORE)

Section	This Evaluation	YTD Evaluation	+/-
Presentation	0%	--%	--%

% OF POSSIBLE POINTS



0%

This Evaluation



--%

Last Evaluation

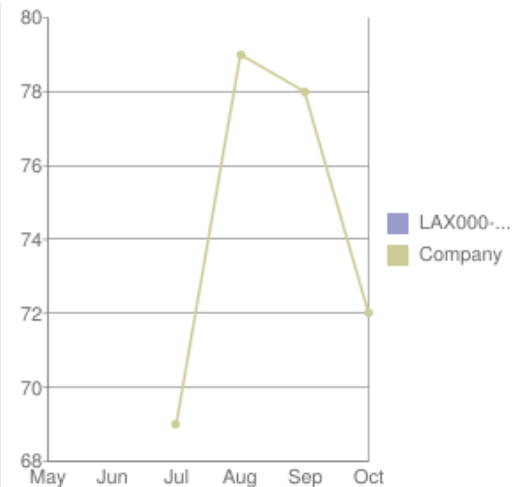
LAX AVERAGE YTD BASED ON POSSIBLE POINTS

75%

142 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.		
I - informative – showcasing all things LAX, its people, facilities, services and amenities		
C - Courteous – exuding excitement and the warmth of LA		
A - Approachable – creating exceptional memorable moments		
R - Responsive – demonstrating integrity and empathy		
E - Efficient & Effective – respecting our guests' time and experiences		
Store Name:		
Day:		
Shop Date:		
Weekday or weekend:		
What shift did you evaluate?		
Time Entered:		
Time Departed:		
# of customers:		
# of employees:		
CUSTOMER EXPERIENCE 0% (0/43)		
FIRST IMPRESSIONS 0% (0/11)		
Employee Name:		
Approximate Age:		
Approximate Height:		
Gender:		
Hair Color/Style:		
Other identifying features:		
(Approachable) Airport Security Badge OR Nametag Visible:	0/3	
1. (Approachable) Was the employee clean, neat and in appropriate attire?	0/3	
2. (Efficient & Effective) How long did you wait in line before placing your order?		
3. (Courteous) Were you greeted by the employee in a hospitable and memorable manner showcasing the lifestyle and warmth of sunny Southern California?	0/5	
3a. What was the greeting used by the employee?		
SERVICE EXPERIENCE 0% (0/14)		
4. What was the open-ended product-related question you asked to assess the employee's menu knowledge?		
5. (Informative) Was the employee knowledgeable about the menu?	0/3	
6. (Responsive) Did the employee suggest additional items or upsell?	0/5	
7. (Responsive) Did the employee listen attentively while taking your order?	0/3	
8. (Responsive) Did you feel the employee's primary goal was to serve the customers?	0/3	

Please comment on questions 4-8 below:

REGISTER EXPERIENCE 0% (0/18)

Did the same employee take your order and complete your transaction at the register?

Employee Name:

Approximate Age:

Approximate Height:

Gender:

Hair Color/Style:

Other identifying features:

Airport Security Badge OR Nametag Visible: 0/0

9. (Efficient & Effective) Was the employee accurate in handling the transaction? 0/3

10. (Responsive) Were you offered a receipt without having to request it? 0/1

11. (Courteous) Were you thanked? 0/5

12. (Courteous) Were you offered a parting remark by the employee in a hospitable 0/5

and memorable manner showcasing the lifestyle and warmth of sunny Southern California?

13. (Courteous) What was the parting remark?

14. (Efficient & Effective) How long did it take to receive your order after it was placed?

15. (Responsive) Were napkins and condiments easily accessible, pointed out or 0/1
provided in your bag?

16. What airport-related question did you ask?

17. (Informative) Did the employee demonstrate knowledge of the airport? 0/3

Please comment on questions 9-17:

PRESENTATION 0% (0/18)

NOT INCLUDED IN THE OVERALL SCORE

18. Were the counters and register area wiped clean? (Free of food, spills, straw 0/3
wrappers, etc.)

19. Was the signage displayed in a clear and professional manner? 0/3

20. How was the quality and temperature of your food? 0/3

Please explain:

21. Did you feel that the item you purchased was an acceptable value for the price 0/3
paid?

Please explain:

22. Were any boxes or clutter visible from stocking or merchandising? 0/3

23. Were any employees observed eating or any employee food or beverages visible? 0/3

Please comment on any no or negative answers under Presentation:

Please upload a picture of your food or beverage.

