

# RESTAURANT & BAR

LAWA



**EVALUATION # 460316**

**10-17-2017**

**SURVEY: RESTAURANT/BAR**

**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	+/-
Customer Experience	✖ 0%	--%	--%
First Impressions	✖ 0%	--%	--%
Service Experience	✖ 0%	--%	--%
Payment Experience	✖ 0%	--%	--%

## PRESENTATION (NOT INCLUDED IN OVERALL SCORE)

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

## % OF POSSIBLE POINTS



**0%**

This Evaluation



**--%**

Last Evaluation

## ICARE SECTIONAL SCORES

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

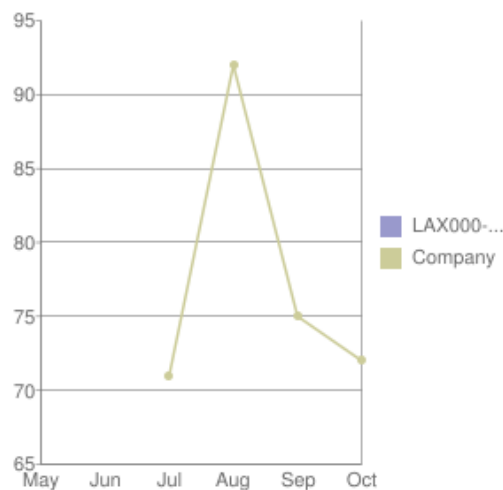
## LAX AVERAGE YTD BASED ON POSSIBLE POINTS

**77%**

71 Evaluations



## AIRPORT TREND VS. THIS LOCATION



QUESTION	SCORE	ANSWER
<b>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.</b>		
<b>I - informative – showcasing all things LAX, its people, facilities, services and amenities</b>		
<b>C - Courteous – exuding excitement and the warmth of LA</b>		
<b>A - Approachable – creating exceptional memorable moments</b>		
<b>R - Responsive – demonstrating integrity and empathy</b>		
<b>E - Efficient &amp; Effective – respecting our guests' time and experiences</b>		
Restaurant Name:		
Day:		
<b>Shop Date:</b>		
Weekday or weekend:		
What shift did you evaluate?		
Time Entered:		
Time Departed:		
# of Customers:		
# of Employees:		
<b>CUSTOMER EXPERIENCE 0% (0/50)</b>		
<b>FIRST IMPRESSIONS 0% (0/11)</b>		
<b>FIRST IMPRESSIONS - HOST/HOSTESS</b>		
Did you interact with a host/hostess at the location?		
Host/Hostess Name:		
Approximate Age:		
Approximate Height:		
Gender:		
Hair Color/Style:		
Other identifying features:		
(Approachable) Airport Security Badge OR Nametag Visible:	0/0	
1. (Approachable) Was the Host/Hostess clean, neat and in appropriate attire?	0/0	
2. (Approachable) What was the length of time it took for the Host to acknowledge you when you entered?		
3. (Courteous) Were you greeted by the Host in a hospitable and memorable manner showcasing the lifestyle and warmth of sunny Southern California?	0/0	
Please add any additional comments that you may have about the host interaction:		
<b>FIRST IMPRESSIONS - SERVER/BARTENDER</b>		
Server/Bartender Name:		
Approximate Age:		
Approximate Height:		

Gender:	
Hair Color/Style:	
Other identifying features:	
(Approachable) Airport Security Badge OR Nametag Visible:	0/3
4. (Approachable) Was the Server/Bartender clean, neat and in appropriate attire?	0/3
5.(Efficient & Effective) How long did it take for the Server to approach you once you were seated?	
6. (Courteous) Were you greeted by the Server/Bartender in a hospitable and memorable manner showcasing the lifestyle and warmth of sunny Southern California?	0/5
7.(Courteous) When the Server/Bartender greeted you, did they offer to start you off with a menu item or beverage?	0/3
Please comment on questions 4-7:	

**SERVICE EXPERIENCE 0% (0/22)**

8. What was the open-ended product-related question you asked to assess the Server/Bartender's menu knowledge?	
9.(Informative) Did the Server/Bartender demonstrate knowledge of the menu?	0/3
10.(Responsive) Did the Server/Bartender listen attentively while taking your order?	0/3
11. (Responsive) Did the Server suggest any additional items or upsell larger sizes, combos, or add-ons (i.e. cheese or bacon added)?	0/5
12.(Responsive) Did the Server/Bartender remain attentive throughout your visit?	0/3
13.(Responsive) Did you feel the Server/Bartender's primary focus was to serve the customers?	0/5
14. From the time you placed your order, how long did it take to receive your food?	
Please comment on questions 8-14:	

**PAYMENT EXPERIENCE 0% (0/17)**

15.(Efficient & Effective) Was the Server/Bartender accurate in handling the transaction?	0/3
16.(Responsive) Were you offered a receipt without having to request it?	0/1
17.(Courteous) Were you thanked?	0/5
18.(Courteous) Were you offered a parting remark by the Server/Bartender in a hospitable and memorable manner showcasing the lifestyle and warmth of sunny Southern California?	0/5
20.(Informative) What airport-related question did you ask?	
21.(Informative) Did the employee demonstrate knowledge of the airport?	0/3
Please comment on questions 15-21:	

**PRESENTATION 0% (0/21)**

**THIS SECTION IS NOT INCLUDED IN THE OVERALL SCORE**

22. Was your table and surrounding tables wiped clean? (Free of food and spills)	0/3
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23. Were the floors clean?	0/3
24. Was your food prepared as specified?	0/3
25. How was the quality and temperature of your food?	0/3
Please explain:	
26. Did you feel that the item you purchased was an acceptable value for the price paid?	0/3
Please explain:	
Please upload a picture of your food or beverage.	
27. Were any boxes or clutter visible from stocking or merchandising?	0/3
28. Were any employees observed eating or any employee food or beverages visible?	0/3
Please comment on any no or negative answers under Presentation:	
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