

Specialty Retail Services

LAWA



EVALUATION # 460541

10-18-2017

**SURVEY: SPECIALTY
RETAIL/SERVICES**

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%	--%	--%
Customer Experience	0%	--%	--%
First Impressions	0%	--%	--%
Service Experience	0%	--%	--%

ICARE SECTIONAL SCORES

Section	This Evaluation	YTD Evaluation	+/-
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

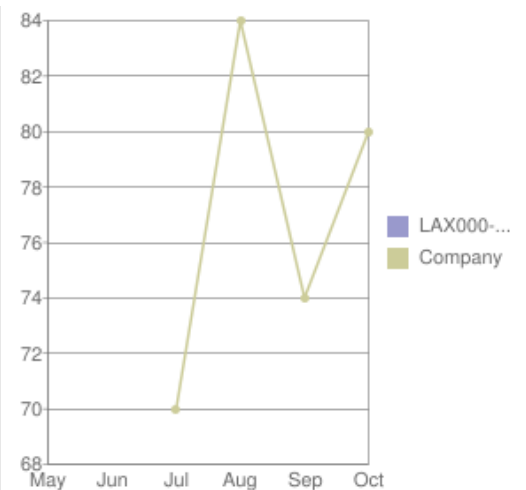
LAX AVERAGE YTD BASED ON POSSIBLE POINTS

78%

178 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% (0/57)		
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 it take for an employee to greet or acknowledge you from the time you entered the store?		
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% (0/46)		
4. What was the open-ended product-related question you asked to assess the employee's product knowledge?		
5. (Responsive) Did the employee listen attentively to your question?	0/3	
6. (Responsive) Were you asked questions to clarify your needs?	0/3	
6a. If yes, what questions were you asked?		
7. (Informative) Was the employee knowledgeable about the merchandise?	0/5	
8. (Responsive) Were you presented the item you inquired about?	0/3	

9. (Responsive) Did the employee suggest alternative or additional items?	0/5
10. (Courteous) Did the employee maintain a positive demeanor? (Body language, tone of voice, etc.)	0/3
11. (Responsive) Did you feel the employee's primary goal was to serve the customers?	0/5
12. (Courteous) Were you thanked?	0/5
13. (Courteous) Were you offered a parting remark by the employee in a hospitable and memorable manner showcasing the lifestyle and warmth of sunny Southern California?	0/5
14. What was the parting remark?	
15. (informative) What airport-related question did you ask?	
16. (Informative) Did the employee demonstrate knowledge of the airport?	0/3
17. (Efficient & Effective) Did the employee assist in a timely manner?	0/3
18. (Efficient & Effective) Did the employee maintain a consistent level of service throughout your interaction?	0/3
Please comment on questions 4 -18:	

PRESENTATION 0% (0/18)

THIS SECTION IS NOT INCLUDED IN THE OVERALL SCORE

19. Were the shelves fully stocked with merchandise?	0/3
20. Was the establishment presented/merchandised in an appealing manner?	0/3
21. Were the fixtures, floors, and interior clean?	0/3
22. Was the signage/pricing displayed in a clear and professional manner?	0/3
23. Were any boxes or clutter visible from stocking or merchandising?	0/3
24. Were any employees observed eating or any employee food or beverages visible?	0/3
Please comment on any no or negative answers under Presentation:	

