

# 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	+/-
<b>Overall</b>	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

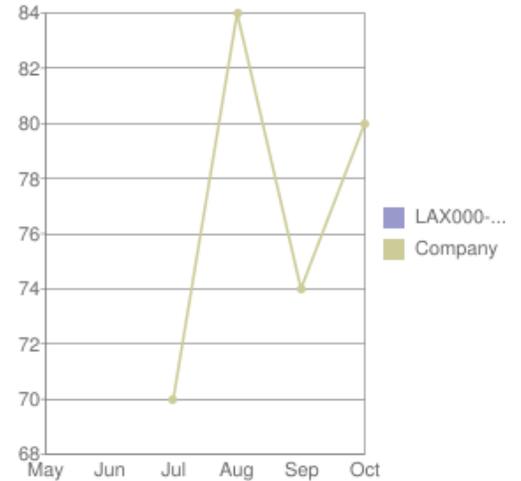
## LAX AVERAGE YTD BASED ON POSSIBLE POINTS

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:

