

Mr. Hans Thilenius, Deputy Executive Director of Construction Management

Hans Thilenius is LAWA's new Deputy Director of Construction and Management and will oversee capital projects at LAX. With a civil engineering background, Hans oversaw the United Airlines renovation project in Terminals 7 and 8 and the Delta Airlines renovation project in Terminals 2 and 3. Welcome, Hans!

Amber Meshak, Director, LAWA Business, Jobs & Social Responsibility Division (BJSR)

The BJSR division was created in 2018 by CEO Deborah Flint to enhance social responsibility at LAX. The BJSR's mission is to promote social responsibility and maximize job and contract opportunities at LAWA. BJSR is about to launch the Build LAX Academy website where small business contractors can post job openings. BJSR has the country's most robust work force development network and a partnership with the Los Angeles Unified School District and other organizations. Amber asked members to complete a form to outline workforce needs. The form can be found on the Tenant 411 site.

Barbara Yamamoto, Chief Experience Officer-

Barbara Yamamoto shared three survey results:

- SKYTRAX – LAX moved up by one spot, 71 out of 100 international airports and No. 8 amongst US airports.
- Money Magazine Best in Travel – LAX was listed as No. 13 of 75 busiest airports. This survey was based on customer service, on-time arrivals, departures and amenities.
- Fundera Best Airports for Business Travelers – LAX was named the No. 5 best U.S. airport for business travelers among the 46 busiest domestic airports ranked by Fundera, a financial solutions company for small businesses. The rankings are based on factors that include flight delays, cancellations, lounges with Wi-Fi, proximity to downtown, parking rates and average hotel rates.

Partners Council Best Practices- How do you move the Needle?

Partners shared steps that they are taking to move the guest experience needle:

United Airlines recognizes employees that scored 100% in mystery shops at the ticket counters in front of the guests. Southwest Airlines reported from year to date a 37% drop in complaints since implementing the iCARE standards and empowering their employees to resolve the issue as they arise. URW conducts mystery shops, they remind employees to uphold great customer service and provide for an on the spot coaching moment. Hudson Group in addition of taking the same steps as the other partners, Hudson Group recognizes their 100% mystery score winners by giving the \$100.00 on their pay-check.

Open Forum – Issues and Opportunities from Partners Council

Barbara asked the Partners Council for feedback on communicating with service providers and smaller airlines and concessionaires who are not officially part of the Partners Council. The Council decided not to create a separate Council, but to invite those partners on a quarterly basis (for the meetings that are held in conjunction with the awards celebration).

Administrative

- *Reminder to take an “Instant Rewards Card” with you today to hand out on the spot to an employee who is providing a LAXceptional Xperience. Please provide the name, email and phone number of the employee to guestexperienceteam@lawa.org.*
- *Meeting agenda, minutes, handouts and survey results are available on the Tenants 411. <https://www.lawa.org/en/lawa-tenants-411/guest-experience>*

Visit www.lawa.org

Click “Tenants 411” (may have to use navigation arrows to rotate the carousel with the large photographs)

Click “Guest Experience” in right-hand blue navigation panel (no user name or password required)

Please be sure to share minutes, handouts and information with your employees and colleagues. We depend on our Partners Council members to communicate and champion the guest experience airport-wide.

Upcoming Events

Wednesday, May 8, 2019

1 p.m. to 1:30 p.m.

Guest Experience Partners Council Meeting

LA Next Conference Room

Wednesday, May 8, 2019

1:30 p.m. to 2:15 p.m.

1st Quarter 2019 Awards Celebration

Board Room