



**Guest Experience Partners Council
June 3, 2019 – Agenda**

- **Welcome and Introductions**
- **Airport and Terminal Modernization Program**
Evelyn Quintanilla, LAWA Chief of Airport Planning
- **TSA and CBP Summer Staffing Plan**
- **What are your expectations and plans to handle the busy summer season?**
All Partners Council Members
- **Open Forum – Issues and Opportunities from Partners Council**

Administrative

- Reminder to take an “Instant Rewards Card” with you today to hand out on the spot to an employee who is providing an 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.

Next Meeting:

Wednesday, July 10, 2019

1 p.m. to 2 p.m.

Guest Experience Partners Council Meeting

LA Next Conference Room