

GOLD STANDARD, GOLD STAR

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!

FlyLAX.com/Stars

2ND QUARTER 2018 CELEBRATION

**CELEBRATING EXCEPTIONAL
GOLD STAR PERFORMANCES**



LAXceptional
Xperience

Often the first and last impression of the City of Los Angeles, the employees of LAX strive to connect personal and professional journeys safely, smoothly and joyfully. As proud LAX employees, we care to be:

i

informative

Showcasing all things LAX, its people, facilities, services and amenities

- Be knowledgeable and informed
- Be present and alert
- Be proactive
- Seek out answers and be accountable



C

Courteous

Exuding excitement and the warmth of LA

- Smile and be friendly, energetic and sincere
- Be respectful and culturally sensitive
- Make good eye contact and be attentive
- Be patient with words, intent and feelings



A

Approachable

Creating exceptional memorable moments

- Be accessible and visible
- Demonstrate positive body language
- Be professional in appearance and actions
- Demonstrate a "can do" attitude



R

Responsive

Demonstrating integrity and empathy

- Empathize with a sense of urgency
- Actively listen
- Anticipate guests' needs
- Be thoughtful and provide accurate and meaningful responses
- Be aware of safety and security risks and call (424) 646-7911 if warranted
- Help ensure clean facilities



E

Efficient & Effective

Respecting our guests' time and experiences

- Clearly communicate
- Be resourceful
- Help ensure consistent processes and communications
- Take ownership of situations and handle with confidence



PROGRAM



WELCOME AND AWARDS

Barbara Yamamoto – Chief Experience Officer, Los Angeles World Airports

MYSTERY SHOPS

Friendliest Retail & Dining Terminal
Best Performer
Most Improved Terminal
Best Overall Terminal
100% Scores



AIRPORT SERVICE QUALITY (ASQ)

Highest Satisfaction: Restrooms
Highest Satisfaction: Security
Highest Retail & Dining Satisfaction
Most Improved Airline
Best Rated Airline
Best Overall Terminal
Friendliest Terminal
Highest Satisfaction: Check-In
Most Improved Terminal



GOLD STAR "WALL OF FAME" – Gold Star employees were randomly selected from 574 recognitions that were submitted in the second quarter.

LAXTRA MILE AWARDS – These awards highlight employees who go above and beyond their normal course of duties to enhance the guest experience and were selected by a special committee of members from the Guest Experience LAWA and Partners Councils.

Congratulations to our exceptional winners!

Please share your trophy with the partners in your terminal and return the trophy by November 1 to the Guest Experience Team (located in LAWA Admin East - 1 World Way).



100% MYSTERY SHOP SCORES

Amy Abramson – LAWA Guest Services
Nancy Acosta – URW
Eloisa Alonso – URW
Adriana Andrade – URW
Iris Avelar – Hudson
Andrea Banda – TSA
Rhia Bayona – URW
Marilyn Blacker – LAWA Guest Services
Jake Briggins – ABM/Airserv
Hennessy Briseno – HMS Host
Justice Brumfield – URW
Lucy Caro – United Airlines
Nancy Castles – LAWA Guest Services
Ray Chamber – TSA
Carolina Cortez – Aviation Safeguards
Tiffany Curiel – Delta Airlines
Kim Ervin – American Airlines
Elaine Espinoza – Alaska Airlines
Kamili Fields – LAWA Maintenance
Anabel Flores – TSA
Gabriela Gardner – AREAS
Oliver Gaspar – TSA
Tsigeweyni Girmay – URW
Linda Gonzales – Hudson
Jessica Gonzalez – Hudson
Manuel Grey – ABM/Airserv
Kathryn Grim – Alaska Airlines
Jhonedel Guia – TSA
Karen Hardy – Alaska Airlines
Charmae Henderson – G2 Secure Staff
Claudia Hernandez – URW
Lisette Hidareda – URW
Robin Holgin – URW
Ginger Hsu – TSA
Rhonda Hymas – Southwest Airlines
Lakisha Jackson – Hudson
Brenda Johnson – G2 Secure Staff
Courtney Jones – TSA
Tigest Kassa – URW

Lulu Lizotte – Southwest Airlines
Crystal Lopez – URW
Kelly Low – LAWA Airport Police
Jasmin Loza – TSA
Anna Luna – Hudson
Achira Madawalaga – ABM/Airserv
Donald Maia – LAWA Airport Police
Alyse Manning – United Airlines
Nancy Marroquin – URW
Learsey Martinez – AREAS
Ioannis Mavromichalis – TSA
Marlet McLaughlin – URW
Alba Melgar – ABM/Airserv
Martha Molina – URW
Ramon Navas Jr. – TSA
Sean Norwood – LAWA Airport Police
Carlos Pacheco – TSA
Jessica Pacheco – G2 Secure Staff
Michael Padilla – URW
Eric Palines – United Airlines
Charles Paul – G2 Secure Staff
Damon Perez – LAWA Airport Police
Don Petraska – United Airlines
Stevie Phillips – Delta Airlines
Mercedes Pido – ABM/Airserv
Cristina Pleitez – HMS Host
Ricardo Pomposo – TSA
Basilio Quirez – LAWA Maintenance
Vera Rasich – LAWA Guest Services
Constance Salcedo – LAWA Guest Services
Maria Santana – URW
Sean Saunders – American Airlines
Elena Shtykar – URW
Amber Taylor – G2 Secure Staff
Kenneshia Thomas – TSA
Ana Tovar – Delaware North
Felicia Ward – American Airlines
Michael Whitmore – G2 Secure Staff
Shalaywa Whittaker – TSA
Jia Grace You – URW
William Zaldivar – HMS Host

GOLD STAR "WALL OF FAME"

Terminal 1

Steve Delight, Southwest Airlines
Stephen Johnson, TSA
Laron Bausley, Southwest Airlines

Terminal 2

Kristen Sanguillen, BUILT Burger
Dabrianna Jones, Ciabatta
Jaiden Quiroz, G2 Secure Staff

Terminal 3

Adolfo Arevalo, LAWA Maintenance
Sarah Lee, TSA
Adrienne Germany, Delta Airlines

Tom Bradley International Terminal

Gemma Del Mundo, LAWA Guest Services
Mario Martinez, G2 Secure Staff
Jacqueline Narouz, Customs and Border Protection

Terminal 4

Francisco Becerra, ABM
Angela Carandang, American Airlines
Wilfredo Cardenas, G2 Secure Staff

Terminal 5

Maria Bonilla, ABM
Sara Ligi, Rock & Brews
Rolanda Taylor, American Airlines

Terminal 6

Bernadine Vigil, Wolfgang Puck
Riecca Crew, Alaska Airlines
Officer Christopher Cotton, TSA

Terminal 7

Narciso Peralta, United Airlines
Oscar Lara, ABM
Susie Melendez, ABM

Airport-wide

Erika Bowman, Los Angeles World Airports
Chadel Bradley, Los Angeles World Airports
Michael Hartnell, Los Angeles World Airports
Serena Howard, Los Angeles World Airports
Aida Kerza, Los Angeles World Airports
Charlie Kobaissi, Los Angeles World Airports
Anthony Nealon, Los Angeles World Airports
Janice Sanders, Los Angeles World Airports
Leslie Tejada, Los Angeles World Airports
Robert Tilley, Los Angeles World Airports

MYSTERY SHOPS

Friendliest Retail & Dining Terminal - Terminal 3
Best Performer - Security Line Queue Monitors
Most Improved Terminal - Terminal 7
Best Overall Terminal - Terminal 7

AIRPORT SERVICE QUALITY (ASQ)

Highest Satisfaction: Restrooms - Terminal 2
Highest Satisfaction: Security - Terminal 2
Highest Retail & Dining Satisfaction - Terminal 2
Most Improved Airline - United Airlines
Best Rated Airline - Alaska and United Airlines
Best Overall Terminal - Terminal 2
Friendliest Terminal - Terminal 2
Highest Satisfaction: Check-In - Terminal 2
Most Improved Terminal - Terminals 2 and 3

LAXTRA MILE AWARDS

Wilfredo Cardenas - G2 Secure Staff
Teresa Medina - LAWA Maintenance
Camille Randolph - Duty Free Shops (DFS)
Tammy Victory - G2 Secure Staff
Carolyn Williams - TSA