



**Guest Experience Partners Council
February 12, 2020 – Agenda**

- **Welcome and Introductions**
- **Corona Virus Update**
Keith Wilschetz, Deputy Executive Director, Operations and Emergency Management,
Los Angeles World Airports
- **4th Quarter 2019 ASQ Survey Results**
Anne Shea, Guest Experience Specialist, Los Angeles World Airports
- **Open Forum – Issues and Opportunities from Partners Council**
- **Adjourn for 4th Quarter 2019 Awards Celebration (Board Room)**

Administrative

- 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.

Coming Up!

March 19, 2020

10 a.m.

Annual Awards Celebration

Board of Airport Commissioners Meeting

March 23, 2020

ACI Insights on Annual ASQ Scores

2 p.m. to 3 p.m.

Board Room