



TEAM OF
LAXCEPTIONAL
COURTESY

Team of LAXceptional Courtesy Training
Tuesday, November 15, 2017 -1:00 p. m. - 2:00 p.m.





- **TLC** is designed to spread holiday cheer and provide much needed support to our guest. As such, your help is essential in assisting our guests on their journey.
- **TLC** team members will assist our guests in the following areas:
 - **Courtesy Tables** – Hand out goodies and provide assistance in baggage claim
 - **Curbside Assistance** – Provide directional and informational support from Arrival and Departure Level

GUEST SERVICE SKILLS THAT MATTER

Taking the time to implement the GUEST experience philosophy ensures our guests will have an **LAXceptional Xperience**.

Greet - everyone with a warm welcome.

Understand - understanding the needs of our guests. This is key to connecting on a personal level.

Educate - providing guests with the knowledge and information they are expecting from you.

Smile - keep a smile on your face. Our guests see you as one of the many faces of LAX.

Thank - always take the time to thank our guests for travelling through LAX.

LAX Airport-wide Brand Statement:

“At LAX, we strive to make our guest visits efficient, hospitable and memorable by providing modern, world-class facilities and services 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!”





Guests often arrive at LAX for departing flights with more than they can handle.

Be proactive, introduce yourself and ask if you can help.



TIPS FOR PROVIDING AN LAXCEPTIONAL XPERIENCE

- **Awareness**

Notice guests with their heads in the air, standing in the middle of the terminal, reading a document trying to find their way.

Awareness involves noticing the details and looking for silent problems.

Awareness is an inherent proactive activity that will prompt you to assist.

- **Listen**

Understand what guests are saying, if necessary, ask for clarification.

Remember most travelers are unfamiliar with certain terminologies of our profession.

Listen to their needs and offer suggestions on how to fulfill those needs.

If there is a language barrier, ask to see their travel documents.

- **Effectiveness**

If a guest needs to make a connecting flight, don't just say, "You need to go to Terminal 4." Lead them personally to the terminal or lead them to the VIP booth and request a map to assist with way finding.

- **Don't Confuse Guests with Jargon**

When proposing a solution, make sure you state it in terms guests understand. Use relevant analogies to explain the travel experience.

CHECKING IN FOR DEPARTING FLIGHTS AT LAX



Guests can check-in for their flight in a number of ways, be aware of the services offered by the airlines in the terminal you are in.

WHAT'S AVAILABLE *INSIDE* DEPARTURE LEVEL

- Before Passenger Screening Departure Level:
 - Airline ticket counters, TSA security checkpoints, restrooms, free Wi-Fi.
 - TBIT offers ATMs, first aid, and concessions in addition to the above.

WHAT'S AVAILABLE *INSIDE* THE TERMINAL ON THE LOWER ARRIVAL LEVEL

- Airline baggage claim carousels
- Airline lost baggage offices
- Customs clearance (Basement Level, 2, TBIT, 5, 6)
- Vending machines
- Pay telephones
- Interactive video kiosks
- Information Booths
- Concessions Pre-Security (2, TBIT, 4, 5, 6)

Nursing Room Locations



Terminal 1 - Located by Gate 10

Terminal 2 - Located between Gates 21B & 23A

Terminal 3 - Located by Gladstone's

Terminal 4 - Located by the Sunglass Hut

Terminal 5 - Located across from the Food Court

Terminal 6 - Located by Gate 64B

Terminal 7/8 - Located between the Womens Restroom and Gate 74A

Tom Bradley International Terminal -
Located across from the Vanilla Bake Shop

Family Restroom Locations

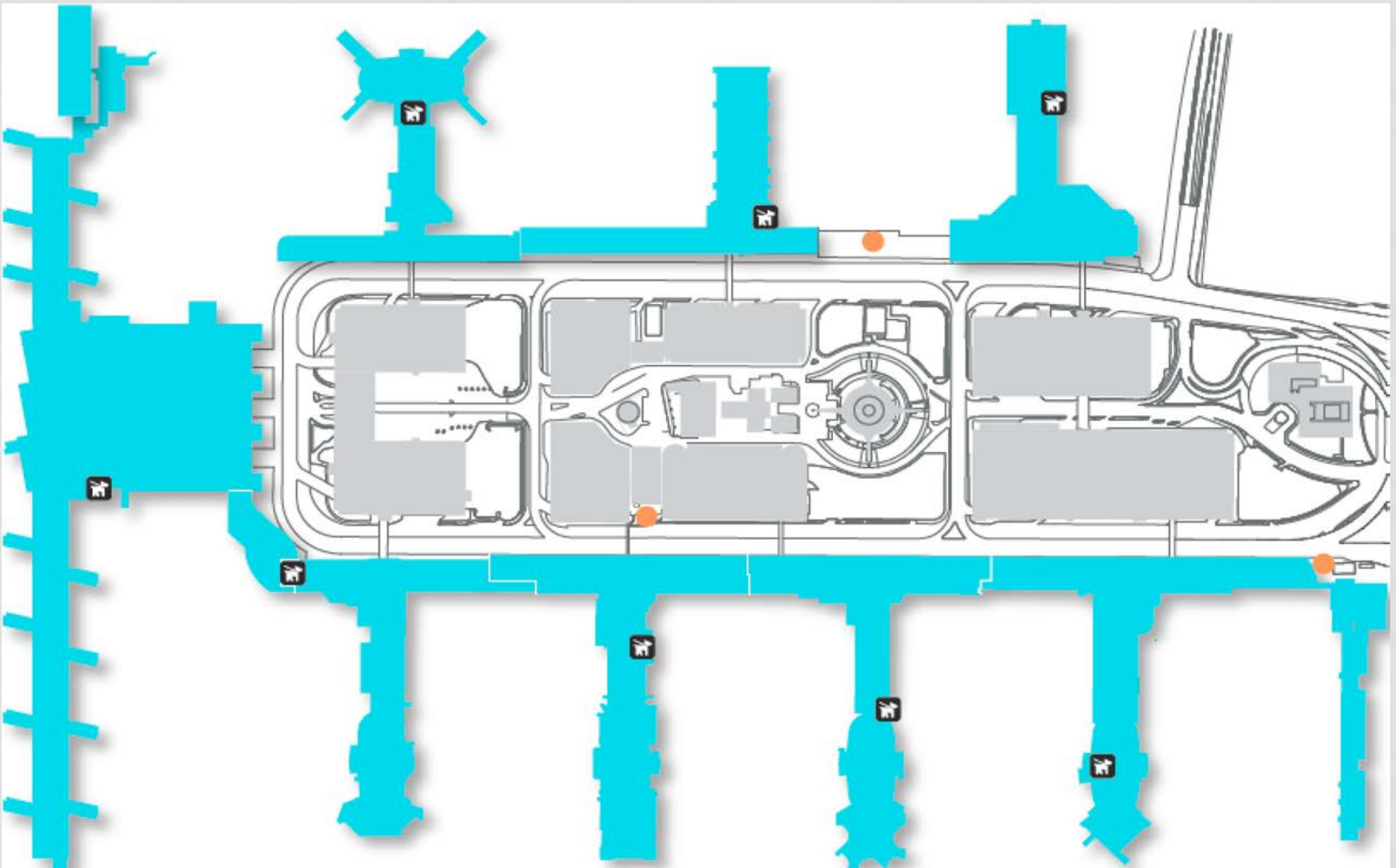
<u>Terminal</u>	<u>Area</u>	<u>Quantity</u>
One	Arrivals	1
	Concourse	2
Two	Concourse	1
Three	None	
International Terminal	Concourse	7
	Mezzanine One	1
	Mezzanine Two (Baggage Claim)	3
Bus Gates	Departure	1 (in TBIT)
Four	None	
Five	Arrivals	1
	Departures	2
	Concourse	3
Six	None	
Seven	Arrivals	1
Eight	(Baggage Claim)	

LAX Animal Relief Areas

Pre-Security Animal Relief Areas




Post-Security Animal Relief Areas

- T-1: A room near Gate 13
- T-2: A room near Gate 21
- T-3: The outdoor atrium
- TBIT: A room near the entrance to the bridge to T-4
- T-4: A room along the bridge to TBIT
- T S: A room near Gate 52B
- T6: In the outdoor atrium, by the Restrooms near Gate 62
- T7: A room between Gate 73 and 75



GROUND TRANSPORTATION AVAILABLE **OUTSIDE** THE TERMINAL ON THE **LOWER** ARRIVAL LEVEL

WAIT OUTSIDE UNDER THE COLORED SIGN

FREE LAX SHUTTLES	HOTEL and PARKING LOT SHUTTLES (Free Shuttles)	RENTAL CAR SHUTTLES (Free Shuttles)	FLYAWAY, BUSES, LONG DISTANCE VANS	WHITE CURBSIDE
<p><u>All Terminals</u></p> <p><u>Connector</u> Airline Connections to All Terminals</p> <p><u>BUS "G"</u> To Metro Green Line Aviation Station AND Remote Rental Car Depot</p> <p>Companies: Allied Car Rental Economy Car Rental AMPM Car Rental Priceless Car Rental Airport Van Rental ACE Car Rental</p>	<p><u>HOTEL</u></p> <p>Courtyard by Marriott LAX Crowne Plaza Embassy Suites Fairfield Marriott- El Segundo Four Points Sheraton Hampton Inn Hilton-LAX Holiday Inn- LAX Hyatt Regency- LAX La Quinta Marriott Renaissance Westin</p> <p><u>PARKING SHUTTLES</u></p> <p>Airport Spectrum Joe's Airport Parking Quik Park Wally Park Express 105 Airport Parking 405 Airport Parking</p>	<p><u>RENTAL CARS</u></p> <p>Advantage / E-Z Alamo / National Avis Budget Dollar/ Thrifty Enterprise Fox / Payless Hertz Sixt Rent a Car</p>	<p><u>FLYAWAY BUSES</u></p> <p>Hollywood LongBeach Union Station Van Nuys/Metro Orange Line Bus Stop Westwood</p> <p><u>SCHEDULED BUSES</u></p> <p>Antelope Valley Express Central Coast Shuttle Disneyland Express/ Coach America/ Grayline Mickey's Space Ship RoadRunner (Call) Santa Barbara Airbus Shuttle 2000 Shuttle One Ventura County Airporter</p>	<p><u>SHARED RIDE VANS</u></p> <p>Prime Time SuperShuttle</p> <p><u>TAXI</u></p> <p></p> <p><u>MOBILITY ASSISTANCE VEHICLES</u></p> <p> </p> <p>Charter Party Carrier</p> <p>TESLOOP</p>

LAX Ground Transportation Waiting Areas

LEGEND



LA ACCESS, PICK UP & DROP OFF,
LAX LIFT-EQUIPPED VAN

DARK BLUE



SERVICE ANIMAL RELIEF STATION

DARK BLUE



FLYAWAY, BUSES &
LONG DISTANCE VANS

GREEN



RENTAL CAR SHUTTLES

PURPLE



HOTEL SHUTTLES

RED



LAX SHUTTLE AIRLINE CONNECTION
& METRO GREEN LINE STATION

BLUE



SHARED RIDE VANS

ORANGE



TAXIS

YELLOW



RIDE SERVICE PICK UP

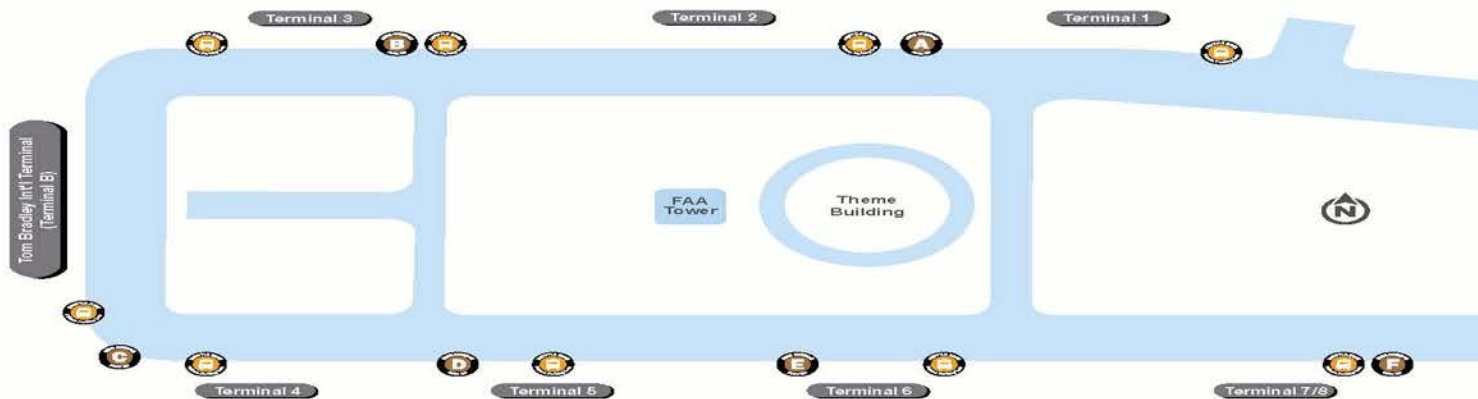
BROWN/BLACK



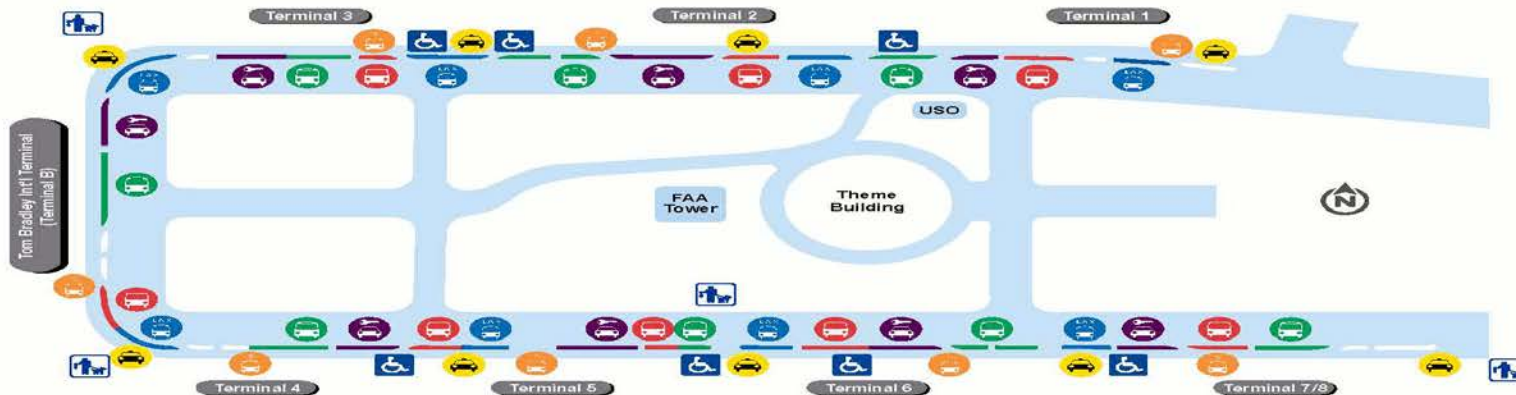
PRIVATE PARKING SHUTTLES
PICK UP & DROP OFF,
LAX SHUTTLE TO LOT C,
CELL PHONE WAITING LOT
& LAX TRANSIT CENTER

ORANGE/BLACK

DEPARTURES LEVEL - UPPER ROADWAY



ARRIVALS LEVEL - LOWER ROADWAY



Accessing the VIP Resources Page

Log on to www.lawa.org

Scroll down. On the left side of your screen, look for and click on 'Volunteer Opportunities'

From the drop down menu, click on 'VIP Resources'

You may also type in the search engine: http://www.lawa.org/welcome_lax.aspx?id=14228

or use the QR codes below



Green sign



Ground Transportation



Rental Cars



Airline List



Hotels

Help is always nearby!

Frequently Used Telephone Numbers



FIRST AID (LOCATED IN TBIT)

310-215-6000

(OFFICE HOURS: 10a.m. – 10 p.m.)



AIRPORT POLICE (EMERGENCY DISPATCH**)**

424-646-7911



AIRPORT POLICE (NON EMERGENCY)

310-646-4268



AIRPORT POLICE LOST AND FOUND

424-646-5678

(OFFICE HOURS: 8 a.m. – 5 p.m., M-F)



TSA LOST AND FOUND

310-242-9073

(OFFICE HOURS: 8 a.m. – 4:30 p.m., M-F)



LAX INFORMATION (AUTOMATED LINE)

855-463-5252

LIFE LINE TELPHONE NUMBERS

GUEST EXPERIENCE MEMBERS (GEM) OFFICE

424-646-8279 or 424-646-8275

AIRPORT RESPONSE COORDINATION CENTER (ARCC)

424-646-5292

GAIL GADDI

310-877-2108 (CELL)

AIRLINES

Updated October 20, 2017

For Terminal Connections, wait outside under the BLUE Sign. Board the Terminal Connector Shuttle.

TB = Tom Bradley International Terminal

ARR=

Arrivals DEP=Departures

PAX=Passengers

Airline /	Airline Code /	Terminal /	Phone No.
Aer Lingus	EI	T2	1-800-474-7424
Aeroflot	SU	TB	1-888-340-6400
Aerolitoral	AM	T2	1-800-237-6639
Aeromexico	AM	T2	1-800-237-6639
Air Berlin	AB	TB	1-917-261-3165
Air Canada	AC	T6	1-888-247-2262
Air China (Beijing, China)	CA	TB	1-800-882-8122
Air France	AF	TB	1-800-237-2747
Air New Zealand	NZ	TB	1-800-262-1234
Air Tahiti Nui	TN	TB	1-877-824-4846
Alaska Airlines	AS	T6	1-800-426-0333
Alitalia	AZ	TB	1-800-223-5730
All Nippon (ANA)	NH	TB	1-800-235-9262
Allegiant Air	G4	T5	1-702-505-8888
American Airlines	AA	T4&5	1-800-433-7300
International arrivals TB			
American Eagle	MQ	T5	1-800-433-7300
Arkefly	OR	T2	1-855-808-4015
Asiana Airlines	OZ	TB	1-800-227-4262
Austrian Airlines	OS	TB	1-800-843-0002
Depart TB / Arrivals T7 passengers exit at T-6			
Aviaanca Airlines-AV	Check-In T3	1-800-284-2622	
Arrivals/Departures TB (Pax Walk to TB for Dep)			
BizAir	UE	T3	1-844-235-9249
Boutique Airlines	4B	T6	1-855-268-8478
British Airways	BA	TB	1-800-247-9297
Cathay Pacific	CX	TB	1-800-233-2742
China Airlines (Taipei, Taiwan)	CI	TB	1-800-227-5118
China Eastern	MU	TB	1-626-583-1500
China Southern	CZ	TB	1-888-338-8988
Compass Airline	DL-T2/3, AA-T4/5 Delta-DL 1-800-221-1212 American-AA 1-800-433-7300		
Copa (Check-in)	CM	T3	1-800-359-2672
Arrivals/Departures TB (Pax Walk to TB for Dep)			
Delta Airlines	DL	2,3	1-800-221-1212
EI Al	LY	TB	1-800-223-6700
Emirates	EK	TB	1-800-777-3999
Ethiopian Airlines	ET	Dep-T-6 Arr-TB	1-800-445-2733
Ethihad Airways	EY	TB	1-888-838-4423
Flight arrives at TBIT baggage/passengers retrieved at T4			
EVA Air	BR	TB	1-800-695-1188
Fiji Airways	FJ	TB	1-800-227-4446
Frontier Airlines	F9	T5	1-801-401-9000
Great Lakes Air	ZK	T6	1-800-554-5111
Hainan Airlines	HU	TB	1-888-688-8813
Hawaiian Airlines	HA	T5	1-800-367-5320
Airline / Airline Code / Terminal / Phone No.			
Horizon Air	QX	T6	1-800-547-9308
Iberia Airlines	IB	TB	1-800-772-4642

InterJet Airlines	4O	T3	1-866-285-8307
Check-in at T3: (Walk to TB for Arrivals/Departures)			
Japan Airlines	JL	TB	1-800-525-3663
Jet Blue	B6	T5	1-800-538-2583
KLM	KL	TB	1-800-225-2525
Korean Airlines	KE	TB	1-800-438-5000
LATAM	LA	TB	1-866-435-9526
LEVEL	IB	TB	1-800-994-0704
LOT Polish Airlines	LO	TB	1-212-789-0970
Lufthansa	LH	TB	1-800-645-3880
Mokulele Airlines	MW	T6	1-866-260-7070
Norwegian Air Shuttle	DY	TB	1-800-357-4159
Philippine Airlines	PR	TB	1-800-435-9725
QANTAS	QF	TB	1-800-227-4500
Qatar Airways	QR	TB	1-877-777-2827
Saudi Arabian Airlines	SV	TB	1-800-472-8342
Singapore Airlines	SQ	TB	1-800-742-3333
SAS (Scandinavian)	SK	TB	1-800-221-2350
Sichuan Airlines	3U	TB	
Skywest Airlines	OO		1-435-634-3000
Alaska Airlines	AS	T6	1-800-426-0333
Asiana	AA	T4,5	1-800-433-7300
Delta	DL	T2,3	1-800-221-1212
United	UA	T7	1-800-241-6522
Southwest Airlines	WN		1-800-435-9792
Check-In for Domestic and Int'l T1			
Int'l flight Arrivals TB (Pax Bused to TB for Dep)			
Spirit Airlines	NK	T5	1-801-401-2200
Sun Country	SY	T5	1-800-359-6786
Swiss Air	LX	TB	1-877-359-7947
Thomas Cook Airlines	MT	T6	1-855-759-3665
Arrivals T7-passengers exit at T6			
Transaero	UN	TB	1-877-747-1191
Turkish Airlines	TK	TB	1-800-874-8875
United Airlines	UA	T6/7	1-800-241-6522
Int'l pax arr before 7pm exit T6 /After 7pm pax exit at TB			
United Express	UA	T7	1-800-241-6522
V Australia (Check-in)	VA	T2	1-855-253-8021
Arrivals/Departures TB (Pax Bused to TB for Dep)			
Virgin America	VX	T6	1-877-359-8474
Virgin Atlantic	VS	T2	1-800-862-8621
Volaris (Check-in)	Y4	T2	1-866-988-3527
Arrivals/Departures TB (Pax Bused to TB for Dep)			
West Jet	WS	T2	1-888-937-8538
WOW	WW	TB	1-866-512-8364
Xiamen	MF	TB	1-844-629-5557
XL Airways France	SE	T6	1-877-496-9889