



LAWA Concessions Staff:

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A MESSAGE FROM THE LAW A CONCESSIONS TEAM

Hi! Hoping you are doing well and continuing to stay safe. Does anyone have a mask tan yet?

Thank you for all you do on a daily basis. We recognize that concession staff members are frontline workers and we appreciate each of you. You are the face our guests see when they pass through LAX. Thank you for representing LAW A proudly.

As always, if there is anything the LAW A Concessions Team can help with please feel free to reach out.

Sincerely,

Georginnah, Benet, Melanie, Titus and Isela

We Love Our Employees



UPDATES

COVID-19 Related

All persons within LAX terminals are required to wear face coverings. To download signage you can use inside your location please click the below links.

[How to Properly Wear Your Face Covering](#)

[LAX COVID Rules](#)

[Closed Seating Area Signage](#)

[Travel Safely at LAX Signage](#)

Daily Sales Report:

Please continue to send **Isela Toledo** daily sales data every Monday by 9:00am.

Hours of Operation:

Please continue to notify URW and **Isela Toledo** of any changes to concession operating hours by 2:00pm daily

Alcohol at LAX Concessions

Airline partners would like to coordinate with concessionaires a clear way to identify guests who have purchased alcoholic beverages. Please provide feedback with ideas on identifying alcoholic beverages in the terminals (sticker on cup, specific colored cup). Please communicate this with your respective Business Relationship Manager (BRM) and Westfield staff.

THANK YOU, RENEE!



Cynthia Renee McMullen, our committed Security Badge Office Liaison, has been a great help with communicating updates and working with LAX partners for many years. Renee will now be exploring the wonderful chapter we call permanent vacation, also known as, retirement! While working with LAX partners, Renee has created lifelong friendships that won't stop here.

Renee, thank you for all you have done over the past few years with LAW A and its partners. You will be missed and we wish you the best!

Congratulations and Happy Retirement!

LOS ANGELES WORLD AIRPORTS (LAWA) LAWA Concession Newsletter Issue No. 4



THANK YOU, JOVANNA!



Big THANK YOU to
Jovanna Plummer of the
Areas team in T1 Coffee
Bean and Tea Leaf!

Jovanna has been acknowledged for going above and beyond to provide great customer service – early in the morning, too! By just being yourself, you have made many days brighter for many of our guests. Thank you so much Jovanna for your continued positivity!

- LAWA Concessions Team

UPDATES CONT.

LAX Concessions / LAWA Joint Task Force

As discussed in the previous LAX Concessions / LAWA Joint Task Force meeting, LAWA will provide passenger screening numbers each weekday at the below link.

[Passenger Screening Numbers](#)

Security Badge Office (Badge Office)

The Security Badge Office has extended the date for Authorized Signers to submit the appropriate documentation for returning employees from August 31 to **September 30**.

Please note that concession badges are 30 badges away from a rebadge. Please be sure to communicate with the Badge Office all unused badges and to collect all badges prior to associates leaving.

Badge Office hours are 7 am-noon Monday-Friday, but staff is available by phone or email until 4 pm on these days.

Authorized Signer Refresher training is online via WebEx. To request training, please send an email to sbotraining@lawa.org and include your company, signatory code and phone number.

Please see all Security Badge Office updates [here](#).

Please contact the Badge Office for more information at (424) 646-5500.

Airport Police Department (APD)

Standardized Training for Alcohol and Tobacco Retailers (STAR) training is still mandatory and will soon be offered online. APD will advise us when the training will be made available again online.

Authorized signers, please take note that new staff will still be required to participate in STAR training when made available.

Concessionaires please be reminded that Prohibited Items Training is still a part of the badge application process.

LAX Concession Revenue Summary

Please see below Year-Over-Year revenue comparison for LAX concessions.

Reporting Period 07/18/20 - 08/02/20	
Category	YoY (%)
Currency Exchange	-93%
Duty Free	N/A
F&B	-87%
Retail	-81%
News/Gift	-72%
Specialty Retail	-89%
Grand Total	-90%

THANK YOU, HUDSON & BOTTLING GROUP!



Thank you to Hudson and Bottling Group for providing our passengers with Personal Protective Equipment (PPE) vending machines throughout LAX! Checkout the PPE vending locations on the ticketing levels of T1, T2, T5, T6, and T7! TBIT and T4 locations to come.

Thank you for all the hard and making this happen quickly and seamlessly.

- LAWA Concessions Team

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Travel
Safely at
LAX



Would you like to acknowledge a team member and have them featured in the next issue of LAW A's Concession Newsletter? Please submit a photo of your team member and a brief description of what makes them great to [Isela Toledo](#) of the LAW A Concessions Team.

UPDATES CONT.

Construction

Please see the below links for the latest construction updates.

[August Modernization Highlights](#)

[Construction Progress Camera](#)

[LAX Interactive Construction Map](#)

REMINDERS

Environmental and Sustainability

LAX Food Donation Program — To report compliance please submit a report via the reporting sheet [here](#). If you cannot access, please contact [Isela Toledo](#).

Please note that locations offering grab-and-go food (pre-packaged, ready-to-eat food items often sold at a self-service refrigerator or something similar) have a compliance date of **December 31, 2020**.

Concession Reopening

Please continue to use the resource links below as guides for reopening concessions.

[County Protocol for Restaurants Opening for On-Site Dining](#) (Appendix I)

[County Reopening Toolkit](#)

[LAW A Concession Reopening Presentation](#)

[LAW A Concessions Reopening Checklist](#)

WE LOVE OUR EMPLOYEES

“THANK YOU THURSDAYS”

The “We Love Our Employees” initiative is in full swing, celebrating those who have worked so hard to keep each other and our guests safe. Thank You Thursday's special discounts from the LAX Employee Text Club have played a big part in our plans to recognize and thank employees. The special offers that have been made to date have been some of the most redeemed offers the club has seen.

There are still several more weeks of Thank You Thursdays and time for more stores to provide offers. If you would like to offer an amazing deal to the employees who have worked so hard to keep the airport working in this difficult time please contact Dan Dawson, LAW A's Director of Marketing at DDawson@LAWA.org.

Concessionaires will be featured on outgoing text offers as well as on the Employee Resource Center webpage www.laxshopdine.com/employee.

If you would like to join the text club to get the free weekly special discounts, just text “LAX” to 64600.

Make sure to check out the fun pictures and “Thank You” notes from LAW A executives by clicking the “We Love Our Employee” buttons to the home pages of www.flyLAX.com or www.LAWA.org.

QUICK LINKS

LAX Employee Resource Center
<https://www.laxshopdine.com/employees/>

Center for Disease Control and Prevention (CDC) Website
<https://www.cdc.gov/>

COVID-19: Keeping Los Angeles Safe Website
<https://corona-virus.la/>

LA County Department of Mental Health
<https://dmh.lacounty.gov/covid-19-information/>

LA County Department of Mental Health Headspace App—FREE!
<https://www.headspace.com/lacounty>

LAW A News Releases
<https://www.lawa.org/en/news-releases>

LAX Concession Operating Hours (updated daily as provided)

Dashboard link [here](#).