

# YOU ARE LAXceptional!

LAX *ceptional*  
*perience*

Employee \_\_\_\_\_  
of \_\_\_\_\_ (company name or division)  
is hereby recognized for creating LAXceptional experiences and displaying the  
following iCARE behavior(s):

- Informative** – showcasing all things LAX: people, facilities, services, amenities
- Courteous** – exuding excitement and the warmth of LA
- Approachable** – creating exceptional memorable moments
- Responsive** – demonstrating integrity and empathy
- Efficient and Effective** – respecting our guests' time and experiences

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Awarded by: \_\_\_\_\_ Date: \_\_\_\_\_

Company Name/Division: \_\_\_\_\_

Contact #: \_\_\_\_\_

CONGRATULATIONS