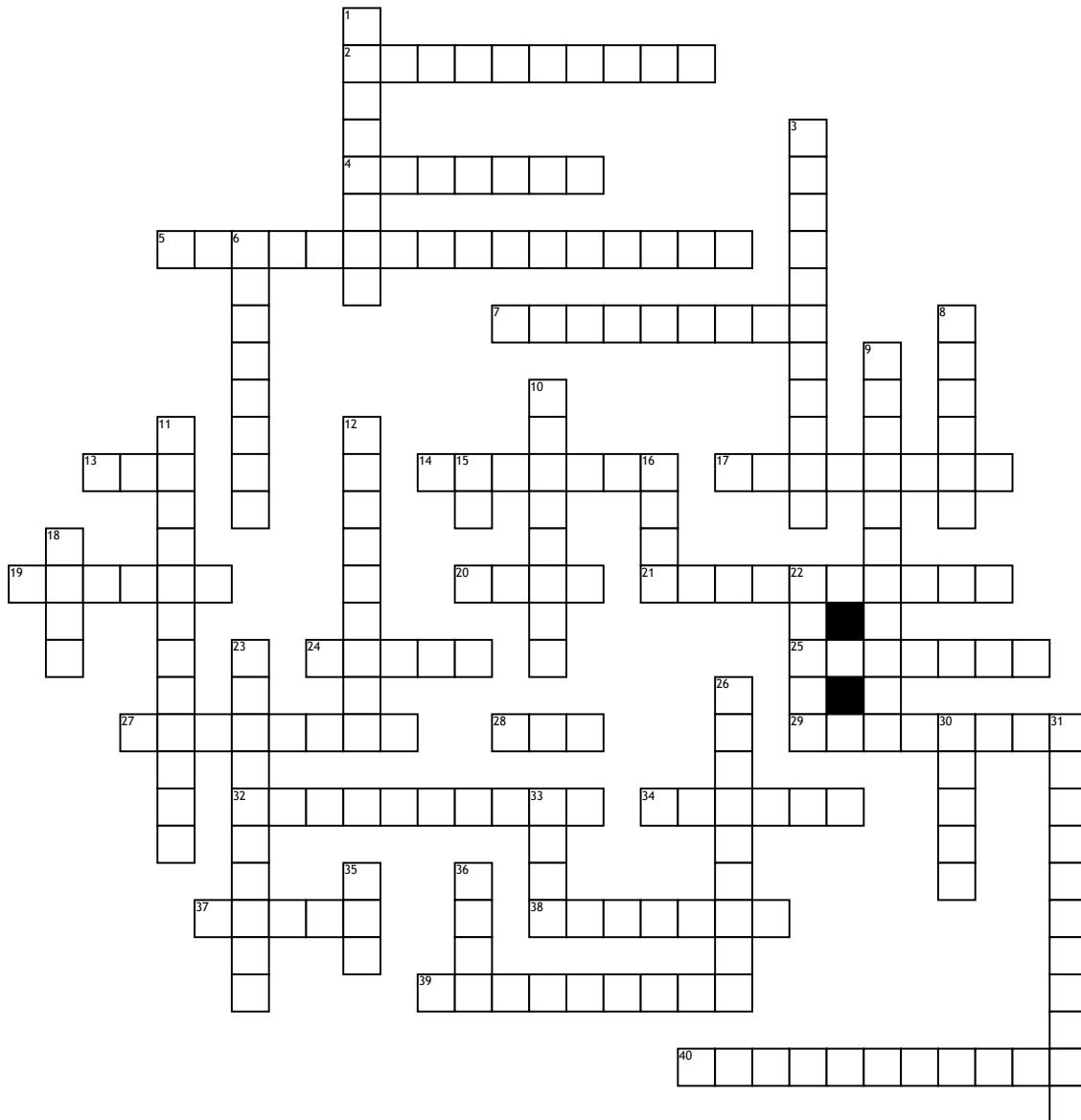


CUSTOMER SATISFACTION



Across

2. _____ and roomers can be a virus in the work place.
4. Treating the PAX & Co-Workers with courtesy and _____.
5. _____ is signed for golf bags, car seats, valuable
7. Meal vouchers are issued for delays greater than _____.
13. Enter special survives in as a _____
14. Use APIS and _____ for checking in international customers
17. It is important to _____ records when needed
19. We always give _____ away because they are free
20. Insure PAX is willing and able to assist in any emergency when sitting in an _____ row.
21. It is important to keep a health work _____.
24. Assist PAX with the self check-in procedure at the _____.
25. We _____ the destination with PAX during the check-in process.

27. _____ calls are made daily to inform PAX on there lost/delayed
28. Check weekly for new _____ that need to be done.
29. Being _____ in the work place helps the day function better.
32. We can find helpful information in _____
34. Getting planes out _____ to meet our departures.
37. Bags are tagged _____ over 50lbs
38. _____ the bag policy prior to the boarding process at the counter and gate.
39. Never leave the _____ door unattended.
40. Tagging bags to the correct _____ is very important.

Down

1. in delayed situation it is important to keeping the PAX relaxed and _____
3. It is important to have _____ when explaining the SPIRIT policy's
6. We thank our _____ for there service.
8. _____ the spirit way by being helpful and courteous.

9. We always thrive to meet our _____
10. It is important to be efficient and quick during the _____ process.
11. It is important to look and be _____ in the work place
12. Respecting _____ by not discussing Co-Workers heal issues with others.
15. Always check _____ at first point of contact.
16. Its important to show our passengers we _____
18. Document the PNR with drop off and pick up information for _____.
22. When making a reservation always _____ customers itinerary.
23. _____ is not permitted in the work place.
26. The counter closes _____ min prior to departure.
30. We always _____ PAX for flying with Spirit
31. Working together helps to create a strong _____.
33. We pink tag _____ check-ins and sign bag tags.
35. It is important to establish/maintain _____ contact
36. It is unlawful to discriminate due to _____.