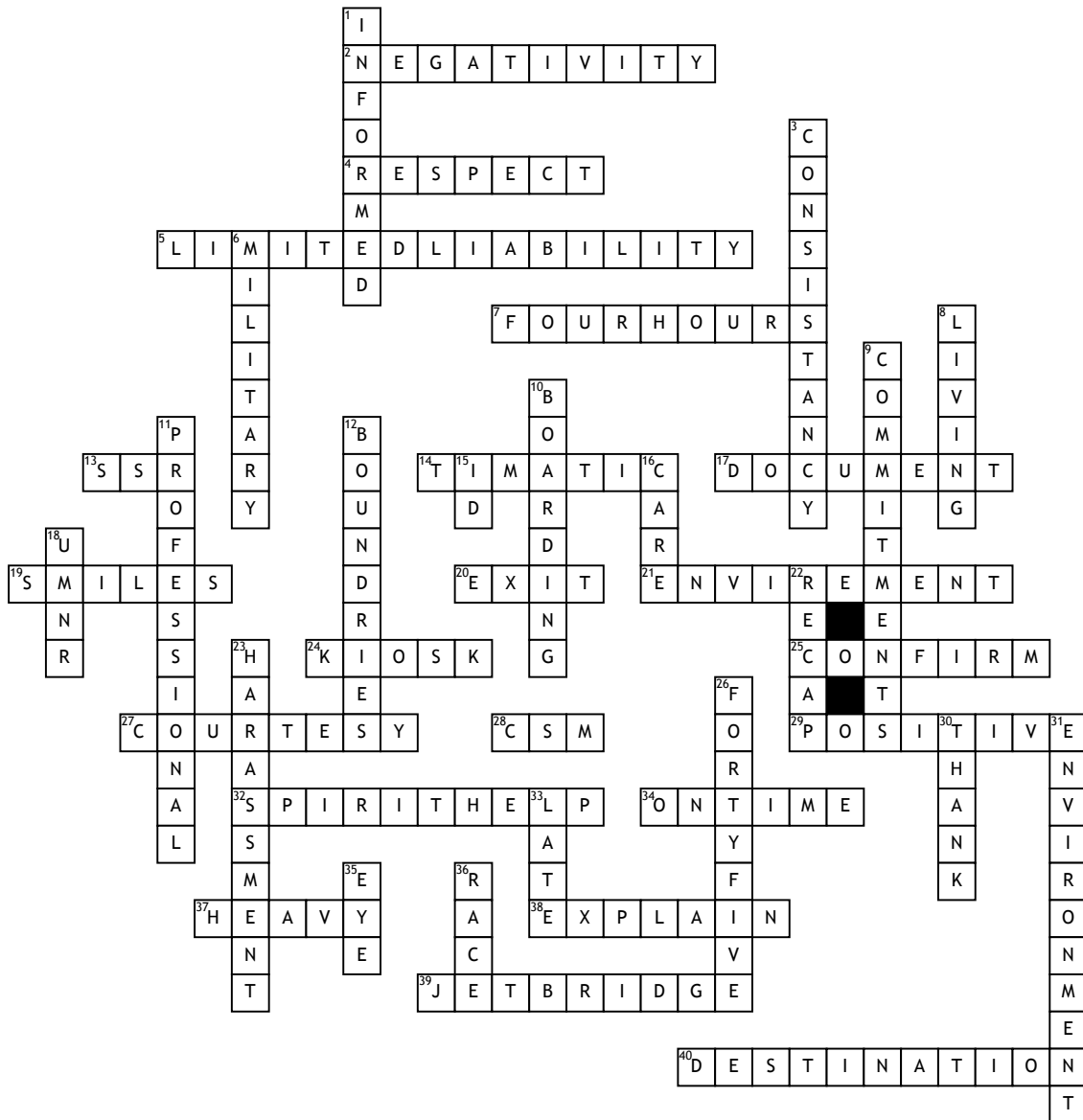


CUSTOMER SATISFACTION



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 ____.