CUSTOMER SATISFACTION

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| **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 \_\_\_\_. |