CUSTOMER SATISFACTION

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|  |  |  |  |  | 5  L | I | 6  M | I | T | E | D | L | I | A | B | I | L | I | T | Y |  | S |  |  |  |  |  |  |  |
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|  |  |  |  |  | 11  P |  | A |  |  | 12  B |  |  |  |  | O |  |  |  |  |  |  | N |  | M |  | I |  |  |  |
|  |  |  | 13  S | S | R |  | R |  |  | O |  | 14  T | 15  I | M | A | T | I | 16  C |  | 17  D | O | C | U | M | E | N | T |  |  |
|  |  |  |  |  | O |  | Y |  |  | U |  |  | D |  | R |  |  | A |  |  |  | Y |  | I |  | G |  |  |  |
|  |  | 18  U |  |  | F |  |  |  |  | N |  |  |  |  | D |  |  | R |  |  |  |  |  | T |  |  |  |  |  |
|  | 19  S | M | I | L | E | S |  |  |  | D |  |  | 20  E | X | I | T |  | 21  E | N | V | I | 22  R | E | M | E | N | T |  |  |
|  |  | N |  |  | S |  |  |  |  | R |  |  |  |  | N |  |  |  |  |  |  | E |  | E |  |  |  |  |  |
|  |  | R |  |  | S |  | 23  H |  | 24  K | I | O | S | K |  | G |  |  |  |  |  |  | 25  C | O | N | F | I | R | M |  |
|  |  |  |  |  | I |  | A |  |  | E |  |  |  |  |  |  |  |  |  | 26  F |  | A |  | T |  |  |  |  |  |
|  |  |  |  | 27  C | O | U | R | T | E | S | Y |  |  | 28  C | S | M |  |  |  | O |  | 29  P | O | S | I | 30  T | I | V | 31  E |
|  |  |  |  |  | N |  | A |  |  |  |  |  |  |  |  |  |  |  |  | R |  |  |  |  |  | H |  |  | N |
|  |  |  |  |  | A |  | 32  S | P | I | R | I | T | H | E | 33  L | P |  | 34  O | N | T | I | M | E |  |  | A |  |  | V |
|  |  |  |  |  | L |  | S |  |  |  |  |  |  |  | A |  |  |  |  | Y |  |  |  |  |  | N |  |  | I |
|  |  |  |  |  |  |  | M |  |  | 35  E |  |  | 36  R |  | T |  |  |  |  | F |  |  |  |  |  | K |  |  | R |
|  |  |  |  |  |  | 37  H | E | A | V | Y |  |  | A |  | 38  E | X | P | L | A | I | N |  |  |  |  |  |  |  | O |
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|  |  |  |  |  |  |  | T |  |  |  |  | 39  J | E | T | B | R | I | D | G | E |  |  |  |  |  |  |  |  | M |
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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 \_\_\_\_. |