

Welcome to

Spirit Airlines

Flight Attendant

Orientation



Today's Agenda



Welcome and Company Overview

Becoming a Spirit Flight Attendant

Life in the Sky

Starting Pay

Competitive Benefits

Training Program



COMPANY MISSION



**Deliver the Best
Value in the Sky
and Be the Most
Successful Airline
On Earth!**



INFLIGHT MISSION

**Transform the Spirit Inflight Experience with
highly engaged and professional Flight
Attendants!**



Spirit Values



Safety

We are responsible for keeping each other and our Guests safe. We take that responsibility very seriously. Safety is now, and always will be, our highest priority. We practice safety at all times, and anyone can, and will, call a Safety Stop during any operation.



Service

We strive to serve our Spirit Family and our Guests in a safe, attentive, polished, and timely manner. We're proud to show how we care for, and about, those that we serve. And we know that the better we serve each other, the better we're served in return.



Savvy

We've always done things differently and we know there's always room to improve. We're always looking for ways to save time, money, or resources so we can grow. And that's good news for each other and our Guests!



Style

We're witty and playful. We're bright and bold. We're creative and passionate. We add fun into everything we do for each other and our Guests. It's how we brighten everyone's day in a special Spirit way.



Our Common Purpose

We **SOAR** By Serving
Each Other And Our
Guests, One Journey
At A Time

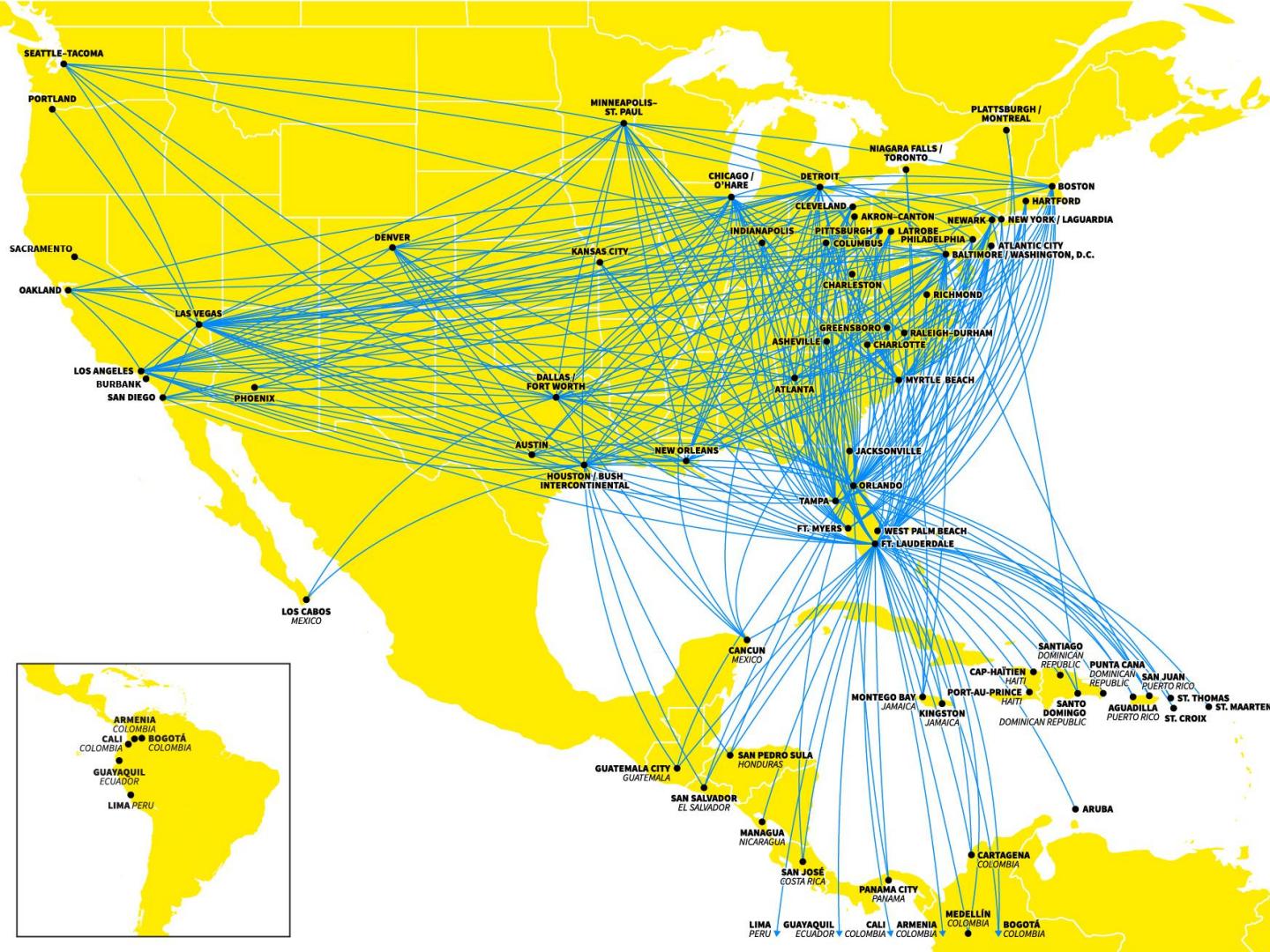


Our Service Standards & Behaviors

Safety	Attentiveness	Polish	Timeliness
<p>Ongoing practice of ensuring the welfare of each other and our Guests</p> <ul style="list-style-type: none">→ I practice safe behaviors and avoid shortcuts that can jeopardize safety<ul style="list-style-type: none">• Know and abide by all policies, procedures and regulations• Be aware of all potential hazards• Demonstrate care for the safety of others→ I take action to ensure safety is always put first<ul style="list-style-type: none">• See something, say something!• Identify, correct and report safety concerns in a timely manner	<p>Exceeding expectations by anticipating the needs of each other and our Guests</p> <ul style="list-style-type: none">→ I am approachable and welcoming<ul style="list-style-type: none">• Find ways to engage with our Guests• Make eye contact and address Guests by name, when possible• Pay attention to the details• Always say "Thank You"→ I focus on positive outcomes<ul style="list-style-type: none">• Communicate clearly and often, particularly when things don't go as planned• Be thoughtful, take responsibility and solve problems using good judgment• Be helpful. Be kind. Show you care.• Find a way to YES!	<p>Providing a professional, friendly and seamless experience</p> <ul style="list-style-type: none">→ I go the extra mile to look professional and be my best<ul style="list-style-type: none">• Always be courteous and respectful• Treat each other and every Guest as an INDIVIDUAL• Adhere to all appearance standards 100%• Keep work areas clean and presentable→ I am productive<ul style="list-style-type: none">• Perform your role efficiently• Focus on immediate service recovery• Eliminate unnecessary hassles→ I take pride in representing SPIRIT AIRLINES<ul style="list-style-type: none">• Live the Spirit Values, each and every day• Keep conversations positive and appropriate• Smile and have FUN!	<p>Showing respect for each other's and our Guests' time</p> <ul style="list-style-type: none">→ I take personal responsibility for being ON TIME<ul style="list-style-type: none">• Be early so our Guests can be on time• Anticipate operational needs and be flexible• Be reliable — Be someone everyone can count on→ I am always prepared<ul style="list-style-type: none">• Plan ahead and be ready to go• Be knowledgeable about your role• Work as a team and build partnerships across all departments• Use your resources wisely

CLICK HERE

TO WATCH VIDEO



Our Network

70+ Destinations

Flight Attendant Bases:

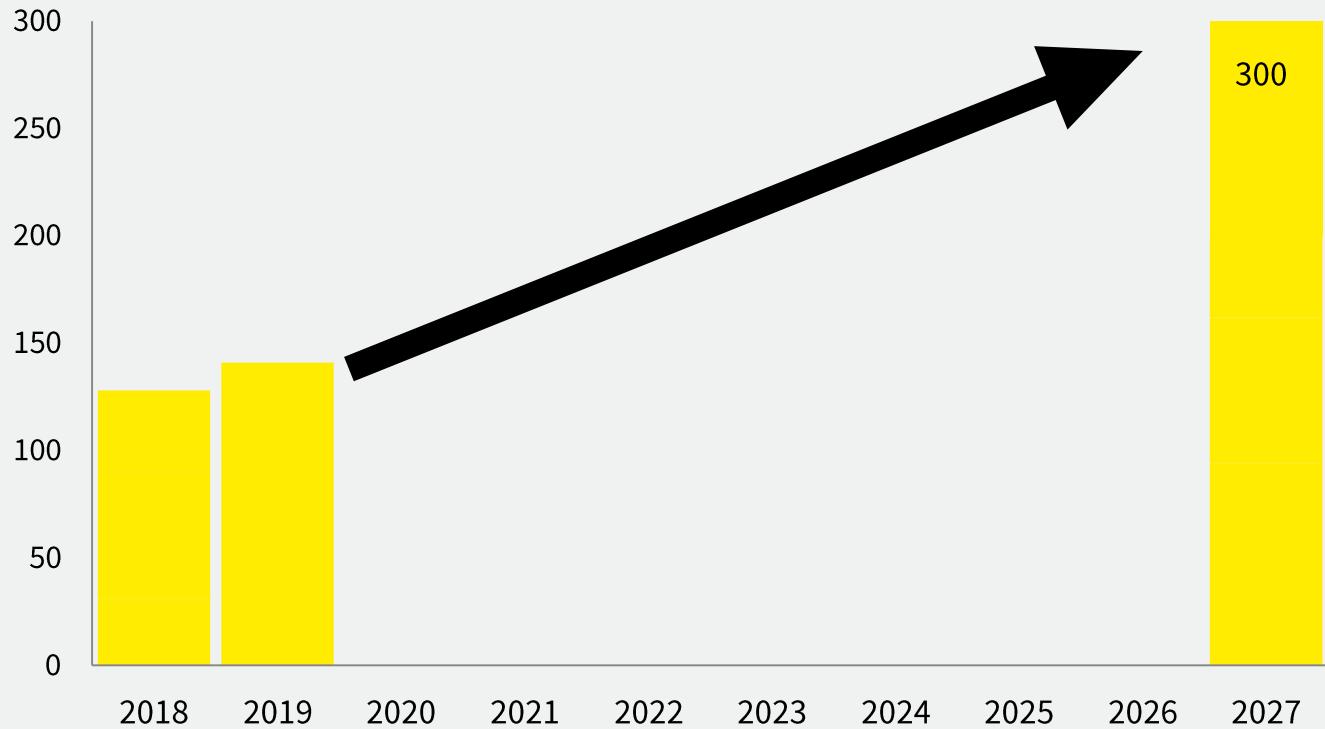
ACY
DTW
LAS
MCO

DFW
FLL
ORD

As of 01/20/2020

Our Fleet Growth

We currently have 150+ aircrafts in an all-Airbus fleet. We expect to have 300 aircrafts by 2027.



Our Fit Fleet is Unique

Aircraft	Guest Big Front Seat/Deluxe Leather	# of Flight Attendants
A319	145 (10 BFS)	3
A320	182 (8 BFS)	4
A321	228 (8 BFS)	5



- High density configuration
(our A320 has 182 seats vs. JetBlue with 150)
- Lowest fuel consumed per seat flown of *any* U.S. airline
- Average fleet age is about 5 years old



Our Spirit Family is
over 23,000...
Team Members
and growing

Going Further To Invest In The Guest

Our Pledge To Our Guests

Less Money. More Go. That's our mission.
It has been since 1990.

We took a look at the airline industry and decided to shake up the status quo. We redesigned air travel from the ground up, unbundling our fares, letting Guests choose what they pay for. We provided travel for less money than any airline before.

But that wasn't enough. We knew we could do better.

So we built the newest fleet of planes in the U.S. and improved our on-time performance to be among the best in the industry. We added new technologies and Guest service training to make your travel experience better.

But that still isn't enough. We promise to go further and invest in our Guests even more.

We'll keep improving your travel options with exciting new destinations, all while making it easier by improving our booking and check-in process. We'll be improving our frequent flier program and your inflight experience by adding Wi-Fi. And, at a time when it's needed more than ever, we're dedicating ourselves to giving back and improving the communities where we live and work.

We understand that flying for as little money as possible is only half of our promise.

So, we pledge to keep going.

To keep improving.

Again, and again.

That's what we do.

We invest in our Guests.

At Spirit, we go.

We go, for you.



Ted Christie, President Spirit Airlines

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Essential Qualities

- Guest Focused
- Professional
- Strong Communication Skills
- Flexible
- Punctual
- Dependable and Reliable
- Physically Fit
- Work well with little supervision
- Tolerance for Stress
- Sound Judgment

Flexibility and punctuality are key components of any successful Flight Attendant!



Minimum Requirements

- 21 years of age
- 5' tall, without shoes
- Valid passport with the ability to travel internationally
- High school diploma or GED
- No visible body piercings or tattoos
- Not have interviewed for a FA position with Spirit within the last 6 months
- Willing to accept assignment at any of our 7 bases
- Successful completion of background check

Physical compliance checks (jump seat, height check and bag lift) will be tested.



Minimum Requirements

- Must be able to fasten a four point jump seat harness without the use of extension devices.

A319 jump seat measures 17.32 inches wide.

Physical compliance checks (jump seat, height check and bag lift) will be tested.



Where Are Our Teams?

Flight Attendant Bases

ACY - Atlantic City, NJ

DFW - Dallas, TX

DTW - Detroit, MI

FLL - Ft. Lauderdale, FL

LAS - Las Vegas, NV

MCO - Orlando, FL

ORD - Chicago, IL

Where there's a Spirit route,
there's a Spirit Flight Attendant.

Start your seniority right away in any
one of our seven (7) Flight Attendant
bases.

Your base will be assigned during
training. You will have the opportunity
to provide your preferences. However,
base assignment will be awarded by
business need and seniority.

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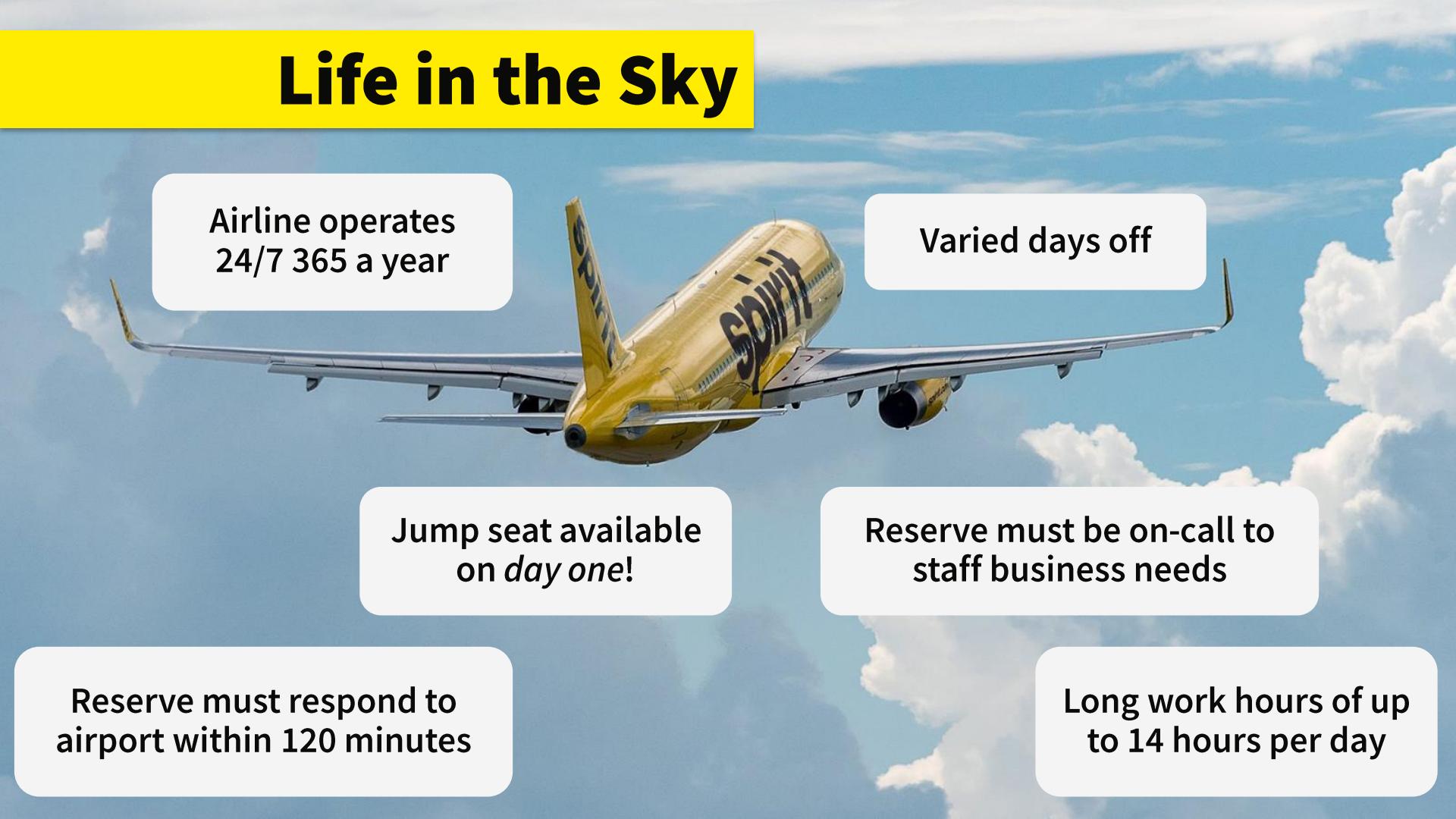
Training Program



[CLICK HERE](#)

TO WATCH VIDEO ABOUT A DAY IN THE LIFE
OF OUR FLIGHT ATTENDANT INK!

Life in the Sky

A yellow and silver airplane is shown from a rear three-quarter perspective, flying towards the left. The sky is a clear blue with scattered white clouds. The airplane's tail features the word "SPINNA" in large, bold, black letters.

Airline operates
24/7 365 a year

Varied days off

Jump seat available
on *day one!*

Reserve must be on-call to
staff business needs

Reserve must respond to
airport within 120 minutes

Long work hours of up
to 14 hours per day

Sample Reserve Schedule

The below shows an awarded reserve schedule. The next slide will show an example of what actually was flown.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1 RSV PERIOD 0700 - 1700	2 RSV PERIOD 0700 - 1700	3 RSV PERIOD 0700 - 1700	4 RSV PERIOD 0700 - 1700
5 RSV PERIOD 0700 - 1700	6 MOVEABLE DAY OFF	7 MOVEABLE DAY OFF	8 RSV PERIOD 0700 - 1700	9 RSV PERIOD 0700 - 1700	10 RSV PERIOD 0700 - 1700	11 RSV PERIOD 0700 - 1700
12 GUARANTEED DAYS OFF	13 GUARANTEED DAYS OFF	14 GUARANTEED DAYS OFF	15 GUARANTEED DAYS OFF	16 RSV PERIOD 0700 - 1700	17 RSV PERIOD 0700 - 1700	18 RSV PERIOD 0700 - 1700
19 RSV PERIOD 0700 - 1700	20 RSV PERIOD 0700 - 1700	21 RSV PERIOD 0700 - 1700	22 MOVEABLE DAY OFF	23 MOVEABLE DAY OFF	24 RSV PERIOD 0700 - 1700	25 RSV PERIOD 0700 - 1700
26 RSV PERIOD 0700 - 1700	27 RSV PERIOD 0700 - 1700	28 GUARANTEED DAYS OFF	29 GUARANTEED DAYS OFF	30 GUARANTEED DAYS OFF	31 GUARANTEED DAYS OFF	

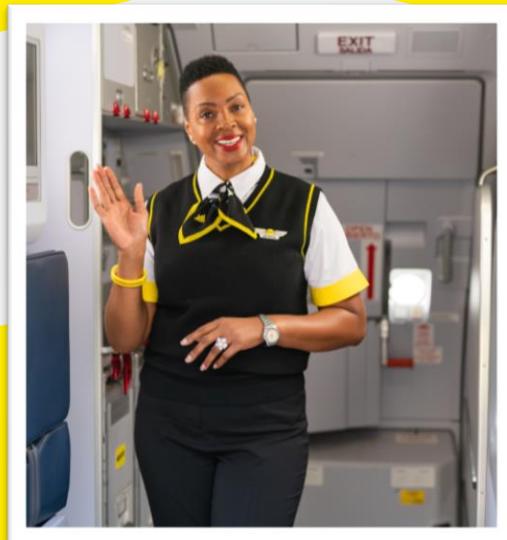
Actual Flown Reserve Schedule

The below shows what actually took place based on the schedule shown in the previous slide.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			4-Day Trip Assignment <u>Layovers</u> Denver (DEN) / Los Angeles (LAX) / Seattle(SEA)			
2-DAY TRIP ASSIGNMENT <u>LAYOVER</u> FORT MYERS (RSW)		MOVEABLE DAY OFF 7	READY RSV 1400 - 1900	READY RSV 1400 - 1900	RSV PERIOD 0700 - 1700	RSV PERIOD 0700 - 1700
GUARANTEED DAYS OFF 12	GUARANTEED DAYS OFF 13	GUARANTEED DAYS OFF 14	GUARANTEED DAYS OFF 15	3-DAY TRIP ASSIGNMENT <u>LAYOVERS</u> SAN DIEGO (SAN) / ORLANDO (MCO)		
RSV PERIOD 0700 - 1700 19	1-DAY TRIP REPORT: 0500 DFW-LAX-DFW RELEASE: 1350	RESTORED DAY OFF 21	MOVEABLE DAY OFF 22	MOVEABLE DAY OFF 23	2-DAY TRIP ASSIGNMENT REPORT: 1700 (ON THE 24 TH) DTW-LAX-DTW RED-EYE RELEASE: 0600 (ON THE 25 TH)	
2-DAY TRIP ASSIGNMENT <u>LAYOVER</u> LAS VEGAS (LAS)		GUARANTEED DAYS OFF 28	GUARANTEED DAYS OFF 29	GUARANTEED DAYS OFF 30	GUARANTEED DAYS OFF 31	

Benefits of Reserve = On Call

“I enjoy the spontaneity that comes with every trip!”



“I get to meet new people all the time.”

“I get to fly trips that I wouldn’t be able to on Hold.”

Our Reserve Program is critical to the success of our airline, you, and your entire team.

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Your Base Pay

Before Taxes

\$19,020.96 Base

(based on 72 hours per month... guaranteed)

First 6 months

\$21.04 per
hour



72
hours



\$1,514.88 per
month

Increase after month 6

\$22.99 per
hour



72
hours



\$1,655.28 per
month

Your Pay Plus Potential

plus

Onboard Sales Commission

Point-based System

plus

Credit Card Commission

plus

Per Diem

\$2.37 / Hour

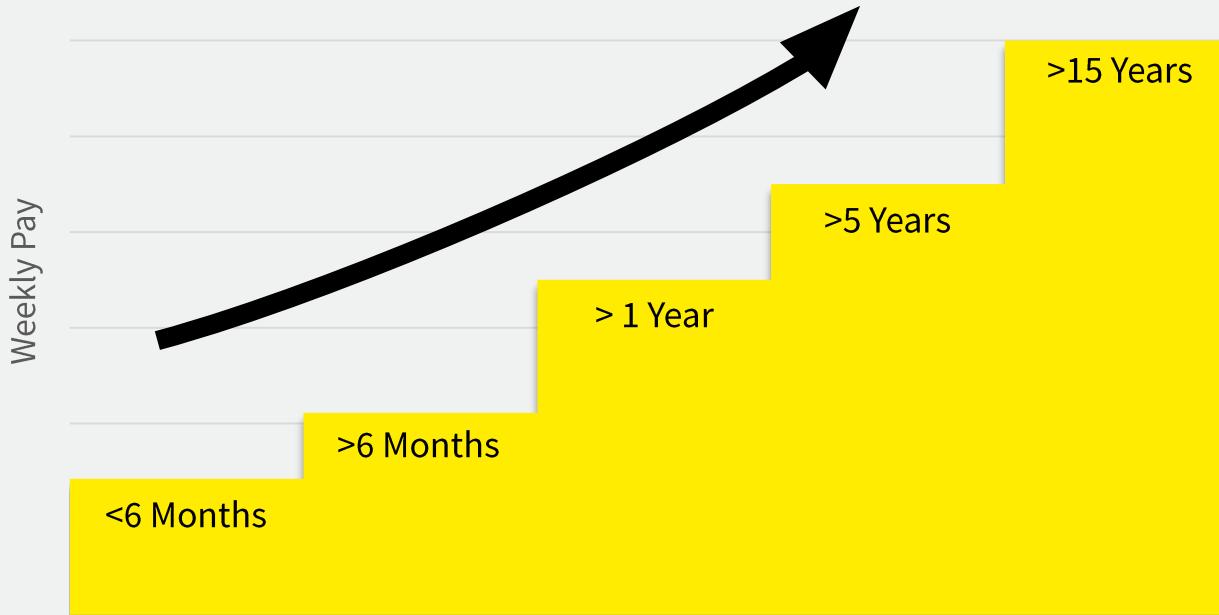
plus

Overtime!

Over 85 Block Hours = 150%

The greater your seniority, the greater your pay!

Pay increases will take place at the time markers shown below.



Additional Payroll Information



Deductions from your pay:

- Uniform
- AFA Union dues
- Elected Benefits
- Uncle Sam's Cut

Your Pay Schedule

You'll be paid on a semi-monthly schedule:

15th of the Month	30th of the Month
50% of Guarantee (36 hours)	50% of Guarantee (other 36 hours)
Overtime Pay for prior month (time over 85 hours pays 150%)	*Credit Card Commission for prior month
Per Diem for prior month	

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Your Benefits

- Unlimited standby on all Spirit Flights *Day 1*
 - Employee Assistance Program (EAP) *Day 1*
 - Employee Retirement Savings Plan 401k *Day 60*
 - Flexible Spending Account *Day 90*
 - Medical, Dental, and Vision Plans *Day 90*
 - Life Insurance: \$25,000, company paid
(includes option for additional coverage) *Day 90*
 - Long Term Disability, company paid *Year 1*



Day 1 starts after completion of your OE

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Your Training Program

- Four weeks of Flight Attendant training scheduled in Las Vegas, Nevada to begin on:
March 1st, 2021.
- Flight from any Spirit location to Las Vegas will be provided.
- Single occupancy hotel room will be provided for the duration of training.
- Breakfast, lunch and dinner will be provided for the entirety of training.
- Training is unpaid
- Pre-hire workbook will be provided to you upon offer for studying purposes.



Your Training Curriculum

- First Aid Training
- Emergency Equipment
- Emergency Procedures
- Security Training
- Flight Procedures
- Service Training
- Land & Water Evacuation
- Aircraft Familiarization



90% or higher is required on every test to graduate

Sample Training Schedule

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	O-DAY 0900-1800	Day 1 0900-1800	Day 2 0900-1800	Day 3 0900-1800	Day 4 0900-1800	Day 5 0900-1800
	Day 6 0900-1800 EXAM	Day 7 0900-1800	Day 8 0900-1800	Day 9 0900-1800 EXAM	Day 10 2000-0400 Airport Night	
Day 11 0900-1800 EXAM	Day 12 0900-1800 EXAM	Day 13 0900-1800 EXAM	Day 14 0900-1800	Day 15 0900-1800 EXAM Skills check	Day 16 0900-1800 Skills check	
Day 17 0900-1800 Oral Exam Skills Check	Day 18 0900-1800 Exam Skills Check	Day 19 0900-1800 Final Exam		Operating Experience 0900-1900		

Thanks!

- The Spirit Team

