

*Welcome to*

# **Spirit Airlines**

# **Flight Attendant**

# **Orientation**



# Today's Agenda

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## **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***

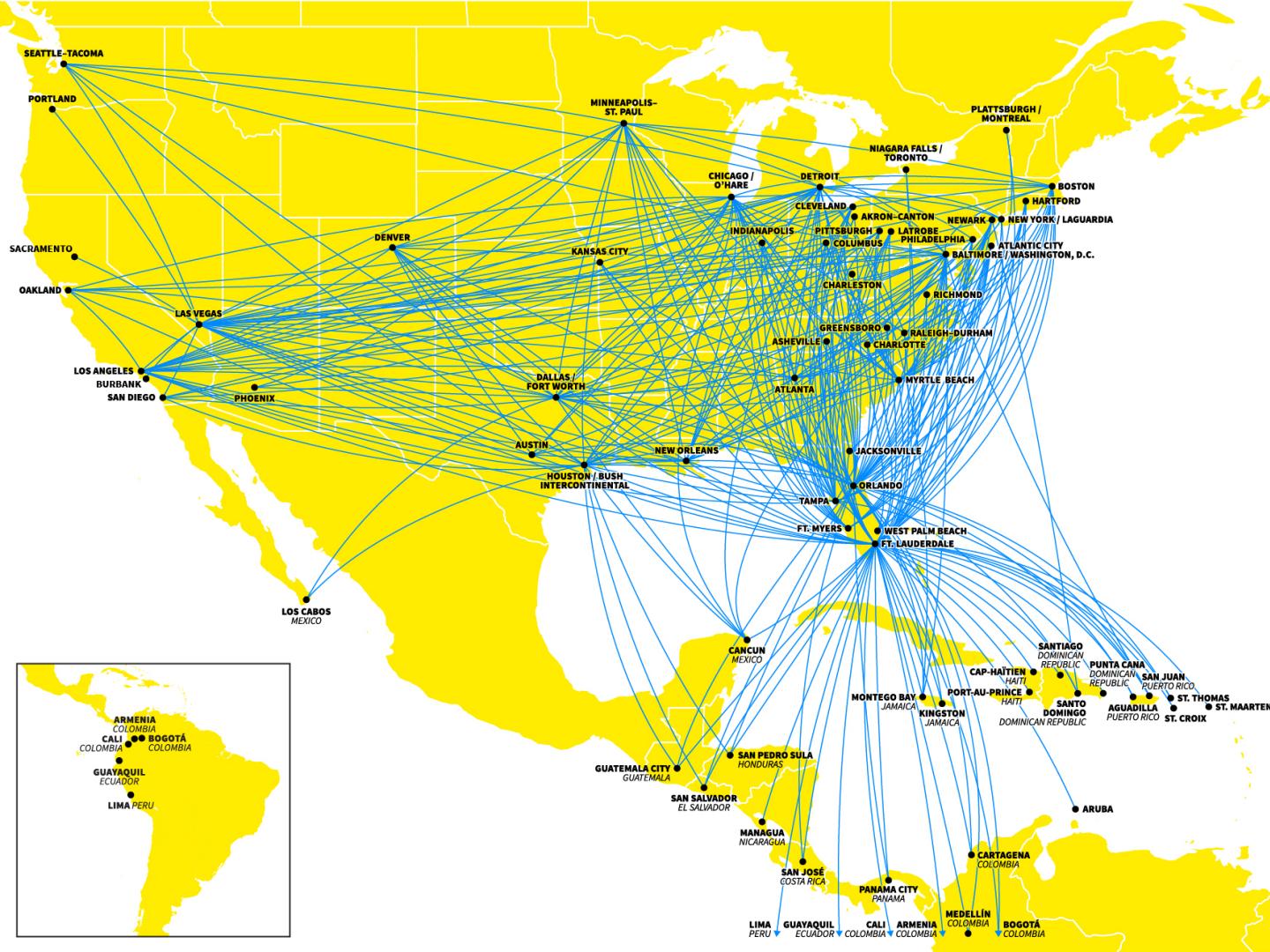
We **SOAR** By Serving  
Each Other And Our  
Guests, One Journey  
At A Time



# **Our Service Standards & Behaviors**

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





# Our Network

70+ Destinations

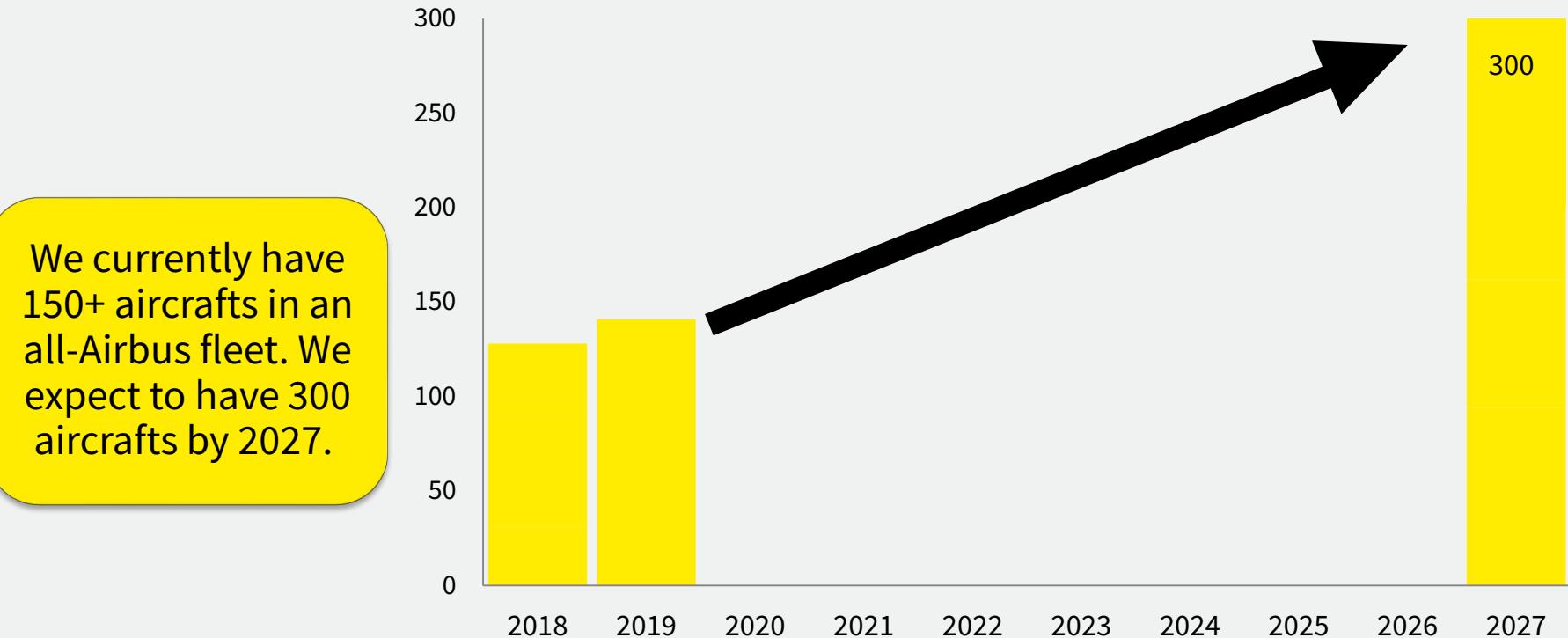
Flight Attendant Bases:

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*  
**Ted Christie, President Spirit Airlines**

# Today's Agenda

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Welcome and Company Overview



## **Becoming a Spirit Flight Attendant**

Life in the Sky

Starting Pay

Competitive Benefits

Training Program



# 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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## **Life in the Sky**

Starting Pay

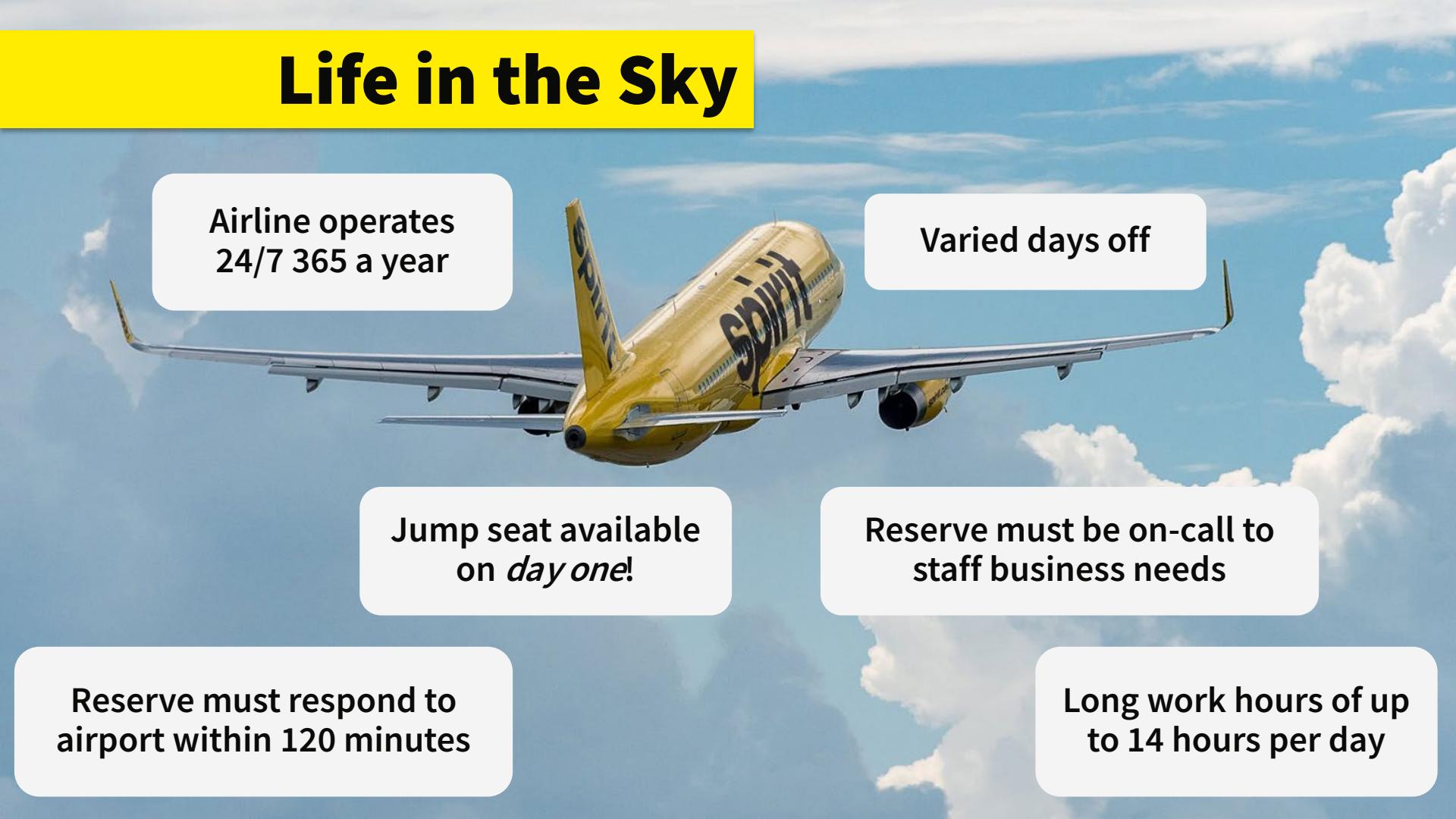
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# Life in the Sky

A yellow Spirit Airlines airplane is shown from a low angle, flying towards the viewer against a backdrop of a bright blue sky with scattered white clouds. The aircraft's tail features the word "spirit" in its signature blue script font.

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	

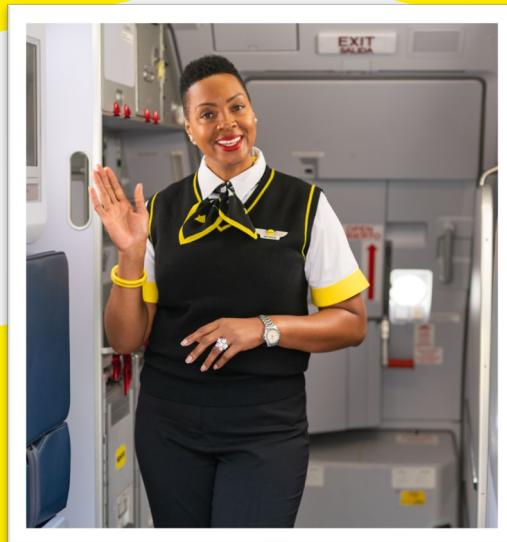
# Actual Flown Reserve Schedule

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

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			<b>4- Day Trip Assignment</b> <u>Layovers</u> Denver (DEN) / Los Angeles (LAX) / Seattle(SEA)			
<b>2-DAY TRIP ASSIGNMENT</b>  <u>LAYOVER</u> FORT MYERS (RSW)		<b>MOVEABLE DAY OFF</b> 7	<b>READY RSV</b> 1400 - 1900	<b>READY RSV</b> 1400 - 1900	<b>RSV PERIOD</b> 0700 - 1700 10	<b>RSV PERIOD</b> 0700 - 1700 11
<b>GUARANTEED DAYS OFF</b> 12	<b>GUARANTEED DAYS OFF</b> 13	<b>GUARANTEED DAYS OFF</b> 14	<b>GUARANTEED DAYS OFF</b> 15	<b>3-DAY TRIP ASSIGNMENT</b>  <u>LAYOVERS</u> SAN DIEGO (SAN) / ORLANDO (MCO)		
<b>RSV PERIOD</b> 0700 - 1700 19	<b>1-DAY TRIP</b>  REPORT: 0500 DFW-LAX-DFW RELEASE: 1350	<b>RESTORED DAY OFF</b> 21	<b>MOVEABLE DAY OFF</b> 22	<b>MOVEABLE DAY OFF</b> 23	<b>2-DAY TRIP ASSIGNMENT</b>  REPORT: 1700 (ON THE 24 <sup>TH</sup> ) DTW-LAX-DTW RED-EYE RELEASE: 0600 (ON THE 25 <sup>TH</sup> )	
<b>2-DAY TRIP ASSIGNMENT</b>  <u>LAYOVER</u> LAS VEGAS (LAS)		<b>GUARANTEED DAYS OFF</b> 28	<b>GUARANTEED DAYS OFF</b> 29	<b>GUARANTEED DAYS OFF</b> 30	<b>GUARANTEED DAYS OFF</b> 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

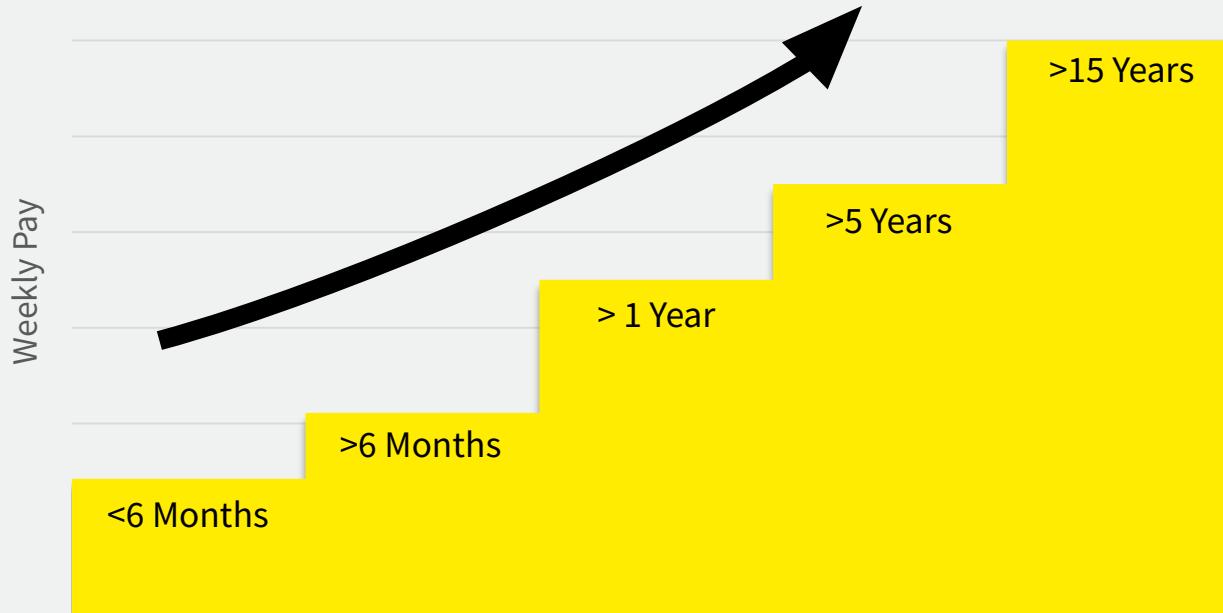
*plus*  
**Credit Card  
Commission**

*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:

<b>15<sup>th</sup> of the Month</b>	<b>30<sup>th</sup> of the Month</b>
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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**Training Program**



# Your Training Program

- Four weeks of Flight Attendant training scheduled in Las Vegas, Nevada to begin on:

**March 1<sup>st</sup>, 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
	<b>O-DAY</b> 0900-1800	<b>Day 1</b> 0900-1800	<b>Day 2</b> 0900-1800	<b>Day 3</b> 0900-1800	<b>Day 4</b> 0900-1800	<b>Day 5</b> 0900-1800
	<b>Day 6</b> 0900-1800 EXAM	<b>Day 7</b> 0900-1800	<b>Day 8</b> 0900-1800	<b>Day 9</b> 0900-1800 EXAM	<b>Day 10</b> 2000-0400 Airport Night	
<b>Day 11</b> 0900-1800 EXAM	<b>Day 12</b> 0900-1800 EXAM	<b>Day 13</b> 0900-1800 EXAM	<b>Day 14</b> 0900-1800	<b>Day 15</b> 0900-1800 EXAM Skills check	<b>Day 16</b> 0900-1800 Skills check	
<b>Day 17</b> 0900-1800 Oral Exam Skills Check	<b>Day 18</b> 0900-1800 Exam Skills Check	<b>Day 19</b> 0900-1800 Final Exam		<b>Operating Experience</b> 0900-1900		

# Thanks!

- The Spirit Team

