

Preflight Packet

# Inflight Initial Training

Revised: 04/14/2025

Southwest Airlines University



Congratulations! .....	3
What’s Southwest Airlines All About?.....	4
History .....	5
Southwest Airlines University Leadership .....	6
Our Fleet .....	7
Base Locations.....	7
A Career with Heart.....	8
What to Expect in Training .....	9
Physical Performance Standards .....	11
Candidate Appearance Standards .....	12
General Information.....	19
Uniforms.....	20
Luggage .....	20
Meals.....	21
Guidelines and Expectations.....	22
Graduation Celebration .....	23
Hotel Information and Guidelines .....	23
Personal Security .....	24
Hotel Behavior Expectations .....	24
Guidelines for Personal Use of Social Media .....	26
What to Bring with You.....	34
Curriculum and Study Expectations .....	36
What to Study Before Training .....	36
Inflight Operations Leaders .....	37
Base Operations Leaders.....	38
The 24-Hour Clock.....	39
Coordinated Universal Time (UTC).....	41
Airport Codes .....	43
Company Terms and Abbreviations .....	50
Public Announcements (PAs).....	52
Opening.....	52
Emergency Briefing and Demonstration.....	55
Service .....	57

Final Descent ..... 58

Arrival ..... 58

Full Flight/Open Seating..... 59

Overhead Bins (OHBs) Full..... 59

Secure the Cabin ..... 59

Arm and Cross Check Doors..... 59

Reading Lights ..... 60

Cleared for Departure..... 60

FASTEN SEATBELT Sign On..... 60

FASTEN SEATBELT Sign Off..... 60

Portable Electronic Devices Allowed ..... 60

Recycling..... 60

Disarm and Cross Check Doors ..... 60

Through Flight..... 61

Summer/Warm Weather Procedures ..... 61

Military Human Remains ..... 61

Opportunity to Deplane During an Extended Delay..... 61

State of Hawaii Department of Agriculture Plants and Animal Declaration Electronic Form Reminder ..... 61

Off to Southwest Airlines University Checklist..... 62

## **Congratulations!**

Southwest Airlines is a Company that takes care of its People and its communities. Our unique Southwest Culture is woven into all aspects of our business, from how we treat each other to how we provide Next Level Hospitality. As a matter of fact, you will see the Heart that symbolizes our Hospitality just about everywhere you look. Take pride in being here! We are thrilled you have chosen to join our Southwest Family and look forward to guiding you on your journey.

Your skills and enthusiasm won you the coveted opportunity: a Flight Attendant Candidate for Southwest Airlines. We often receive thousands of applicants in just a few hours, and YOU were selected! Now that you have succeeded in the interview process, we are here to present you with the next step: training! We will support you every step of the way.

You are probably wondering what your training experience looks like—what you should wear, where you should go, and what you should bring. Relax!

We will answer many of your questions in this packet and suggest checking off each item as you read it. We have also provided a checklist in the back of this packet. If you have any questions, write them down and bring them to class.

Please read this information carefully and access each link that is provided within this packet.

The contents of this packet familiarize you with our Candidate expectations and standards. We will answer specific questions in more detail on your second training day. Until then, we have included some things you must know before training. Start learning it today!

Your success requires hard work, dedication, and a great attitude. Bring your smile and sense of humor every day! Once you graduate Flight Attendant Initial Training and officially join the Southwest Family as an Employee, you will likely agree the effort was worth it.

The Southwest Airlines University Team is waiting, and we cannot wait to meet you! Now sit back, fasten your seatbelts, and get ready for the ride of your life!

# What's Southwest Airlines All About?

**Our Purpose**  
*Connect People to what's important in their lives through friendly, reliable, and low-cost air travel.*

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**Our Vision**  
*To be the world's most loved, most efficient, and most profitable airline.*




## The Southwest Way

### Company Promise

*Southwest will provide a stable work environment with equal opportunity for learning and personal growth. Employees will be provided the same concern, respect, and caring attitude within the organization that they are expected to share externally with every Southwest Customer.*

### Employee Promise

*I will demonstrate my Warrior Spirit by striving to be my best and never giving up. I will show my Servant's Heart by delivering Legendary Customer Service and treating others with respect. I will express my Fun-LUVing Attitude by not taking myself too seriously and embracing my Southwest Family.*

### Values

Me	We	Southwest
Pride	Teamwork	Efficiency
Integrity	Honesty	Discipline
Humility	Service with LUV	Excellence

## History

In a bar in San Antonio, Herb Kelleher, Co-Founder, and Chairman Emeritus, and one of his law clients, Rollin King, Co-Founder, and first President, created on a cocktail napkin the concept that later became Southwest Airlines. From our birth on June 18, 1971—after overcoming a year's worth of legal challenges from competitors who tried to keep us grounded—we succeeded by daring to be different; offering low fares to our Customers by eliminating unnecessary services and avoiding the "hub-and-spoke" scheduling system used by other airlines in favor of building traffic in secondary airports.



Southwest Airlines began with three Boeing 737 aircraft serving three Texas cities: Houston, Dallas, and San Antonio. Today, we serve more than 100 destinations in the United States, Mexico, Central America, and the Caribbean.

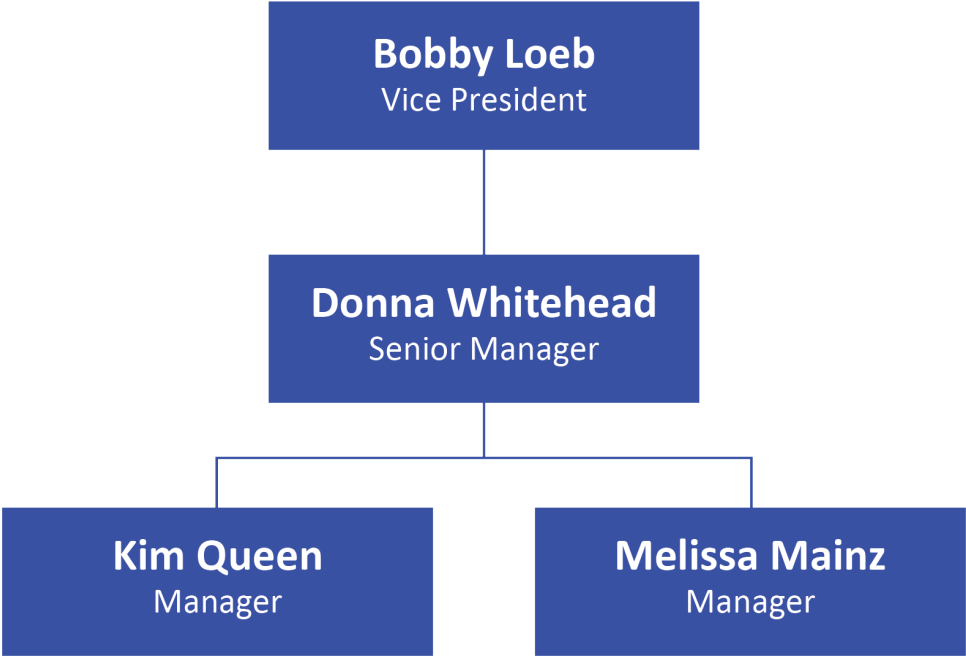


**Bob Jordan**, our President & Chief Executive Officer (CEO), is a 35-year Southwest veteran and began his career as a programmer in Technology. Bob has held 15 different positions at Southwest, including leadership roles in the areas of Finance, Planning, Procurement, Fuel, Facilities, Technology, Corporate Strategy, and as Chief Commercial Officer. Bob also served as the President of AirTran Airways during the successful integration. During his more than three decades at Southwest, the airline grew from a regional presence with around 7,000 People and 90 airplanes to a beloved national brand with over 800 airplanes, 126 million Passengers, nearly 72,000 Employees in 2023. Bob is a passionate advocate of "The Southwest Way," which refers to the Company's core values and People-centric Culture.

**Andrew Watterson** is the Chief Operating Officer (COO). As COO, Andrew's Executive guidance shapes the strategy, design, and performance of the operation of the world's largest point-to-point air carrier, the world's most awarded airline. Andrew joined Southwest Airlines in 2013 with a wealth of commercial and operational experience—from time serving the U.S. Army, to consulting air carriers across the globe in airline operations at both Oliver Wyman and Ernst & Young, and in leadership at Hawaiian Airlines.



### Southwest Airlines University Leadership



Southwest Airlines University provides centralized training in one place, also known as “SWA U.” SWA U’s vision is to be the Champion of Innovative Learning. Southwest Airlines University is led by Bobby Loeb.

Check out the entire **Southwest Airlines Senior Management Committee Organization Chart** at [SWALife >Directory >Our Company >Leaders >Senior Management Committee Organization Chart](#)

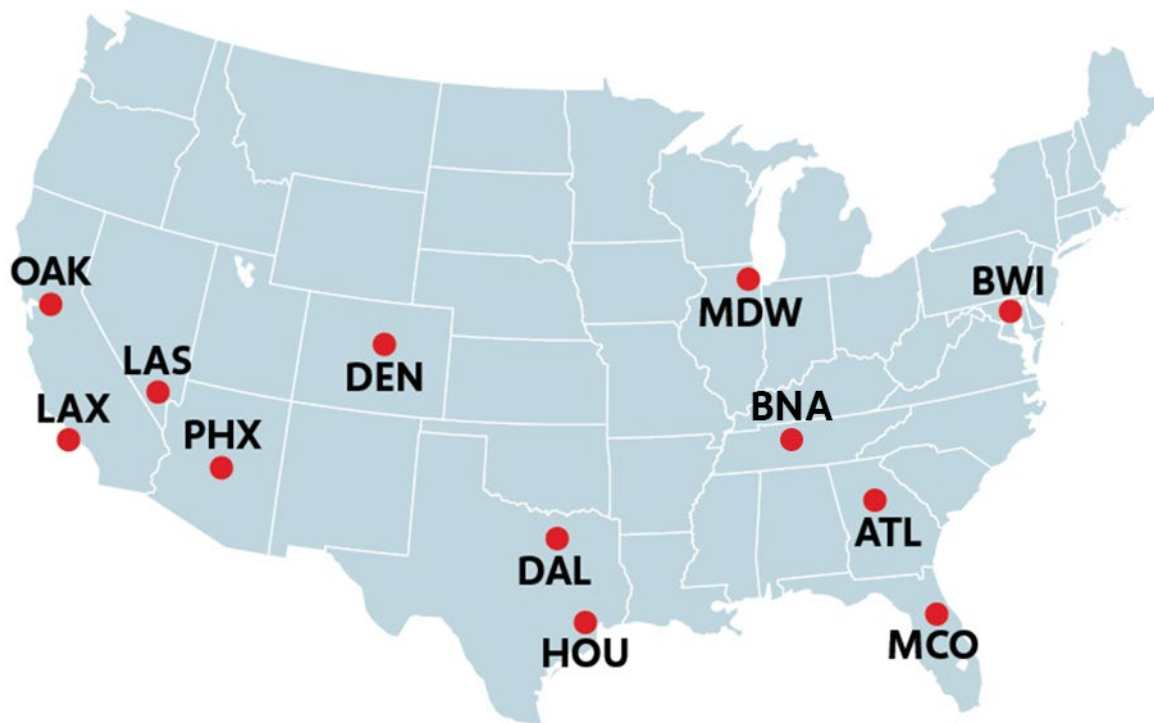
## Our Fleet

Southwest Airlines operates the following Boeing jets:

- 737-700 137 seats onboard (Premium Seating)
- 737-700 143 seats onboard
- 737-800 175 seats onboard
- 737-MAX8 175 seats onboard



## Base Locations





## A Career with Heart

Before you commit yourself to a career as a Southwest Airlines Flight Attendant, we would like you to consider a few things. We are evaluating you to make sure you are the right person for the job. It is only fair that you evaluate us to make sure we are the right fit for you! The job is rewarding, but it is a significant lifestyle change and is not for everybody.

Ask yourself the following questions and answer honestly:

- Are you prepared and able to be away from home up to four days in a row on a consistent basis?
- Are you prepared to work odd hours, weekends, and holidays until you gain enough seniority to hold them off?
- Are you willing to work out of one of Southwest Airlines' 12 base cities, with the understanding that your first choice may not be available—possibly for some time?
- Commuting to a base is an option, but it can be difficult. Our flights are regularly full without seats available for nonrevenue travel. It is your responsibility to be at work on time, even if you do not live in your base city. Are you prepared to potentially add days to your time away from home if commuting?
- Do you currently meet all of Southwest Airlines' appearance standards for Flight Attendants? If not, are you willing to change your hairstyle, redo your hair color, wear makeup, cut or trim your facial hair, or shave to meet appearance standards?
- How do you respond to corrective feedback? Are you willing to take responsibility for your personal growth and development? Do you accept ownership for your decisions and actions?
- This is a Customer contact position, and you will be interacting with a diverse population of Customers; all with different backgrounds, beliefs, appearances, attitudes, and temperaments. Can you consistently provide excellent Customer Service and Hospitality to all Customers for extended periods?
- Cell phones are not permitted while on duty. When you have a break, is your first thought checking your phone? Are you constantly texting? Can you be without your cell phone for a 10-hour duty day?

If any of your answers to these questions are making you reconsider your decision to become a Southwest Airlines Flight Attendant, please let us know before you commit yourself to the training program.

## What to Expect in Training

### Health and Safety Protocols

- Masks may be worn at any time.
- Gloves will be optional during all proficiencies, assessments, and when equipment is used.
- Hand sanitizer will be provided in each classroom.
- Frequent hand-washing is encouraged.
- Avoid touching face, nose, or mouth when possible.

Understand that Safety is the number one priority, and Leadership will inform you of any changes when you arrive on campus.

### The 5 A's of Training

Your performance during training will be evaluated as it was in your interview. We expect you to present your best self and maintain the highest standards. The requirements for successful completion of training include, but are not limited to, The 5 A's of Training:

#### *Academics*

- Achieve a minimum grade requirement of 90% on each multiple-choice exam.
- Accurately perform all required proficiencies/assessments. This can consist of a hands-on skill check to demonstrate your knowledge in a specific area, like Emergency Equipment Checks or CPR.
- Complete daily “Fuel-Up” assignments like homework and reading.
- Participate in classroom discussions, activities, practice sessions, and simulations.

#### *Attendance/Reliability*

- Attend all portions of the training.
  - We strongly discourage personal travel during your downtime in training.
  - You will report to Southwest Airlines University in Dallas on the first day of class.
- Maintain your ontime performance.
  - You must report to class on time each day.
  - You must report to class on time following lunch and after each break.
  - If you are late to class for any reason, you may be dismissed from training.

### *Attitude*

- Uphold Southwest Airlines' Purpose, Vision, and The Southwest Way.
- Provide outstanding Customer Service and the highest level of Hospitality to our Internal (Fellow Employees) and External Customers.
- Consistently display the proper attitude and Southwest Spirit.
- Demonstrate respect and integrity in all things and at all times.
- Follow The Golden Rule by treating others as you would like to be treated.
- Remember that it's okay to have FUN! In fact, we insist you do!

### *Appearance and Physical Standards*

- Meet the Appearance Standards and Physical Performance Standards policies and guidelines. (listed below)
- Wear appropriate attire and adhere to grooming standards every day.

### *Attentiveness*

- Engaged and aware in content delivery.
- Actively listening and responding in class.
- Maintaining eye contact with Instructors, peers, and guest speakers.
- Body language and posture are appropriate in a professional setting.
- Maintaining focus on the task being presented and avoiding distractions such as side conversations, phone, and watch use.
- Avoid any appearance of sleeping or nodding off.

### **Class Agenda**

You will receive a class agenda that includes classroom assignments, class times, topics, etc.

- Training will last for four weeks.
- You will be scheduled to attend class on at least one weekend day. When you have a weekend off, it is free time. Please be careful about planning any weekend travel. It is your responsibility to be back for training on time the next scheduled day.
- There will be computer-based trainings that are assigned throughout the four weeks of training. Do not complete this training in the Learning Management System (LMS) until instructed to do so by your Instructors. Failure to adhere to this could result in the unsuccessful completion of training.

## Physical Performance Standards and Appearance Standards



Pictured above is a group of Flight Attendant Candidates that meet the physical performance standards of a Flight Attendant.

A Flight Attendant's weight must be of such proportion to height that a neat appearance is maintained and physical ability to perform all job functions is not hindered. As a Flight Attendant Candidate, you must maintain the same physical requirements as a Flight Attendant.

A Flight Attendant must be able to perform all job functions including, but not limited to, the following:

- While facing forward, walk and fit comfortably down the aircraft (or aircraft mockup) aisle
- Quickly fit through the overwing window exit
- Fit into a jumpseat shoulder harness without modification, including closure without a seatbelt extension
- Lift items that weigh up to 50 pounds from the floor to shoulder height

Flight Attendant role is a uniformed position. Only standard uniform sizes are available. Men's uniforms range in waist size from 28 to 42 inches. Women's uniforms range in size from 0 to 18. No tailor-made uniforms are permitted.

Compliance with physical performance standards is measured during Initial Training. Candidates who report for training who do not meet the appearance and physical standards will be dismissed.

## Candidate Appearance Standards

Southwest Flight Attendants serve as the face of our Company and represent our Brand. All Candidates and Flight Attendants are expected to maintain the highest standards in appearance, as well as Hospitality. You will be on campus at headquarters and at LEAD (our Pilot training area), so we ask that your appearance reflects a neat and polished professional image. All clothing should be clean and free of wrinkles. You will wear your Flight Attendant uniform the entire last week of training.

Compliance with physical performance standards is measured during Initial Training. Flight Attendant Candidates who report for training who do not meet the appearance and physical standards will be dismissed. If you question if something is appropriate to wear, you should bring in a photo and ask for feedback before wearing it to class.

In addition, while you are traveling or commuting as a Flight Attendant non-revenue Passenger, you continue to represent Southwest and Inflight Operations, and we ask that you hold your appearance and conduct to the highest standard.

### Attire for Training

Week 1	5 days of business attire – Photos will be taken on Monday. Uniform Fittings will be on Tuesday. Bring uniform shoes and luggage.
Week 2	5 days of business attire.
Week 3	5 days of casual attire.
Pool Day	Pool attire and a change of clothes for casual attire.
Week 4	5 days of regulation uniform. Operating Experience is on Day 3 or 4 and Graduation is on Day 5.

*Please prepare for 10 days of business attire, 6 days of casual attire, 1 day of pool attire, and 1 week of regulation uniform.*

## General

- No sheer clothing. You may need to wear proper undergarments or an undershirt to present a professional and modest image.
- No low-cut clothing is permitted. The skin at your waist must always remain covered, even when reaching or bending.
- No offensive logos or wording on clothing. Southwest branded is okay.
- Clothing should not be excessively tight and should be well-fitting.

## Business Attire – Shirts and Blouses

- Must be solid white or solid black.
- Can either be a button-up dress shirt/blouse or collared polo shirt.
- Shirts and blouses should be business attire and must have a collar. No t-shirts or spandex.
- All sleeve lengths are acceptable, except for sleeveless shirts. Tank tops are not permitted.
- Undergarments must not be visible in any manner. Black, nude, or white camisoles are compliant undergarments. You must wear a brassiere under a camisole.
- Base layers and turtlenecks may be worn with long sleeves only (black or white). Long-sleeved base layers under polo shirts or short-sleeved shirts are not permitted.

## Business Attire – Bottoms, Dresses, Jumpsuits, and Pantsuits

- Must be solid black; no patterns of any kind.
- Pants, skirts, pantsuits, and dresses should be business attire. No yoga pants/sweatpants, spandex, cargo, jeggings, leather, or leather-like material.
- Capri pants and shorts are not permitted. Ankle-length pants are permitted.
- Pants may not drag the floor and must have a finished hem.
- Skirt or dress length cannot be above or below 2 inches from the center of the knee. If your skirt has a slit, it cannot be more than 4 inches from the edge of the hem.
- Dresses and pantsuits do not have to have a collar, but they must have a modest neckline. If they are sleeveless, you must wear a collared shirt underneath or a sweater/blazer over the dress.
- Maxiskirts or maxi dresses are not allowed for safety reasons.
- You may not wear knee-high or thigh-high hosiery with the skirt or dress. Hosiery is not required.
- A belt must be worn with a polo-type shirt tucked in.
- You must wear undergarments! Please keep in mind you will be professionally fitted with our shared fit line.

## Casual Attire

- Ankle-length jeans are permitted (no denim capris).
- No holes or fraying on edges.
- No excessive fading.
- No skintight fit.
- Skirts and dresses are permitted.
- Dark blue or black jeans are permitted. Must be denim (no jeggings).
- Expectations are the same for the shirts and blouses (stated above).

## Outerwear

- A solid black blazer/jacket/cardigan/sweater may be worn with or over your business/casual attire.
- Scarves, ties, and belts are allowed to be worn in any color.
- Scarves and ties are allowed unless they are determined to be safety risks during a Proficiency.
- Outerwear must be black when inside the building.
- You may wear any color of outerwear when outside the building.
- No sweatshirts, fleece, or hoodies.
- No clothing may be tied around your waist or shoulders.

## Shoes

- Loafers, flats, or dress shoes may be worn. Ankle boots/booties and knee-length boots may be worn. No cowboy boots, hiking boots, or over-the-knee boots are permitted. It must be leather, patent leather, or leather-like material.
- Closed-toe and closed-heel shoes are required.
- All shoes must be kept clean, polished, and in good repair.
- Athletic shoes may be worn on business or casual days.
  - They must be white, black, or charcoal gray with no bright or neon color accents. Visible edge of sole may be white, black, or gray.
- No flip-flops or beach-type sandals are allowed.
- No Birkenstock-type sandals, Croc-style shoes, or “Hey, Dudes!” are allowed.

## Shoes with Uniform

- You must bring at least one pair of shoes appropriate to wear with your uniform. Service shoes are allowed. Study the guidelines in the Uniform Appearance Standards.
- On the second day of training, bring the shoes (and the luggage) that you plan to use with your uniform for approval.

## Pool Attire



Part of your training is an overwater qualification class. This class involves a survival drill using the raft from our aircraft and a swimming pool. The simulation recreates sea survival, and you will be wearing ordinary clothing. You will be required to don a life vest and make your way to the raft in the swimming pool.

- Quick dry material is recommended.
- Dark-colored shirt (short or long-sleeved). Tank tops are not permitted.
- Dark-colored pants (capris are allowed) or long shorts. Shorts or trunks may not ride up.
- Any potentially offensive tattoos must be covered. Other tattoos may be visible this day while at the pool.
- Swim cap is permitted.
- Midriff may not be visible.
- Flip-flops and sandals are permitted (not allowed on raft).
- No jewelry permitted.



## Hair

- Hair should be neat, clean, and groomed and enhance a professional appearance.
- For your safety, hair cannot interfere with safely performing any job duties, i.e., getting caught in doors or jumpseats.
- Hair must be natural in color and be well-maintained. No stark highlights, or unnatural shades. Natural colors are shades of brown, blonde, brunette, red, black, or grey.
- Hair may not fall into your face or swing into a drink tray.
- During service or a proficiency involving emergency equipment: If your hair is longer than the top of your collar, it must be put up in a single bun, braid, or ponytail. "Messy-buns" or "Space-buns" are not allowed. "Man-buns" are allowed.
- Headbands, barrettes, and ponytail holders in neutral colors (black, brown, beige, navy, white, silver, and gold) are acceptable. They must be simple in style and understated in color.
- "Claw" type clips are allowed for most of training.

## Facial Hair

- Candidates should be clean-shaven. A fully grown-out beard, goatee, mustache, and/or sideburns are allowed.
- Length should not extend beyond a ½ inch from face.
- Sideburns cannot be longer than the bottom of the earlobe and must be even width throughout.
- Facial hair is not allowed while wearing a skirt, dress, or the female uniform collection.

## Fingernails and Makeup

- Fingernails must be kept clean, well-manicured, and should not be more than ¼ inch past your fingertips. They should all be the same length and shape.
- Nail polish is allowed but must be conservative (no neon or vibrant colors) and free of chips, cracks, streaks, or otherwise poorly maintained.
- Up to two colors are allowed.
- Glitter or nail art is allowed if kept simple and classic.
- No decals, letters, or jewels on fingernails.
- Makeup should be conservative and professional.
- Eccentric and exaggerated cosmetic styles and colors are not acceptable.

## Jewelry

- Must be professional, conservative, and simple in style. Large or elaborate jewelry is not allowed.
- You are required to wear a wristwatch. Apple/android watches are acceptable (taken off for testing).
- One short necklace or chain can be worn. One pendant, no larger than an inch in diameter may be worn. One necklace consisting of multiple strands is allowed.
- 2 small bracelets per arm may be worn (no hemp, rope, spiked, or braided styles). Charm bracelets are not allowed due to safety concerns.
- No more than 2 pairs of earrings are permitted. They must be in the earlobe only and cannot be larger than 1 inch in diameter. Earrings must not dangle more than 2 inches below earlobe. No gauges, plugs, or bars are permitted.
- Teeth may not have any jewelry.
- No pins or lanyards are allowed except the Southwest-approved pins. You may wear a lanyard with your uniform that is compliant with Uniform Appearance Standards.
- Once you are provided your Crew ID, it must be worn at all times while in training. This must be displayed above the waist, and it can be worn on a lanyard.

## Piercings

- Visible body and facial piercings such as eyebrows, nose, earlobe plugs/gauges, industrial (bar), lips, and tongue piercings may not be worn while on duty.
- A single nose stud piercing that's 2mm or smaller is allowed.
- Septum piercings are not allowed.
- Piercings cannot be visible under your garments.

## Tattoos

- It is important that visible tattoos are not offensive, which includes, but is not limited to, violent, obscene, sexual, or racist content and imagery.
- If needed, consult with your Leader to determine if tattoos are offensive. If a tattoo is determined to be offensive, it must be covered by your uniform or makeup.
- Any tattoos on the hands that are determined to be offensive may not be covered with makeup due to requirements for hand hygiene.
- Visible tattoos are not permitted on your head, neck, or chest.
- While in uniform, all head, face, neck, or chest tattoos must be completely covered using the uniform, your hair (neck tattoos only), makeup, or a scarf.

## Personal Hygiene

- Please maintain a neutral/subtle scent. Please be mindful of others who might be sensitive or allergic to fragrance.
- If you are a smoker, please be courteous and aware of possible sensitivity of others to that smell as it clings to hair and fabric.
- Please bathe daily and ensure hair is clean.
- Use deodorant.
- Teeth must be clean and in good condition. Have fresh breath. You may not chew gum at any time during training hours or in uniform.



## General Information

### Employment

Candidates will be considered for employment only after successful completion of the training program.

Successful completion includes, but is not limited to, meeting Southwest Airlines standards for:

- Attendance and on-time performance
- Satisfactory grades
- Adherence to appearance standards
- FAA/DOT drug and alcohol screening
- Attitude and behavior
- Required background checks

### Pay (Upon Graduation)

Each New Hire Flight Attendant, including internal transfers, receives \$1,200 (minus taxes and deductions) within five to seven working days of hire date. Following successful completion of training, it may be up to 30 days before you receive your first paycheck. Please plan accordingly.

### Requesting Accommodations (Americans with Disabilities Act)

If, based on a documented medical condition, you would like to request an accommodation(s) during your training, please contact the Southwest Airlines Accommodations Team. You should contact the Team as soon as possible as you will be asked to provide medical documentation to support your request, and that can occasionally take time as you work with your medical provider. If you require a uniform accommodation, please know that these requests are evaluated for medical, religious, or gender expression needs. You may reach the Accommodations Team at Southwest Airlines via email at [Accommodations.Team@wnco.com](mailto:Accommodations.Team@wnco.com) or by phone at (877) 792-4792.

Be sure to contact the Accommodations Team each time you are attending a training event and have an accommodation request due to a medical condition. After reviewing the information provided by you and your medical provider, the Accommodations Team will advise you and the Training Scheduling Team accordingly.

**NOTE:** Accommodations Team reviews and determines if they can grant a reasonable accommodation. If you need an assistive device or brace, you must file an accommodation before training. Your uniform must cover any approved assistive device or brace.

## Uniforms

The following links will assist you with the standards and guidelines for the Southwest Airlines Flight Attendant uniform. Ensure you select each link in the bulleted list below to review the uniform information:

- [Uniform Appearance Standards](https://swa.is/UniformStandards) (swa.is/UniformStandards)
- [Above the Wing Uniform Program](#)
- [Inflight Uniform Look Book](#)

On the second day of training, you will be fitted for your uniform and will place an order for your initial selection of uniform items. If you require a uniform accommodation based on medical, religion, or gender expression needs, please reach out to the Accommodations Team in advance. See the “Above the Wing Uniform Program” section in this packet for uniform sizes available.

Uniform purchase requirements:

- Company will provide up to \$500 in uniform allotment to include four complete uniforms and accessories of any combination.
- A complete uniform consists of a top piece and a bottom piece (a shirt and pair of pants).
- The uniform dress counts as one complete uniform.
- All Candidates are required to order one uniform belt, if purchasing pants or shorts.
- One selection of outerwear is required.
- Additional pieces and optional items may be ordered upon successful completion of training.

## Luggage

You may bring a maximum of three pieces of luggage with you to training. Only two pieces may be checked without an additional baggage charge. Maximum weight is 50 pounds, and maximum size is 62 inches (length + width + height) per checked piece of luggage. Overweight items from 51 to 100 pounds and oversized items more than 62 inches but not more than 80 inches will be accepted for overweight and oversized baggage fee of \$150 per item. After graduation, the maximum is four pieces of luggage you may check without charge from Dallas (Love Field).

## **Luggage for Work**

Luggage guidelines may be found in the attachment: Uniform Appearance Standards.

All baggage items used while you are in uniform must meet the requirements listed in the Uniform Appearance Standards. If you currently own pieces that meet the appearance standard requirements, you may bring them to class on Day 2 to obtain a Training Manager's approval. If you do not bring your luggage for approval on day 2 or if your luggage does not meet standards, you must order luggage during your uniform fitting.

Luggage purchases while in Training are payroll deducted. If you do not successfully complete your 6 month probationary period, your remaining balance will be taken out of your final paycheck.

## **Meals**

A prepaid debit card will be issued to you for purchasing food items of your choice to help subsidize meal expenses. You will receive your card on the first day of training.

Breakfast and lunch items are available for purchase in our Employee cafeteria. Coffee bars are available as well.

You will need to bring enough money to cover all expenses, not specifically listed as covered by training. Plan to purchase dinner each day and meals on weekends. Also, bring enough money for entertainment and personal items you may need to purchase.

## Guidelines and Expectations

- No portion of training nor meetings or conversations with Instructors or Leaders may be recorded or photographed for use outside the classroom unless specifically directed as a part of your training.
- Utilizing any “smart” accessories (watches, eyewear, etc.) to record any portion of training is strictly prohibited. If the accessory is a version of “smart” eyewear, please ensure you bring eyewear that does not have recording capabilities to use while in training.
- Earbuds may be used for phone calls on breaks and when taking computer-based training. They can be used with permission during a study hall in the classroom.
- Cell phone use is permitted on breaks only. Cell phones may be used in the classroom, hallways, Culture Centers, cafeterias, or other break areas. Cell phone use should not interfere with your interactions with Fellow Employees or guests of SWA U.
- No cell phones may be worn on belts.
- You will be provided with a tablet device as it is required to use during training and on the job after graduation.
- Screenshots or photos of Training material or equipment are prohibited on any tablet or electronic device.
- Smoking is only permitted outside the building in designated areas, 25 feet from the door. City of Dallas smoking ordinances applies to our workplace.
- Flight Attendants are not permitted to chew gum in uniform; therefore, gum chewing is not allowed at any time at SWA U.
- Candidates must adhere to The Southwest Way and are expected to always maintain a courteous and friendly demeanor.
- Candidates must adhere to Personal Appearance, Personal Hygiene and Uniform Appearance Standards.
- On time performance is required.
  - You must be in your seat and ready for class at the designated start time for each class.
- Attentiveness and participation is required every day in Training.

**Starting on Day 1 of Training, you must adhere to the expectations listed above.**

## **Graduation Celebration**

On your last day of training, if you have met all of the requirements, you will graduate from class and become an official Southwest Airlines Flight Attendant. Please look forward to more information on how you and your loved ones can celebrate graduation when you arrive on campus. You are allowed two guests and they are responsible for their own travel to graduation. Do not book a return flight home before 6 PM the day of graduation.

## **Hotel Information and Guidelines**

- SWA U provides your hotel accommodations.
- All hotel rooms are single occupancy.
- Overnight guests are not allowed.
- All hotel rooms are non-smoking. Please check with hotel staff for the location of smoking areas.
- The hotel is not responsible for lost or stolen articles. Please do not bring valuable or irreplaceable items. If you choose to bring valuables, use the hotel safe.
- You may bring your car to the hotel. Please see the hotel welcome letter for parking costs. You may NOT drive to SWA U. All Candidates are required to ride the provided transportation to and from training.
- If you have any hotel issues, please contact the front desk.

Refer to your hotel welcome letter for more specific information.



## Personal Security

Your Safety is important to us. While you enjoy your stay at the hotel, just like any overnight as a Flight Attendant, you should always be aware of your surroundings and use good judgment to be safe and secure.

Here are a few tips to keep in mind:

- Never announce room numbers or other personal information within hearing distance of other people.
- If you leave the hotel, go in groups or tell someone that you'll be out and when you expect to return.
- When you're out walking or exercising, be vigilant and aware of your surroundings. Avoid using headphones as they reduce your situational awareness.
- When leaving your hotel room, always ensure the door locks behind you.
- Use the safety locks on your door while you're in your room.
- Never open the door for unexpected visitors.
- Report any suspicious persons promptly to the front desk. Be sure to include a description and location.
- Review the hotel fire and severe weather procedures. Locate the two exits nearest to your hotel room.

## Hotel Behavior Expectations

You are representing Southwest Airlines during your training stay, and your behavior at the hotel has an impact on the public's perception of our Company. Any actions or behaviors at the hotel that project a negative image of yourself, or Southwest Airlines may result in your dismissal from training. These include, but are not limited to:

- Illegal activity
- Harassment of fellow Southwest Airlines Employees or other hotel guests
- Interactions with hotel, restaurant, or transportation staff that do not demonstrate the warmth and friendliness we expect from Southwest Airlines Employees
- Any activity that could cause harm to yourself or others
- Disruptions to other Southwest Airlines Employees or hotel guests, such as making loud noises or monopolizing common areas
- Fighting or striking another Employee, Candidate, hotel guest, or hotel employee
- Lewd behavior
- Excessive alcohol consumption or appearing intoxicated

- Any conduct, behavior, or speech which reflects adversely on your profession or Southwest, including derogatory, threatening, or uncomplimentary remarks about the Company, Fellow Employees, or Customers
- Damage of property

The hotel will be your home away from home for the next few weeks. Don't become complacent. The hotel is not a dormitory. Please work together to make it a safe, productive, and enjoyable experience for everyone.

## **Guidelines for Personal Use of Social Media**

We will review this information during your orientation day (Day 1), but we ask that you read through the guidelines.

For this policy, social media means all communication, posts, or content of any sort on the Internet. This includes, but is not limited to, your own or someone else's blog, personal website, social networking site, and web forum or chat room, whether or not associated or affiliated with Southwest, as well as any other form of electronic communication, such as, Facebook, Twitter, YouTube, Pinterest, Instagram, SWALife, wikis, and message boards.

Social media tools can be very beneficial. Southwest utilizes social media to share the happenings at Southwest in real-time, but such instant forms of communication are not without risk. Southwest Employees must be mindful that both personal use and corporate use of social media can impact Southwest, its Employees, or its Customers. If not managed appropriately, social media activity can damage the public's perception of Southwest Airlines, adversely affect Southwest's Culture, and negatively impact Southwest's Customers and Employees. Thus, this policy sets expectations for all Southwest Employees, members of the Board of Directors, and Contractors concerning social media activity.

This Social Media Policy applies to all Southwest Employees, members of the Board of Directors, and Contractors. This policy is divided into three sections. Section One applies to both personal and corporate use of social media. Section Two applies only to personal use. Section Three applies only to corporate use. Corporate use includes social media activity on corporate social media accounts that are owned and authorized by Southwest Airlines Co. and through which authorized administrators are permitted to speak on behalf of the Company. Personal use of social media includes any social media activity other than corporate use. In addition to this policy, Southwest's Guidelines for Employees and all other Company policies apply to your personal and corporate use of social media activities as they relate to or impact Southwest Airlines.

## **SECTION ONE—Applicable to Personal and Corporate Use:**

- 1. Play by the Rules.** You are responsible for your own social media activity and compliance with all Southwest policies and procedures. Any conduct on social media that would violate this policy or other Company rules, policies, or procedures may be grounds for discipline, including termination of employment. You must know and follow this policy, Southwest's Guidelines for Employees, and all other applicable policies, including (but not limited to) Southwest's Code of Ethics; Mission Statement; Policy Concerning Harassment, Sexual Harassment, Discrimination & Retaliation; Information Security Policy and Standards; and Department Work Rules.
- 2. Use Good Judgment.** Posting online is no different than communicating verbally or in writing about Employees, Customers, and others; depending on the social media used, it may be more public than a verbal or written communication in a work location or work-related environment. Give the same consideration to everything you post to social media as you would to your verbal comments, posts on a physical bulletin board, or submissions to a newspaper. Many eyes may see your posts, including those of reporters, Customers, your Leaders, your Coworkers, and the competition. Assume that all of these people will be reading every post, no matter how obscure or secure the site to which you are posting may seem. Even if you delete your content, it already may have been printed, forwarded, or otherwise distributed, and search engines and other technologies make it virtually impossible to take something back. The identity of anonymous posters may be uncovered or revealed at a later time. Therefore, you still may be held accountable for the content you generated that violates Southwest's policies even if you posted anonymously or later attempted to remove the inappropriate content. You remain accountable for content even after it has been deleted.
- 3. Be Respectful.** Consider how your post may impact you, the Company, and others you encounter in your role at Southwest, including, but not limited to your Coworkers, your Leaders, Customers, and Southwest's competitors. Be fair and courteous. Avoid posting content that may be viewed as malicious, obscene, violent, harassing, bullying, defamatory, discriminatory, or retaliatory. Examples of such conduct may include, but are not limited to, posting content that may contribute to or create a hostile work environment or posting threatening or intimidating content that has a connection to the Company or affects the workplace. Be mindful that you are more likely to resolve work-related complaints by speaking directly with your Coworkers or your Leaders, Employee Relations, or Employee Services than by posting complaints to a social media outlet.

4. **Be Honest and Accurate.** Always be honest and accurate when posting content. If you make a mistake, correct it quickly. Never post any information or rumors you know to be false about Southwest or others you encounter in your role at Southwest, including, but not limited to, your Coworkers, your Leaders, Customers, and Southwest's competitors.
5. **Maintain the Confidentiality of Southwest's Confidential and Proprietary Information.** This includes all non-public information about the Company, including, for example, matters discussed in internal Company memos to Employees, Southwest's technological developments, competitive position, strategy, unreleased financial results, undisclosed products and promotions, and Customer and Coworker information. No such confidential or proprietary information of Southwest should be disclosed on social media sites unless specifically authorized by Southwest.
6. **Respect the Property Rights of Southwest and Third Parties.** Do not use Southwest's logos, trademarks, images, video, text, graphics, or any other Southwest owned and copyrighted materials without permission of the Licensing Team within the Southwest Marketing Department. You may need permission to use a third party's intellectual property or other proprietary rights, including copyrights, patents, trademarks, photos, videos, and rights of publicity (for example, an individual's name and likeness). Furthermore, you must also comply with the Media Owned by Others Policy found in Southwest's Guidelines for Employees.
7. **Be Safe.** Be careful about posting personal information online, whether it is information about you or others you encounter in your role at Southwest, including, but not limited to, your Coworkers, your Leaders, and Customers. Personal information can include photos, addresses, phone numbers, information about where and when you work, personal routines, or anything else that could compromise anyone's Safety.
8. **Do Not Break the Law.** Do not engage in illegal or unlawful activities. Do not publish comments, pictures, videos, or other information about participation in illegal activities or anything that implies that you are engaging in illegal conduct or that may violate others' privacy rights.

- 9. 9. Report Inappropriate Online Behavior.** If you believe social media is being used in a manner that violates the Policy Concerning Harassment, Sexual Harassment, Discrimination & Retaliation, notify your Supervisor, Manager, Director, Vice President, or Southwest's Employee Relations Team. Leaders who are made aware of harassment, sexual harassment, discrimination or retaliation concerns or complaints should immediately contact Employee Relations in the Legal Department. Any other concerns regarding the use of social media in a manner that violates this Policy should be reported to Southwest's Social Media Team by emailing [SocialMediaPolicy-DG@wnco.com](mailto:SocialMediaPolicy-DG@wnco.com).
- 10. Do Not Retaliate.** Southwest prohibits taking adverse action against any Employee for reporting a possible violation of this policy or for cooperating in an investigation. Any Employee who retaliates against another Employee for reporting a possible violation of this policy or for cooperating in an investigation will be subject to disciplinary action up to and including termination of employment.
- 11. Monitoring.** Southwest reserves the right to review, track, and monitor your social media activity that is available to the public, internal to Southwest, or that another person may bring to Southwest's attention, as well as all aspects of corporate social media accounts, even parts that are not publicly available. Accordingly, you should have no expectation of privacy in such content. You are responsible for knowing and following all of Southwest's policies and procedures when you engage in social media activity. Your social media activities may lead to or may be considered in connection with Employee discipline. Southwest may request the deletion or removal of any social media content that violates this policy or any other Southwest Policy. Use of social media that violates Southwest's policies and procedures or adversely affects your job performance, the performance of Coworkers, or the interests of Southwest may result in disciplinary action up to and including termination of employment.
- 12. Right to Modify Policy.** Southwest reserves the right to modify this policy at any time.
- 13. Interpretation.** This policy shall be interpreted following applicable law, and nothing in this policy shall be construed as prohibiting any conduct protected by applicable law.
- 14. Ask the Social Media Team.** If you have questions or need further guidance regarding this policy, please contact Southwest's Social Media Team at [SocialMediaPolicy-DG@wnco.com](mailto:SocialMediaPolicy-DG@wnco.com).

## **SECTION TWO—Applicable to Personal Use:**

- 1. Identify Yourself and Speak Only on Your Behalf.** Only officially designated Southwest Employees are authorized to speak on behalf of Southwest through social media. Unless you are acting in such an officially designated capacity, express only your personal opinions. If you post online about Southwest, Southwest's competitors, or their respective services, identify your connection to Southwest and make it clear that you are speaking for yourself and not on behalf of Southwest. You can do this by including a disclaimer on your social media profiles such as "I work for Southwest, but the views expressed are my own and do not necessarily represent those of Southwest." Be mindful to exercise good judgment and ensure that your posts do not violate Southwest's policies. Speaking for yourself or refraining from referencing Southwest in your posts does not insulate you from being held accountable for your social media activity under this policy or other Southwest policies. When selecting a personal account name, screen name, or handle, do not use the Company name, a shortened version of the Company name, or any other name that suggests you are speaking on behalf of Southwest. Do not post a link to a Southwest website without disclosing your connection to Southwest.
- 2. Defer to the Communications Department.** You are not permitted to speak to the media on Southwest's behalf without approval from Southwest's Communications Department. All media inquiries related to social media should be directed to at the Social Media Team at [SocialMediaPolicy-DG@wnco.com](mailto:SocialMediaPolicy-DG@wnco.com).
- 3. Let the Subject Matter Experts Respond.** If you spot negative or disparaging posts about the Company or its brands, do not respond to yourself. Instead, notify Southwest's Social Media Team by emailing [SocialMediaPolicy-DG@wnco.com](mailto:SocialMediaPolicy-DG@wnco.com) so that an authorized Southwest spokesperson who is a subject matter expert can respond on behalf of Southwest.

## The Three C's to Social Media

### Helpful Hints to Ensure Compliance

Don't have your copy of the Social Media Policy handy? Please keep these three C's in mind when you are making posts (or replying to posts) in any social media format.

#### Customers

#### Coworkers

#### Company

- If you keep these three C's in mind before posting you should never find yourself in a situation that could violate the Social Media Policy.
- Refrain from posting disparaging comments on social media that relate to the three C's above, and you will be just fine.
- We want you to be yourself—that's why we hired you—but we also expect you to be mindful and respectful of the rights of others.
- As a Company, we reserve the right to monitor your social media activity.
- If we are made aware of any comments or behaviors that violate these policies, we have a responsibility to address it.
- Please know that any conduct on social media that violates the Social Media Policy, Company rules, or any other Company policy could result in discipline up to and including termination.
- It is your responsibility to ensure that you remain in compliance with all Company Policies. To keep things simple, let's look at it this way: if you are about to post something and have to ask yourself how this post could be perceived, you may not want to hit send.



## Social Media FAQs

What if my posts are made privately?

- Please be mindful even if you are making posts privately. If the Company becomes aware of any post that violates the Social Media Policy, whether intended for public view or not, an investigation will be performed and may result in discipline up to and including termination.

Why does this policy apply to me?

- Remember that as an Employee of Southwest Airlines, you are responsible for your own social media activity and for the content you share with others.

You mean I can't joke around?

- We are not saying that you can't have a Fun-LUVing Attitude when you post on social media but be mindful that sarcasm does not translate well into the written word. If you think a post could be deemed as an attack or as a disparaging comment, do not post it. Postings of this nature could also violate Southwest Airlines Harassment Policy.

What do I do if I find that someone is posting negative comments on social media about Southwest Airlines, our Customers, or an Employee?

- First, do not respond or engage in the postings, even if your intentions are to defend the Company, Customer, or Employee. By engaging in these posts, you could become a contributor to the problem and not the solution. Please bring these concerns to your Base Leadership or the Social Media Team and allow them to handle the situation.

What do I do if a Coworker is posting comments to or about me that I believe to be a violation of the Company Social Media and Harassment Policies?

- Again, do not respond or engage in the posts. Please bring these concerns to the attention of your Base Leadership so they can address the issue on your behalf and provide next steps.

What does connection to the Company mean?

- Should you make disparaging posts about the Company, Coworkers, or Customers, and it is discovered that you are a Southwest Employee or Candidate, an investigation will be conducted.

What if I have more questions about the policy?

- Should you have questions, or need further guidance on this policy, please contact Southwest's Social Media Team at [SocialMediaPolicy-DG@wnco.com](mailto:SocialMediaPolicy-DG@wnco.com).

## What to Bring with You

### Day 1

- Have your passport with you.
- Have your Vacancy Bid printed for Day 4. This can be found through the following hyperlink: [Vacancy Bid](#)

**NOTE:** You must have your valid, unexpired passport, including any documentation required for foreign passport holders, in your possession on the first day of training to remain in class. Receipts or other paperwork, even if the passport is in the process of being renewed, are not acceptable.

### Everyday Requirements

Starting the second day and continuing through graduation, bring the following items to class every day unless otherwise instructed:

- This Preflight Packet (printed or electronic copy is acceptable)
- Working wristwatch (required of all Flight Attendants while in uniform)
- Small working flashlight (FAA requirement)
- Nametag (we will issue you a tag on the first day of class)
- Employee ID (if you are a current Employee of Southwest)
- Southwest Airlines issued iPad Mini and charger (issued during the first week of class)
- Valid, unexpired passport plus additional documents, if required
- Earbuds that will be compatible with an Apple iPad Mini 6 (USB-C wired or Bluetooth/wireless) for computer-based trainings done in class.
- Corded headphones or earbuds will not be compatible with your company issued iPad.
- Pens
- A sense of humor and a great attitude

Optional supplies: highlighters, index cards, laptop computer or tablet, mug or cup with a lid for hot and cold beverages

## Additional Information

As a new Employee, your benefits do not begin until your training has completed. Once you are a New Hire, you may enroll in your benefits online at SWALife >Life & Career >Health Benefits (WorkPerks). You should be able to access this system from any mobile device, including phones and tablets, approximately five days after your first day.

You must complete your enrollment 30 days of your official hire date, even if you are electing not to have coverage.

To add eligible family members while enrolling, please be sure to have the following information available:

- Full legal name
- Date of birth
- Social Security number

Once you have completed your enrollment and if you added eligible family members, you will receive a notice with regards to the type of documentation required and how you may provide that documentation, which includes the option of uploading a photo of the document to WorkPerks. You must provide the required dependent verification documents (e.g., birth certificates, marriage certificate, etc.) 30 days of your official hire date or your dependents will not be added to coverage.

Every Flight Attendant is required by the Vision 100-Century of Aviation Reauthorization Act (P.L. 108–176—DEC. 12, 2003) to hold a Certificate of Demonstrated Proficiency issued by the FAA. During your Inflight Initial Training, Southwest Airlines will ask you to complete a form with personal information to fulfill the FAA's Flight Attendant certification requirements.

Flight Attendants who already possess a valid certificate will be asked to input their certificate numbers in the form so that Southwest can validate the information against the FAA's database. Flight Attendants who do not already have a valid certificate can expect to receive the Certificate of Demonstrated Proficiency from the FAA within 10 to 14 days following graduation.

A Flight Attendant is not required to carry his or her Certificate of Demonstrated Proficiency. However, upon the request of the FAA or an authorized representative of the National Transportation Safety Board or another Federal agency, a person who holds such a certificate is required to present the certificate for inspection within a reasonable time (15 days according to the FAA).

Instructions for updating an existing certificate and replacing a certificate, as well as frequently asked questions, are available by visiting the FAA's website at [www.faa.gov](http://www.faa.gov). You should feel free to contact your Leader with any questions.

## Curriculum and Study Expectations

SWA U provides all the materials needed for you to be successful. We want you to take advantage of the tools we offer to become the best Southwest Airlines Flight Attendant possible.

All training materials are the property of Southwest Airlines and include Sensitive Security Information. They must never be copied, altered, sold, or shared online. This includes social media platforms like Facebook or Twitter and learning applications like Quizlet.

Failure to adhere to these guidelines is grounds for dismissal from training. Depending on the nature of use, civil penalties may apply. Please help us to protect our materials.

## What to Study Before Training

The topics listed below are required learning before you report to class. They will enable you to prepare for your first exam. Please prepare as you will be tested on this information.

- Inflight Operations Leaders
- The 24-hour clock
- Airport codes
- Company terms and abbreviations
- Public Announcements

## Additional Resources

These are not required but will help you to get a head start before class.

- Explore "[Dynamics of Flight](http://www.nasa.gov)" on [NASA.gov](http://www.nasa.gov) to learn about the fundamentals of flight and the parts of an aircraft.
  - <https://www.grc.nasa.gov/www/k-12/UEET/StudentSite/dynamicsofflight.html>
- Explore "[Boeing 737 Next Generation](https://en.wikipedia.org/wiki/Boeing_737_Next_Generation)" on [Wikipedia](https://en.wikipedia.org/wiki/Boeing_737_Next_Generation) to learn more about the aircraft that will become your new office.
  - [https://en.wikipedia.org/wiki/Boeing\\_737\\_Next\\_Generation](https://en.wikipedia.org/wiki/Boeing_737_Next_Generation)

# Inflight Operations Leaders

Inflight Operations proudly provides Positively Outrageous Service to our Customers in the cabin. As Safety professionals, Flight Attendants have the opportunity and responsibility to provide the best and safest cabin experience through reliable and consistent Legendary Customer Service. Steve Murtoff is honored to lead Inflight Operations along with his Team of Leaders at our Corporate Campus and in the field. You will be tested on the following Inflight Operations Leaders and their titles on your first exam:



**Steve Murtoff**  
Vice President Inflight Operations



**Mike Sims**  
Managing Director  
Inflight Crew Support & Services



**Mike Sikes**  
Managing Director  
Inflight Strategy & Business Performance



**Rachel Loudermilk**  
Managing Director  
Base Ops & Employee Engagement



**Stacie Arce**  
Managing Director  
Inflight Strategy Delivery

**Base Operations Leaders**

**Inflight Senior Managers**

Dominick Renteria  
Randall Miller  
Tracey Short  
Kevin Clark

**Base Managers**

ATL	Tiffany Laurent
BNA	Julie Gallagher
BWI	Danielle Santiago
DAL	Carrie Haynes
DEN	Carolene Goulbourne
HOU	Nikki Abron
LAS	Brandon Durbin
LAX	Keith Rendone
MCO	Valencia Doyle
MDW	Corey Opoka
OAK	Dori Jones
PHX	Deborah Edwards

## The 24-Hour Clock

Flight Attendant schedules are written using the 24-hour clock. The day runs from midnight to midnight and is divided into 24 hours, indicated by the hours passed since midnight, from 0 to 23. You may recognize this as military time.

The time of day is written in the form hh: mm where hh (00 to 23) is the number of full hours that have passed since midnight, and mm (00 to 59) is the number of full minutes that have passed since the last full hour.

For example, 2:00 a.m. is two full hours after midnight and would be written 0200, pronounced “oh-two hundred.” 2:00 p.m. is 14 full hours after midnight and would be written 1400, pronounced “fourteen hundred.”

Midnight can get a little tricky, since 24:00 and 00:00 are both technically midnight. However, at Southwest Airlines, we use 24:00 to indicate midnight, and 00:01 to indicate 12:01 a.m.

Depending on the application, you may see 24-hour clock times notated without the colon. Either form—02:00 or 0200—are correct.

Here’s a handy chart to help you translate a.m./p.m. time to the 24-hour clock:

24-Hour Clock	A.M./P.M. Time	24-Hour Clock	A.M./P.M. Time
0100	1:00 a.m.	1300	1:00 p.m.
0200	2:00 a.m.	1400	2:00 p.m.
0300	3:00 a.m.	1500	3:00 p.m.
0400	4:00 a.m.	1600	4:00 p.m.
0500	5:00 a.m.	1700	5:00 p.m.
0600	6:00 a.m.	1800	6:00 p.m.
0700	7:00 a.m.	1900	7:00 p.m.
0800	8:00 a.m.	2000	8:00 p.m.
0900	9:00 a.m.	2100	9:00 p.m.
1000	10:00 a.m.	2200	10:00 p.m.
1100	11:00 a.m.	2300	11:00 p.m.
1200	12:00 p.m. (noon)	2400	12:00 a.m. (midnight)



Use the example questions on the below to practice translating a.m./p.m. time to 24-hour clock time. You need to be able to translate a.m./p.m. time into 24-hour clock time and 24-hour clock time into a.m./p.m. time for your first exam.

1. What is the 24-hour clock time for 1:34 a.m.?
2. What is the 24-hour clock time for 1:34 p.m.?
3. Your check-in time is 0500. What is the a.m./p.m. time?
4. Your trip arrives back at base at 0030. What is the a.m./p.m. time?
5. What is the 24-hour clock time for 3:15 a.m.?
6. What is the 24-hour clock time for 3:15 p.m.?

Answers: 1) 0134 2) 1334 3) 5:00 a.m. 4) 12:30 a.m. 5) 0315 6) 1515

## Coordinated Universal Time (UTC)

UTC is a universal time used to avoid confusion between flights that take place in different time zones. It is the same as Greenwich Mean Time, or GMT, and can also be referred to as Zulu time. It operates off a 24-hour clock instead of a 12-hour clock with AM and PM.

As a Flight Attendant, you need to become familiar with UTC for several reasons. If you are scheduled to work a flight from MDW (Chicago Midway) to LAS (Las Vegas), and then on to NYC (New York), three different time zones can be confusing. UTC allows for you to use a standard time no matter where you are in the world. Some of the applications we use as Flight Attendants also may use UTC, so it's important to become familiar with the universal time zone.

Let's practice converting between UTC and Local time zones. Here is a chart you can use to convert between each time zone during Daylight Savings Time. Keep in mind that some locations, like Arizona, do not have Daylight Savings, so their conversion will remain the same.

Standard Time Zones in UTC	
Atlantic Standard Time (AST)	UTC minus 4 hours (UTC-4)
Eastern Standard Time (EST)	UTC minus 5 hours (UTC-5)
Herb Time/Central Standard Time (CST)	UTC minus 6 hours (UTC-6)
Mountain Standard Time (MST)	UTC minus 7 hours (UTC-7)
Pacific Standard Time (PST)	UTC minus 8 hours (UTC-8)
Alaska Standard Time (AKST)	UTC minus 9 hours (UTC-9)
Hawaii-Aleutian Standard Time (HST)	UTC minus 10 hours (UTC-10)

Daylight Savings Time Zones in UTC	
Eastern Daylight Time (EDT)	UTC minus 4 hours (UTC-4)
Herb Time/Central Daylight Time (CDT)	UTC minus 5 hours (UTC-5)
Mountain Daylight Time (MDT)	UTC minus 6 hours (UTC-6)
Pacific Daylight Time (PDT)	UTC minus 7 hours (UTC-7)
Alaska Daylight Time (AKDT)	UTC minus 8 hours (UTC-8)
Hawaii-Aleutian Daylight Time (HDT)	UTC minus 9 hours (UTC-9)

Depending on your time zone and whether it is Daylight Savings Time, you will complete a simple calculation to convert to UTC. Remember, depending on where you are and what time it is, it may be the next day, according to UTC! Here's an example: It's 19:00 in DAL (Dallas) on Sunday, and it is not Daylight Savings Time. To convert to UTC, add 6 hours to 19:00, which is 25:00. Since there are only 24 hours in a day, subtract 24:00 to get 01:00 in UTC on Monday. To keep it from getting confusing, always convert to the 24-hour clock and remember that anything over 24 hours is the next day. To practice, answer the questions below.

1. It is 3:00 AM in SAN (San Diego), and it is Daylight Savings Time. What time is it in UTC?
2. The UTC time for MSY (New Orleans) is 20:00. What time is it in Herb Time/Central Standard Time (CST)?
3. It is 11:30PM(EST) in MIA (Miami) on Tuesday. What day and time is it in UTC?

Answers: 1) 10:00 2) 14:00, or 2:00 PM 3) Wednesday, 04:30

## Airport Codes

Each airport in the world is assigned a three-letter airport code. All airlines and aviation Employees use these codes. The code assigned to each airport is usually derived from letters in the city's name or the name of the airport.

For example:

- Dallas Love Field Airport (our home) = DAL
- Boise = BOI (the first letters in the city's name)

Sometimes an airport is renamed. In such cases, the three-letter code stays the same.

For example:

- Orlando = MCO (derived from the original name of the airport, which is McCoy Field, thus MCO)
- New Orleans = MSY (derived from Moisant Stock Yards, the original name of the airport)
- Kansas City = MCI (Mid Continent International)

It is not necessary to know why a particular airport code was created, but you must know the codes of all the airports served by Southwest Airlines. Codes are always written in CAPITAL letters. For example, we always use DAL instead of Dal for Dallas Love Field.

You will be tested on translating cities to codes and codes to cities.

- Nashville (city) = BNA (airport code)
- BNA (airport code) = Nashville (city)

Some cities are served by more than one airport or sometimes the airport name includes more than one city. We must use the full name when referring to these airports to avoid confusion for our Customers.

<b>Airport Code</b>	<b>City Name</b>	<b>Airport Name we use/say to Customers</b>
ABQ	Albuquerque, NM	Albuquerque
ALB	Albany, NY	Albany
AMA	Amarillo, TX	Amarillo
ATL	Atlanta, GA	Atlanta
AUA	Aruba, Aruba	Aruba
AUS	Austin, TX	Austin
BDL	Hartford, CT	Hartford/Springfield
BHM	Birmingham, AL	Birmingham
BNA	Nashville, TN	Nashville
BOI	Boise, ID	Boise
BOS	Boston, MA	Boston Logan
BUF	Buffalo, NY	Buffalo
BUR	Burbank, CA	Burbank
BWI	Baltimore, MD	Baltimore Washington
BZE	Belize City, Belize	Belize
BZN	Bozeman, MT	Bozeman Yellowstone International Airport
CHS	Charleston, SC	Charleston
CLE	Cleveland, OH	Cleveland
CLT	Charlotte, NC	Charlotte
CMH	Columbus, OH	Columbus
COS	Colorado Springs, CO	Colorado Springs
CRP	Corpus Christi, TX	Corpus Christi
CUN	Cancún, Mexico	Cancún

<b>Airport Code</b>	<b>City Name</b>	<b>Airport Name we use/say to Customers</b>
CVG	Cincinnati, OH	Cincinnati/Northern Kentucky
DAL	Dallas, TX	Dallas Love Field
DCA	Washington, DC	Reagan National
DEN	Denver, CO	Denver
DSM	Des Moines, IA	Des Moines
DTW	Detroit, MI	Detroit
ECP	Panama City Beach, FL	Panama City
ELP	El Paso, TX	El Paso
EUG	Eugene, OR	Eugene
FAT	Fresno, CA	Fresno
FLL	Ft. Lauderdale, FL	Ft. Lauderdale
GCM	Grand Cayman Island	Owen Roberts International
GEG	Spokane, WA	Spokane
GRR	Grand Rapids, MI	Grand Rapids
GSP	Greenville/Spartanburg, SC	Greenville/Spartanburg
HAV	Havana, Cuba	Havana/Jose Marti International
HDN	Steamboat Springs (Hayden), CO	Steamboat Springs
HNL	Honolulu, HI	Honolulu
HOU	Houston, TX	Houston Hobby
HRL	Harlingen, TX	Harlingen/South Padre Island
IAD	Washington (Dulles), DC	Dulles
ICT	Wichita, KS	Wichita

<b>Airport Code</b>	<b>City Name</b>	<b>Airport Name we use/say to Customers</b>
IND	Indianapolis, IN	Indianapolis
ISP	Long Island, NY	Long Island MacArthur
ITO	Hilo, HI	Hilo
JAN	Jackson, MS	Jackson
JAX	Jacksonville, FL	Jacksonville
KOA	Kailua-Kona, HI	Kona
LAS	Las Vegas, NV	Las Vegas
LAX	Los Angeles, CA	Los Angeles
LBB	Lubbock, TX	Lubbock
LGA	New York, NY	New York LaGuardia
LGB	Long Beach, CA	Long Beach
LIH	Lihue, HI	Lihue
LIT	Little Rock, AR	Little Rock
LIR	Liberia, Costa Rica	Liberia (Lie-beer-ee-ah)
MAF	Midland/Odessa, TX	Midland/Odessa
MBJ	Montego Bay, Jamaica	Montego Bay
MCI	Kansas City, MO	Kansas City
MCO	Orlando, FL	Orlando
MDW	Chicago, IL	Chicago Midway
MEM	Memphis, TN	Memphis
MHT	Manchester, NH	Manchester
MIA	Miami, FL	Miami
MKE	Milwaukee, WI	Milwaukee

<b>Airport Code</b>	<b>City Name</b>	<b>Airport Name we use/say to Customers</b>
MSP	Minneapolis/St Paul, MN	St Paul International
MSY	New Orleans, LA	New Orleans
MTJ	Montrose, CO	Telluride
MYR	Myrtle Beach, SC	Myrtle Beach International Airport
NAS	Nassau, Bahamas	Nassau
OAK	Oakland, CA	Oakland
OGG	Kahului, HI	Maui
OKC	Oklahoma City, OK	Oklahoma City
OMA	Omaha, NE	Omaha
ONT	Ontario/LA, CA	Ontario
ORD	Chicago, IL	O'Hare
ORF	Norfolk, VA	Norfolk/Virginia Beach
PBI	West Palm Beach, FL	Palm Beach International
PDX	Portland, OR	Portland, Oregon
PHL	Philadelphia, PA	Philadelphia
PHX	Phoenix, AZ	Phoenix
PIT	Pittsburgh, PA	Pittsburgh
PLS	Providenciales, Turks, and Caicos	Turks and Caicos
PNS	Pensacola, FL	Pensacola
PSP	Palm Springs, CA	Palm Springs
PUJ	Punta Cana, Dominican Republic	Punta Cana



<b>Airport Code</b>	<b>City Name</b>	<b>Airport Name we use/say to Customers</b>
PVD	Providence, RI	Providence
PVR	Puerto Vallarta, Mexico	Puerto Vallarta
PWM	Portland, ME	Portland, Maine
RDU	Raleigh, NC	Raleigh/Durham
RIC	Richmond, VA	Richmond
RNO	Reno, NV	Reno Tahoe International
ROC	Rochester, NY	Rochester
RSW	Ft. Myers, FL	Ft Myers/Naples
SAN	San Diego, CA	San Diego
SAT	San Antonio, TX	San Antonio
SAV	Savannah, GA	Hilton Head
SBA	Santa Barbara, CA	Santa Barbara
SDF	Louisville, KY	Louisville
SEA	Seattle, WA	Seattle/Tacoma
SFO	San Francisco, CA	San Francisco
SJC	San Jose, CA	San Jose
SJD	Cabo San Lucas/Los Cabos, Mexico	Cabo San Lucas/Los Cabos
SJO	San José, Costa Rica	San Jose, Costa Rica
SJU	San Juan, Puerto Rico	San Juan
SLC	Salt Lake City, UT	Salt Lake City
SMF	Sacramento, CA	Sacramento
SNA	Orange County, CA	Orange County/Santa Ana

<b>Airport Code</b>	<b>City Name</b>	<b>Airport Name we use/say to Customers</b>
SRQ	Sarasota, FL	Bradenton
STL	St. Louis, MO	St. Louis
TPA	Tampa, FL	Tampa
TUL	Tulsa, OK	Tulsa
TUS	Tucson, AZ	Tucson
VPS	Destin/Ft. Walton Beach, FL	Destin/Ft. Walton

## Company Terms and Abbreviations

Learn the following terms and abbreviations commonly used in the airline industry and by Southwest Airlines. We use these terms frequently, and you will be tested on this information.

Abbreviation	Term
<b>A/C</b>	Aircraft
<b>ABA</b>	Able-bodied Assistant
<b>AFT</b>	The rear portion of the aircraft
<b>APU</b>	Auxiliary Power Unit
<b>ATC</b>	Air Traffic Control
<b>AED</b>	Automated External Defibrillator
<b>CAPT</b>	Captain
<b>CISM</b>	Critical Incident Stress Management
<b>CRO</b>	Complaint Resolution Official
<b>CRM</b>	Crew Resource Management
<b>CRS</b>	Child Restraint System
<b>CS&amp;S</b>	Customer Support and Services
<b>CSA</b>	Customer Service Agent
<b>CSS</b>	Customer Service Supervisor
<b>CWA</b>	Crew Web Access
<b>D/H</b>	Deadhead
<b>DOT</b>	Department of Transportation
<b>EAP</b>	Employee Assistance Program
<b>EMK</b>	Emergency Medical Kit
<b>ETA</b>	Estimate Time of Arrival
<b>ETD</b>	Estimated Time of Departure
<b>F/A (or FA)</b>	Flight Attendant
<b>FAA</b>	Federal Aviation Administration
<b>FAM</b>	Federal Air Marshal
<b>FAR</b>	Federal Aviation Regulation
<b>FFDO</b>	Federal Flight Deck Officer
<b>FAK</b>	First Aid Kit
<b>F/O (or FO)</b>	First Officer
<b>FTR</b>	Failure to report
<b>FWD</b>	Forward (a portion of the aircraft)
<b>GSC</b>	Ground Security Coordinator
<b>Hazmat</b>	Hazardous Materials
<b>HazCom</b>	Hazard Communication
<b>IOTG</b>	Inflight Info on the Go
<b>Inop</b>	Inoperative
<b>IEFB</b>	Inflight Electronic Flight Bag
<b>IR</b>	Irregularity Report
<b>ISC</b>	Inflight Security Coordinator

Abbreviation	Term
<b>LAV</b>	Lavatory
<b>LEO</b>	Law Enforcement Officer
<b>LRBL</b>	Least Risk Bomb Location
<b>MBL</b>	Might Be Late
<b>MX</b>	Maintenance
<b>N/S</b>	No Show
<b>NRSA</b>	Nonrevenue Space Available
<b>OE</b>	Operating Experience
<b>OHB</b>	Overhead Bin
<b>Ops Agent</b>	Operations Agent
<b>Ops</b>	Operations
<b>OWWE</b>	Overwing Window Exit
<b>PA</b>	Public Announcement
<b>P.A.W.S.</b>	Pets Are Welcome on Southwest
<b>PAX or PX</b>	Passenger
<b>PED</b>	Portable Electronic Device
<b>PIC</b>	Pilot In Command
<b>POB</b>	Portable Oxygen Bottle
<b>POS</b>	Positively Outrageous Service
<b>PBE/Smoke Hood</b>	Protective Breathing Equipment
<b>Provo</b>	Provisioning
<b>PSU</b>	Passenger Service Unit
<b>PTK</b>	Passenger Transfer Kit
<b>RT (or R/T)</b>	Recurrent Training
<b>Ramper</b>	Ramp Agent
<b>RBF</b>	Read Before Fly
<b>RON</b>	Remain Overnight
<b>TSA</b>	Transportation Security Administration
<b>TWU</b>	Transport Workers Union
<b>UM</b>	Unaccompanied Minor
<b>UTC</b>	Unavailable to Contact
<b>YT</b>	Young Traveler
<b>WN</b>	Southwest Airlines
<b>WX</b>	Weather

## Public Announcements (PAs)

Public Announcements, also known as PAs, are a vital way to communicate critical safety information to our Passengers. It is also an opportunity to show off our Southwest Hospitality! Check out the links below to see the Emergency Briefing PA and Demonstration from the Customer's perspective and Flight Attendant's perspective.

[Customer Perspective](#)

[Flight Attendant Perspective](#)

Memorize these PAs, word-for-word, before attending training. Prepare as if you will be tested on the first day of training. You will be required to perform these PAs word-for-word in front of your peers. You must memorize all of the PAs listed. Also, PAs will change over time; always check your Flight Attendant Manual (FAM) to find the latest PAs.

**PAs Study Tip:** Record yourself saying the PAs below, focusing on the tone of your voice, pace of the announcement, and accuracy of the pronunciation.

If you'd like to listen to an example of the Opening PA, click [HERE](#).

### Opening

Good morning/afternoon/evening! We'd like to welcome you aboard Southwest Airlines Flight # \_\_\_\_\_, service to \_\_\_\_\_. Today more than ever, we'd like to thank you for choosing to fly with us. The Flight Attendants serving you today are \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, and my name is \_\_\_\_\_. I'll be serving you upfront.

#### Flight Attendant Trainee Introduction

Additionally, we are pleased to have \_\_\_\_\_ joining us as he/she completes his/her Flight Attendant Training qualification requirements.

### Routes 251 Miles or More

Shortly after takeoff, we will serve complimentary snacks, soft drinks, juice, and coffee. Premium selections, including alcohol, are also available for purchase or by redeeming a valid Digital Drink Coupon or Business Select Coupon.

There is a beverage menu in your seatback pocket or you may go to the Southwest beverage menu on the inflight entertainment portal (Southwestwifi.com) where these options are displayed.

### Exception (EX) Routes: No Service

Due to the short duration of this flight, we won't be serving our usual snacks and beverages today.

### Exception (EX) Routes: Water/Coffee

Shortly after takeoff, we will service complimentary water and coffee. Due to the short duration of this flight, this will be our only service offering, and we thank you for your understanding.

### All Hawaii Interisland Routes

Due to the short duration of this flight, we won't be serving our usual beverages today.

#### **WiFi-Equipped Aircraft**

This aircraft is WiFi equipped. We hope you enjoy our free TV and movie options. Internet service may be purchased for \$8. For more information on accessing free WiFi and our entertainment options, please check the beverage menu in your seatback pocket. We will let you know when you may use your approved electronic devices.

Small portable electronic devices, such as cell phones and tablets, may be used in airplane mode during all phases of flight. Cellular functions must be turned off once the forward-entry door is closed.

#### **In-Seat Power-Equipped Aircraft**

To keep most electronic devices powered throughout your flight, USB outlets are near each seat. Just look for the blue lights.

If you are in an emergency-exit seat, please review the Safety Information Card in the seatback pocket nearest you. If you do not meet all of the selection criteria on the card, are unable to perform the functions, or believe that performing those functions may cause you harm, please let us know right now so we can reseat you.

So that we may push back from the gate, please fasten your seatbelt, raise your seatback and tray table to the full-upright and locked position, and make sure carryon items are stowed completely under the seat in front of you or in an overhead bin, leaving the area around your feet clear. Laptop computers and portable electronic devices of similar size must also be stowed at this time. If you wish to use them after takeoff, please stow them under the seat in front of you.

Thank you for choosing Southwest Airlines. Welcome aboard!

## Emergency Briefing and Demonstration

**NOTE:** “B,” “C,” and “D” Flight Attendants must demonstrate the words in *italics*.

If we could have your attention for just a moment, we'd like to point out the safety features of our Boeing 737 (-700/-800/MAX8). A *Safety Information Card* is in the seatback or literature pocket in front of you.

To fasten your seatbelt, *slide the flat end into the buckle. Pull the loose strap to tighten.* To release, *lift up on the buckle.* Position your seatbelt tight and low across your hips, and wear it anytime you are seated.

There are (six [-700]; eight [-800/MAX8]) emergency exits: *two forward exit doors, (two [-700]; four [-800/MAX8]) overwing window exits, and two exit doors in the back.* Signs overhead and lights on the floor lead to exits. If an evacuation is necessary, follow Flight Attendant commands and leave everything.

### **Raft-Equipped Aircraft (indicated by raft placard on ceiling compartment)**

This aircraft is equipped with life rafts. (One life raft is [B737-700]) (Two life rafts are [B737-800/MAX8]) located in the forward-ceiling compartment and two life rafts are located in the ceiling compartments at mid-cabin.

In the event of a water evacuation, use the life vest under your seat. Remove the vest only if told to do so. Pull the red strap to open the container and remove the pouch. Remove the vest from the pouch as shown on the *Safety Information Card.* *Place the vest over your head. Wrap the strap around your waist, buckle it in the front, and pull to tighten.*

Once outside, *pull down on the red tab to inflate the vest.* To manually inflate, *blow into the tube* at your shoulder. Your vest has a light that turns on automatically in the water. Please refer to the *Safety Information Card* for use of a life vest on an infant. Flight Attendants will distribute additional vests if needed.

We are coming by to check that your seatbelt is fastened, your seatback and tray table are in the full-upright and locked position, and your carryon items are completely under the seat in front of you or in an overhead bin, leaving the area around your feet clear.



Smoking is not allowed on board, including the lavatories. The use and charging of electronic cigarettes is prohibited. Federal law prohibits tampering with, disabling, or destroying any smoke detector in an aircraft lavatory. It is also prohibited to consume alcohol that you have brought (with you) on this flight.

Federal Aviation Regulations require Passenger compliance with the lighted passenger information signs, posted placards, and Crew Member instructions including information on seatbelts and smoking.

If needed, *four oxygen masks will drop* from a compartment overhead. To activate the flow of oxygen, *pull down on the mask* until the plastic tubing is fully extended. *Place the mask over your nose and mouth* and breathe normally. *Secure the mask with the elastic strap*. Although oxygen will be flowing, the plastic bag may not inflate. Continue wearing the mask until otherwise notified by a Crew Member. If you are traveling with children or anyone needing special assistance, put on **your** mask first. Please remove any face coverings before donning an oxygen mask.

We are here for your comfort and Safety. Please report any unwelcome behavior to a Flight Attendant. Thank you for your attention. Now, sit back, relax, and enjoy your \_\_\_\_\_ (hour-and-minute) flight to \_\_\_\_\_. Welcome aboard Southwest Airlines.

<p><b>CANDIDATE NOTE:</b> Different series of 737 require adjustments to the Emergency PA. You will learn about these differences during training.</p>
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## Service

### Routes 251 Miles or More

In a few moments, we will be coming through to take your drink orders. We will be serving complimentary snacks, soft drinks, juice, and coffee. Premium selections, including alcohol, are also available for purchase or by redeeming a valid Digital Drink Coupon or Business Select Coupon.

There is a beverage menu in your seatback pocket or you may go to the Southwest beverage menu on the inflight entertainment portal (Southwestwifi.com) where these options are displayed.

Please be mindful of the Flight Attendants serving you in the aisle and remain seated while the fasten seatbelt sign is on. We have lavatories in the front and back of the aircraft. The sign on the ceiling indicates whether the lavatory is occupied. Please do not form a line at the forward lavatory.

#### Redeye Flights – “S” Routes

This evening’s flight will include a full beverage service and complimentary snacks. Because this is an overnight flight, we will keep the lights dim and the cabin quiet, but we are available at all times.

#### Redeye Flights – “SP” Routes

This evening’s flight will include a full beverage service, complimentary snacks, water midway through the flight, and water and coffee prior to landing. Because this is an overnight flight, we will keep the lights dim and the cabin quiet, but we are available at all times.

Your Safety will always be our number one priority, so please don’t hesitate to let us know if you have other needs we can take care of.

#### Exception Routes (EX): No Service

Due to the short duration of this flight, we won’t be serving our usual snacks and beverages today.

Your Safety will always be our number one priority, so please don’t hesitate to let us know if you have other needs we can take care of.

### **Exception Routes (EX): Water/Coffee**

In a few moments, we will be coming through with complimentary water and coffee. Due to the short duration of this flight, this will be our only service offering, and we thank you for your understanding.

Please be mindful of the Flight Attendants serving you in the aisle and remain seated while the FASTEN SEATBELT SIGN is on. We have lavatories in the front and back of the aircraft. The sign on the ceiling indicates whether the lavatory is occupied. Please do not form a line at the forward lavatory.

Your Safety will always be our number one priority, so please don't hesitate to let us know if you have other needs we can take care of.

### **All Hawaii Interisland Routes**

Due to the short duration of this flight, we won't be serving our usual beverages today. Your Safety will always be our number one priority, so please don't hesitate to let us know if you have other needs we can take care of.

### **Final Descent**

As we make our final descent into \_\_\_\_\_, please stow laptop computers and similarly sized electronic devices. Small portable electronic devices may continue to be used in airplane mode but must be secured for the remainder of the flight. Please ensure all carryon items are completely under the seat in front of you or in an overhead bin, leaving the area around your feet clear. Please raise your seatback and tray table to the full-upright and locked position, and fasten your seatbelt. We will come by one last time to pick up cups, cans, newspapers, and any other trash. Thank you.

### **Arrival**

On behalf of this Flight Crew and Southwest Airlines, welcome to \_\_\_\_\_. Please remain seated with your seatbelt fastened, seatback and tray table in their full-upright and locked position, and all carryon items completely under the seat in front of you. When the Captain turns off the FASTEN SEAT BELT sign, please be careful when opening the overhead bins. Items may have shifted during flight and could fall out.

You may now use the cellular function of your small portable electronic devices, but please remain seated and leave your carryons stowed. Please be advised the aircraft doors will be open during ground servicing. For your Safety, please ensure that you, and any children you are supervising remain clear of the front and back doors.

If you are connecting here to another Southwest flight, please check the TV monitors in the terminal for your flight and gate number.

We certainly have enjoyed sharing part of our day with you. We know you have a choice when you fly, and we thank you for choosing Southwest Airlines.

**NOTE:** If airstairs are used, include the following: We will be deplaning by airstairs. Please hold the handrail and use caution as you deplane. Thank you.

### **Dual Door Deplaning**

We will be deplaning from the front and back of the aircraft. Deplaning from the back will require walking down airstairs and may require walking up stairs to the gate area. Please deplane using the forward exit if you are using a wheelchair or need assistance, are recovering gate-checked items, or may have difficulty handling carryon luggage. Thank you.

### **Full Flight/Open Seating**

We'd LUV to get you to your destination on time. Please take advantage of our open seating policy and choose any available seat as quickly as possible. If you have two carryon items, place one completely under the seat in front of you and the other in the overhead bin. Thank you.

### **Overhead Bins (OHBs) Full**

The overhead bins in the back of the aircraft are full. If you have an item that won't fit under a seat, place it in the first available overhead bin. Thank you.

### **Secure the Cabin**

Flight Attendants please brief Passengers at the OWWE and secure the cabin.

### **Arm and Cross Check Doors**

The forward door has been closed. Please ensure the cellular functions of small portable electronic devices are turned off. They may be used in airplane mode only. Flight Attendants, arm and cross check doors.

## **Reading Lights**

We will dim the cabin lights for departure. If you need a reading light, press the button above you with the figure of a light bulb on it.

## **Cleared for Departure**

We have been cleared for departure.

## **FASTEN SEATBELT Sign On**

The FASTEN SEATBELT sign has been turned on. Please be in your seat with your seatbelt visible and fastened. Thank you.

## **FASTEN SEATBELT Sign Off**

Although the FASTEN SEATBELT sign has been turned off, please keep your seatbelt visible and fastened while seated and please be careful when opening any overhead bin. Thank you.

## **FASTEN SEATBELT Sign Reminder**

The FASTEN SEATBELT sign is still on. Please return to your seat and keep your seatbelt visible and fastened. Thank you.

## **Portable Electronic Devices Allowed**

Use of all portable electronic devices is now permitted in airplane mode with cellular functions turned off.

## **Recycling**

In a few moments we will come by to collect any items you would like to throw away. Southwest recycles, so if you have any newspapers, plastic bottles, or magazines, please keep those separate, and we'll be happy to recycle them for you. Thank you for helping Southwest stay green.

## **Disarm and Cross Check Doors**

Flight Attendants, disarm and cross check doors.

## **Through Flight**

If you are continuing with us to \_\_\_\_\_, please remain seated. \_\_\_\_\_ is coming from the back to count you. Once we have an accurate count, you are free to use the lavatories and stretch your legs.

## **Summer/Warm Weather Procedures**

In order to maintain cooler cabin temperatures while at the gate, please close your window shades and open the three air vents above your seat.

## **Military Human Remains**

Please remain seated and allow the escort seated in the front of the cabin to deplane first so that he/she may carry out his/her required duties plane-side. Thank you for your understanding.

## **Opportunity to Deplane During an Extended Delay**

The door is open and you are permitted to step off the aircraft. If you decide to leave the aircraft, please be sure to notify and follow the instructions of the station Employees. This will help ensure you are accommodated as quickly as possible.

## **State of Hawaii Department of Agriculture Plants and Animal Declaration Electronic Form Reminder**

Before landing, a State of Hawaii Department of Agriculture Plants and Animal Declaration Form must be completed, one per family or individual traveler. An electronic version of this form can be found on the Inflight Entertainment Portal on [Southwestwifi.com](http://Southwestwifi.com). Please take a moment to fill out the form if you did not complete one prior to departure. A pre-flight email was sent to you with a link to the form. If you completed it prior to departure, you do not have to submit another one. We will be in the cabin to answer any questions you might have. Thank you.

## Off to Southwest Airlines University Checklist

Please ensure you are prepared on your first day with everything on this required list. If you are unclear, please reread this packet.

- I read the entire Preflight Packet carefully.
- I understand I may not be allowed to begin training if I lack any of the items listed below when I arrive for class:
  - Round trip airline reservation (see cover letter)
  - Packed clothing for the overwater raft drill portion of class, which takes place in a pool
  - Valid, unexpired passport from my country of origin (and supporting documentation if not a United States passport)
  - Printed and completed vacancy bid
  - Southwest Employee ID (Southwest Internal Candidates) if applicable
  - Working wristwatch
  - Small working flashlight (FAA requirement)
  - This Preflight Packet (printed or electronic)
  - Required supplies and personal documentation that I may need in training
- I packed proper attire and a sweater or light jacket (not a uniform piece) appropriate for business casual days as classrooms can be chilly.
- I packed the shoes I intend to wear with my uniform for approval.
- I packed items to help me study and take notes.
- I have three or fewer suitcases.
- I am ready to be tested on the following information:
  - The 24-hour clock
  - Coordinated Universal Time (UTC)
  - Airport codes
  - Terms and abbreviations
  - Public Announcements (PA) to be recited word for word
  - Inflight Operations Leaders

We're excited for you to join the Southwest Airlines Family! Are you ready?!