

Signature[®]
FLIGHT SUPPORT

Signature Flight Plan

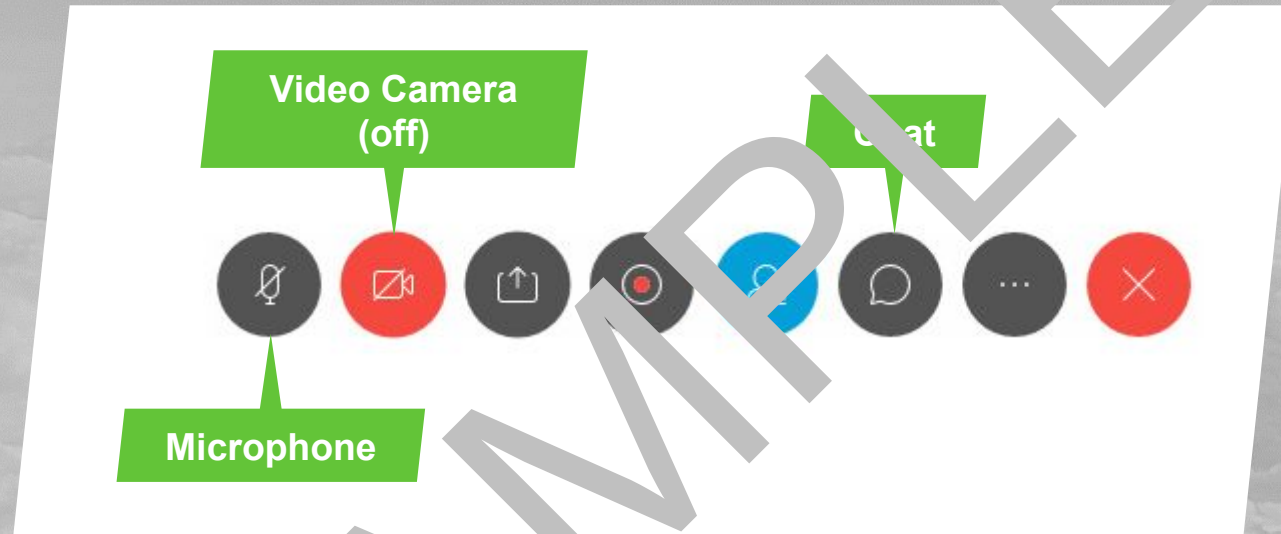
It's your **Signature.**[™]

SAMPLE





Welcome
Signature Flight Plan



Guidelines for Success

- Plan to participate.
- Minimize distractions.
- Put your cell phone on silent.
- Refrain from multitasking during the training.
- Mute your microphone when you are not speaking.



Situation #1

A customer tells you this is their first time visiting Signature. They typically visit the competitor on the field but recently had a bad experience with them and wanted to give Signature a chance.

SAMPLE

Situation #2

Our Signature Miami base was preparing for a large influx of business during Super Bowl LIV. In order to be ready to support this special event, a considerable amount of planning was needed.



Situation #3

You have been asked by a coworker to wing walk for a tow movement – something you have not been fully trained to do at Signature. You've performed this task at another company but have not done it in over a year. You don't feel completely comfortable but know that the crew is on a tight schedule to get this work finished.

