



Customer Service Audit

13 Dec 2023 / Alanis Streich

Complete

Score	151 / 155 (97.42%)	Flagged items	0	Actions	1
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Conducted on

13.12.2023 13:00 PST

Prepared by

Alanis Streich

Location

5945 Traffic Way, Atascadero, CA
93422

Actions

1 action

Ticket Counter Audit / Ticket Counter / Customer Service Agents (CSAs)


Are agents wearing proper uniforms and in compliance with dress code?

Pass

To do | Assignee: SafetyCulture Staff | Priority: Medium | Due: 15.02.2024 14:04 PST | Created by: SafetyCulture Staff

Resupply Apparel for Agents

Only 1 remaining Top-Blouse uniform in the stockroom. Request for a resupply for upcoming new agents in about 3 weeks

Ticket Counter Audit	1 action, 64 / 64 (100%)
Ticket Counter	1 action, 64 / 64 (100%)
Ticket Counter Facilities	19 / 19 (100%)
Is the ticket counter organized and stocked? Including signage appearance/condition, 40 LB Scale being used?	Pass
Is there at least one (1) "Advice to Passengers" signage posted at the check-in podiums and is the baggage liability limit current?	Pass
 <p>Photo 1</p>	
Is the "Security" signage posted at each check-in podium?	Pass
Is the "3-1-1 Requirements" signage posted?	Pass
Were Hijack / Bomb Threat cards available & out of public view?	Pass
Have the "In Counter Scales" been calibrated in the past 12 months or sooner if a more restrictive requirement applies in your location and includes documentation in place to support this? Is the Scale Tracking sheet up to date and available?	Pass
Customer Service Agents (CSAs)	1 action, 11 / 11 (100%)
Are Spirit employees displaying their company ID and/or proper airport specific ID?	Pass
Are bag tags, secure/controlled documents and monies secured?	Pass
Are agents wearing proper uniforms and in compliance with dress code?	Pass
<p>To do Assignee: SafetyCulture Staff Priority: Medium Due: 15.02.2024 14:04 PST Created by: SafetyCulture Staff</p>	
<p>Resupply Apparel for Agents</p> <p>Only 1 remaining Top-Blouse uniform in the stockroom. Request for a resupply for upcoming new agents in about 3 weeks</p>	

Forms	4 / 4 (100%)
Are current Future Travel Vouchers available and/or used?	Pass
Are current Firearms Declaration tags available and/or used?	Pass
Are current Safety Information Cards available?	Pass
Check-In	8 / 8 (100%)
Was acceptable ID & documentation verified for each customer?	Pass
Did the CSA inspect and advise customers of the carry-on baggage policy/charge, when applicable?	Pass
Guest Handling	6 / 6 (100%)
Did the CSA handle customers requesting wheelchairs or special assistance according to procedures?	Pass
Did the CSA handle UMNRS according to procedures?	Pass
Did the CSA handle customer selected for additional screening according to procedures?	Pass
Baggage Check-In	16 / 16 (100%)
Did the CSA use visual inspection or bag sizer to ensure that carry-on bags were not in excess of number & size allowable?	Pass
Did the agent weigh each checked bag to ensure it was within bag weight limitations?	Pass
Were bag ID tags available for customer use? Did the CSA ensure all checked bags had ID tags?	Pass
Were heavy, standby, thru & transfer tags used appropriately?	Pass
Did agent inspect baggage for damage and use limited release tags with customer signature when required for acknowledgement?	Pass
Comments/Remarks	
Ticket Counter	
25, 26, 28, 29, 30, 31	

Customer Service Agents (CSAs)

Elmer Beier - Lead CSA
Kennedi Zulauf - Lead CSA
Weldon Gutowski - CSA
Pearl Johns - CSA
Avery Russel - CSA
Keanu Feeney - CSA
Carlos Nader - CSA

Forms

N/A

Check-In

CSAs In-Charge of Check-In and Baggage :

Avery Russel - CSA
Carlos Nader - CSA

Guest Handling

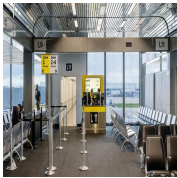

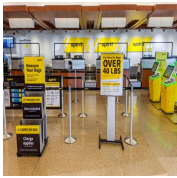
Pearl Johns - CSA

Baggage

Counter 27 was not operating properly today. Temporarily transferred check-in process from Counter 27 to Counter 25. This was reported to the Airport immediately for a check-up

S.M.I.L.E.S.

N/A

Gate Audit	87 / 91 (95.6%)
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Gate Area	14 / 14 (100%)
Is the gate area clean and organized? Including signage appearance/condition?	Pass
	
Photo 2	
Is signage posted clearly identifying this as a Spirit gate?	Pass
	
Photo 3	
Are carry-on bag sizer(s) present with the proper dimensions?	Pass
	
Photo 4	
Is the "Advice to Passengers" signage posted at each gate podium and is the baggage liability limit current?	Pass
Were Hijack / Bomb Threat cards available & out of public view?	Pass
Customer Service Agents (CSAs)	8 / 8 (100%)
Are agents wearing proper uniforms and in compliance with dress code?	Pass
Are bag tags, secure/controlled documents and monies secured?	Pass
Forms	7 / 7 (100%)
Are current Flight Summary sheets used?	Pass

Are current Future Travel Vouchers available and/or used for both voluntary and involuntary denied boardings?	Pass
Are current Safety Information Cards available?	Pass
Arriving Flight(s)	29 / 29 (100%)
Arrival	6 / 6 (100%)
Was the CSA at the end of the jet bridge before the plane arrived at the gate?	Pass
Was the safety zone clear of all GSE & personnel prior to A/C arrival?	Pass
Jet Bridge Operation	10 / 10 (100%)
Did the CSA ensure a/c was properly parked, nose gear chocked and received thumbs-up clearance from lead RSA prior to moving the jet bridge?	Pass
Was contact avoided with the aircraft when approaching & docking?	Pass
Was the rubber bumper 1" from the a/c?	Pass
Was the auto-level on & in the correct position?	Pass
Was the canopy down while the a/c was at the gate?	Pass
Airstairs Operation - When Applicable	9 / 9 (100%)
Were the airstairs in good condition?	Pass
Was the spacebar not touching the a/c?	Pass
Were the airstairs chocked or stabilizers down?	Pass
Were CSAs present or cones used to separate a walkway to guide customers to the terminal safely?	Pass
Was the A/C engine completely spooled down before moving the airstairs?	Pass
Door Opening Procedures	4 / 4 (100%)
Did the CSA knock twice on the viewing window?	Pass
Once the FA gave the "thumbs up", did the CSA open the door and guide it to the locked position?	Pass

Departing Flight(s)	29 / 33 (87.88%)
Gate Operations	23 / 27 (85.19%)
Was a CSA visible & available at the gate one (1) hour prior to STD for departing flight?	Pass
Were departure boards kept current with flight number, destination & actual time of departure?	Pass
Did the CSA keep customers informed with announcements including \$65 carryon bag option (45-30minutes)?	Pass
Did the CSA verify IDs for crew members and/or any non-customers (e.g., FAA) requesting access to the a/c?	Pass
Was the Zone Pre-Boarding announcement made 30 minutes prior to departure? (Spirit Way)	Pass
Did the CSA discuss boarding priorities with special needs customers?	Pass
Were Military and customers with children under 2 offered pre-boarding?	N/A
No Military personnel or children were booked for today's flights.	
Did the CSA verbally ask customers seated in an Exit Seat if they are willing and capable to perform Exit Seat duties if required?	Pass
No customers who appeared intoxicated were allowed to board the A/C.	Fail
Was boarding completed by zones?	N/A
Was the carry-on baggage policy enforced during the boarding process?	Pass
Was proper procedures used for gate check bags?	Pass
Flight Close Out	6 / 6 (100%)
Is the .Z accurate and was Flight Close Out report issued?	Pass
Flight Paperwork	Pass
Comments/Remarks	

Gate Area

N/A

Customer Service Agents (CSAs)

N/A

Forms

N/A

Arriving Flight(s)

NK 292 - 06:15 (PST)
NK 291 - 03:30 (PST)

Departing Flight(s)

NK 292 - 12:15 (PST)
NK 291 - 09:45 (PST)
NK293 - 04:30 (PST)

Audit Observations

Audit Observations

N/A

Media summary



Photo 1



Photo 2



Photo 3



Photo 4