



## Public Announcements (PAs)

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

## Full Flight/Open Seating

We'd love 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.

## Opening

We'd like to welcome our Rapid Rewards Members and all our Customers 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.

Federal law requires each person to wear a mask at all times throughout the flight, including during boarding and deplaning. Refusing to wear a mask is a violation of federal law and may result in denial of boarding. Federal regulations require Passenger compliance with Crew Member instructions, including instructions on wearing face masks. The FAA prohibits behavior that interferes with a Crew Member's ability to perform his or her duties on the aircraft and may impose civil penalties for such violations.

### Flight Attendant Trainee Introduction

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

**Flights 251 Miles or More**

Shortly after takeoff, we will be serving a modified service with Coke, Diet Coke, 7UP, water and coffee. Please do not remove your mask to order. Please go to the Southwest beverage menu on the Inflight entertainment portal (Southwestwifi.com) where these options are displayed.

If you are unable to access the WiFi portal, we will hold up a numbered menu card for you.

We kindly ask you to minimize the time your mask is removed and that you re-cover your nose and mouth between sips and bites.

**Flights 250 Miles or Less**

In accordance with health officials' recommendations to limit close public interactions, we will not be offering a beverage or snack service on today's short flight. For those of you who may have brought your own snack or nonalcoholic beverage, we kindly ask you to minimize the time your mask is removed and that you re-cover your nose and mouth between sips and bites.

**WiFi-Equipped Aircraft**

This aircraft is WiFi equipped, which allows you to access the internet and our inflight entertainment portal. We have a wide variety of movies available, as well as live TV and free messaging. Our inflight entertainment options are free for you to use, so you don't need to purchase internet connectivity to access them. If you would like internet connectivity, WiFi can be purchased for \$8. Please comply with Flight Attendant instructions regarding the appropriate times you will be able to operate your electronic devices. This system is designed for data communication only. Internet phone calls are prohibited. Small portable electronic devices, including cell phones, tablets, e-Readers, electronic games, and MP3 players may be used in airplane mode for all phases of flight. Cellular functions must be turned off once the forward-entry door is closed.

If you are in an emergency-exit seat, please review the exit-seat requirements and operating instructions for the 737-700/-800/MAX8 on 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 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. Finally, to ensure the health and Safety of everyone on board, we kindly ask you wear your masks or face coverings throughout today's flight.

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*.

Ladies and gentlemen, 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, including use of electronic cigarettes, is not allowed on board, including the lavatories. 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, smoking, and the federal mask requirement.

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.

**CANDIDATE NOTE:** Different series of 737 require adjustments to the Emergency PA. You will learn about these differences during training.

## Service

### Flights 251 Miles or More

Ladies and gentlemen, in a few moments we will be coming through to take your drink orders. As a reminder, we are currently serving a modified service of Coke, Diet Coke, 7UP, water and coffee.

Do not remove your mask to order. Please go to the Southwest beverage menu on the Inflight entertainment portal (Southwestwifi.com) and hold up the image of your choice to help us be able to take your order. If you are unable to access the WiFi portal, we will hold up a numbered menu card for you.

For those of you enjoying a snack or beverage, we kindly ask you to minimize the time your mask is removed and that you re-cover your nose and mouth between sips and bites. Thank you for understanding that these will be our only service offerings for this flight.



You can also take actions to stay healthy while flying. These include:

- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your face
- Use tissues when coughing/sneezing or cough/sneeze into your upper sleeve

Please remain seated while the FASTEN SEAT BELT 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. Thank you for your continued trust in Southwest Airlines and for your business.

### **Flights 250 Miles or Less**

Ladies and gentlemen, your health and Safety are our number one concern, and we are doing everything we can to ensure the well-being of our Customers and each other on board. While we would love to share our usual Hospitality with you, in accordance with health officials' recommendations to limit close public interactions, we will not be offering a beverage and snack service on today's short flight. For those of you who may have brought your own snack or non-alcoholic beverage, we kindly ask you to minimize the time your mask is removed and that you re-cover your nose and mouth between sips and bites. We appreciate your understanding during these unprecedented times. You can also take actions to stay healthy while flying. These include:

- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your face
- Use tissues when coughing/sneezing or cough/sneeze into your upper sleeve

Please remain seated while the FASTEN SEAT BELT sign is on. We have lavatories in the front and back of the aircraft. The sign on the ceiling indicates 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. Thank you for your continued trust in Southwest Airlines and for your business.

### **Face Covering Reminder (After Individual Requests Have Been Ignored)**

Ladies and Gentlemen, may I have your attention. First, thank you to those fulfilling your promise to abide by our face covering policy. You promised compliance multiple times—when buying your ticket, checking in for your flight, and completing your Health Declaration before traveling today. Wearing a mask is not only to protect the Safety of yourself and everyone on this flight, but is also about the personal integrity it takes to fulfill a promise.



For those who despite this have still chosen not to comply, please allow this announcement to serve as our final request. Future non-compliance for this or failure to follow any Crew Member instructions will result in Law Enforcement or Southwest Personnel meeting the aircraft to take further action. 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. Please consider remaining seated until it is time for your row to get up and maintain physical distance between yourselves as you move through the aisle to exit the aircraft.

Next time you're traveling, visit [Southwest.com](https://www.southwest.com) to get great low fares on flights, car rentals, hotels, and vacation packages.

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.



## **Final Descent**

Ladies and gentlemen, 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.

## **Overwing Window Exit (OWWE) Briefing**

Hello, you have chosen an exit seat on the Boeing B737-700/-800/MAX8. In an emergency evacuation, you will be responsible for opening this exit and assisting with the evacuation.

Please review the exit-seat requirements and operating instructions for the B737-700/-800/MAX8 on the Safety Information Card in the seatback pocket nearest you.

If you do not meet all of the selection criteria on the card, or 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.

Are you willing and able to assist in an evacuation? (Wait for a verbal response from each individual in an exit seat.) Do you have any questions?

## **Full Flight**

Ladies and gentlemen, this will be a full flight. We'd love to get you to your destination on time, so please do us a big favor and take the first available seat. 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**

Ladies and gentlemen, 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.

## **All Passengers Onboard**

All Passengers are now onboard. Please brief the Passengers at overwing window exit and secure cabin.



## **Arm and Cross Check Doors for Pushback**

Flight Attendants arm and cross check doors for pushback. Ladies and gentlemen, please ensure the cellular functions of small portable electronic devices are turned off. They may be used in airplane mode only.

## **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**

Ladies and gentlemen, we have been cleared for departure.

## **FASTEN SEATBELT Sign On**

Ladies and gentlemen, 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**

Ladies and gentlemen, 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**

Ladies and gentlemen, use of all portable electronic devices is now permitted in airplane mode with cellular functions turned off.

## **Recycling**

Ladies and gentlemen, 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 for Arrival**

Flight Attendants, disarm and cross check doors for arrival.

### **Through Flight**

Ladies and gentlemen, 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.