



Topic: 3+1 Rule On easyJet

Dear All

I would like to introduce easyJet's 3+1 rule to you:

Check-In

1. Welcome to easyJet

We shall greet all customers of easyJet with 'Welcome to easyJet'.

2. Your flight is on time/showing XX minutes delay and reason

We should inform the passengers whether their flight is on time, and if not, what the estimated departure time is.

3. Please make your way to departures, your gate numbers is XX/please check the screens for your gate number

All passengers should be informed about their gate number, or they all should be asked to check the screens for the gate information.

+1 Smile

Gate

1. Hello/Good Morning/Good Afternoon/Good Evening

All customers shall be greeted.

2. You will be seated in/boarding at the front/rear of the aircraft

Applicable for remote positions only. Passengers seated in the first 15 rows shall be asked to board at the front, while all others at the rear of the aircraft.

3. Thank you!

+1 Smile

Thank you!
Norbert