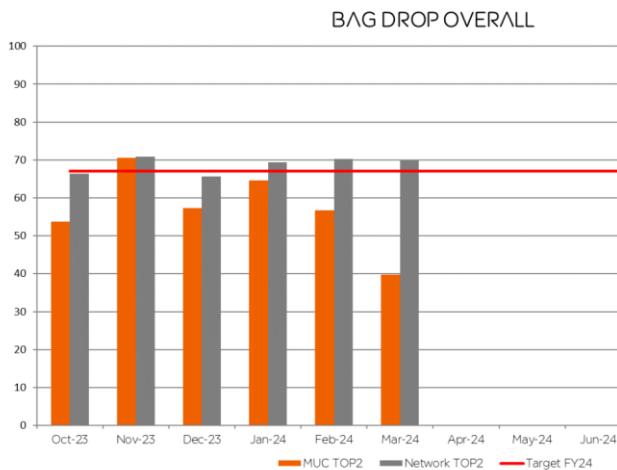




Topic: Customer Satisfaction

Dear Team,

I recently had a meeting with EasyJet and was told that unfortunately customer satisfaction at bag drop is not very good. It has deteriorated compared to the previous months. See example below:



I wanted to remind you about following things, to make a good experience for customers here at MUC and for Customers to leave the bag drop more happier ☺

- Please welcome the customers (also nice to say : .Hello, Welcome to easy Jet ☺) in a friendly and respectful way
- Always say Good Morning/Afternoon/Evening. Always Use “Please” and “Thank you”
- Inform the Customers about Flight status, if on time or delayed. They really appreciate if you give them all informations at the desk and not finding it themselves out via the App.
- Inform about them about their gate and explain the way there.
- Wish them a very nice flight, say good goodbye ☺

So lets make all together the whole easyjet experience for our customers better and improve all together, I know we can do it ☺

Thank you all for your effort! ☺