

Public Announcements (PAs)

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

Opening

Good morning/afternoon/evening! We'd like to welcome you 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.

Flight Attendant Trainee Introduction

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

Routes 176 Miles or More

Shortly after takeoff, we will serve complimentary soft drinks, juice, and coffee. Premium selections, including alcohol, are also available for purchase or with a valid drink coupon.

There is a beverage menu in your seatback pocket or you may go to the Southwest beverage menu on the inflight entertainment portal (Southwestwifi.com) where these options are displayed.

Routes 0-175 Miles

Shortly after takeoff, we will serve complimentary water. Due to the short duration of this flight, this will be our only service offering, and we thank you for your understanding.

All Hawaii Interisland Routes

Shortly after takeoff, we will serve complimentary water and cranberry juice without ice. Due to the short duration of this flight, these will be our only service offerings, and we thank you for your understanding.

WiFi-Equipped Aircraft

This aircraft is WiFi equipped. We hope you enjoy our free TV and movie options. Internet service may be purchased for \$8. For more information on accessing free WiFi and our entertainment options, please check the beverage menu in your seatback pocket. We will let you know when you may use your approved electronic devices.

Small portable electronic devices, such as cell phones and tablets, may be used in airplane mode during all phases of flight. Cellular functions must be turned off once the forward-entry door is closed.

In-Seat Power-Equipped Aircraft

To keep most electronic devices powered throughout your flight, USB outlets are near each seat. Just look for the blue lights.

If you are in an emergency-exit seat, please review 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 stowed 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.

Thank you for choosing Southwest Airlines. Welcome aboard!

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Secure the Cabin for Departure

Flight Attendants please brief the Passengers at the overwing window exit and secure the cabin for departure.

Arm and Cross Check Doors for Pushback

The forward door has been closed. Please ensure the cellular functions of small portable electronic devices are turned off. They may be used in airplane mode only. Flight Attendants, arm and cross check doors for pushback.

Emergency Briefing and Demonstration

*Note: "B," "C," and "D" Flight Attendants must demonstrate the words in *italics*.

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

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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 is not allowed on board, including the lavatories. The use and charging of electronic cigarettes is prohibited. 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 and smoking.

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.