

SUGGESTIONS HOW TO CONDUCT THE SALES CALL ACCORDING TO VALUE-ADDED BUNDLE OFFER

Regardless the bundle choosen by the passenger - make posivite and beneficial communication about all atributes within the bundle
Always make the proposal of Ancillary Services

CORPORATE CLIENT
ECONOMY COMPARTMENT
1. When CORPORATE CLIENT reserves the flight in ECONOMY compartment - suggest bundle ECONOMY FLEX, which includes: SNACKS&BEVERAGES, CARRY-ON BAGGAGE 1x8kg, CHECKED-BAGGAGE 1x23kg, SEAT SELECTION, TICKET CHANGE, 50% EXTRA AWARD MILES IN M&M - with penatly fee for TICKET CANCELLATION 2. When CORPORATE CLIENT is not sure about the travel/travel dates - make suggestion to buy: - bundle ECONOMY FLEX or bundle ECONOMY STANDARD - with option of surcharge for TICKET CHANGE but without TICKET CANCELLATION 3. When CORPORATE CLIENT decides to buy ECONOMY STANDARD - suggest the purchase of Ancillary Services: PREMIUM MEAL MENU, UPGRADE TO HIGHER CLASS 4. When CORPORATE CLIENT decides to buy ECONOMY FLEX - suggest the purchase of Ancillary Services: PREMIUM MEAL MENU, UPGRADE TO HIGHER CLASS 5. When CORPORATE CLIENT decides to buy PREMIUM ECONOMY STANDARD - suggest the purchase of Ancillary Services: BUSINESS LOUNGE ACCESS in WAW, UPGRADE TO HIGHER CLASS
PREMIUM ECONOMY COMPARTMENT
1. When CORPORATE CLIENT reserves the flight in PREMIUM ECONOMY compartment - make suggestion to buy: - PREMIUM ECONOMY FLEX which includes: SNACKS&BEVERAGES, PREMIUM MEAL MENU, CARRY-ON BAGGAGE 1X8kg, CHECKED-BAGGAGE 2x23kg, SEAT SELECTION, TICKET CHANGE, TICKET CANCELLATION, FAST TRACK, PRIORITY BAG, PRIORITY BOARDING, MILES IN M&M 2. If CORPORATE CLIENT is not sure about the travel/travel dates - suggest the purchase of: - PREMIUM ECONOMY or - PREMIUM ECONOMY STANDARD - with option of surcharge for TICKET CANCELLATION but without TICKET CANCELLATION 3. When CORPORATE CLIENT decides to buy PREMIUM ECONOMY FLEX - before issuing the ticket, suggest to buy Ancillary Services: BUSINESS LOUNGE ACCESS in WAW, UPGRADE TO HIGHER CLASS 4. When CORPORATE CLIENT decides to buy PREMIUM ECONOMY STANDARD - before issuing the ticket suggest the purchase of Ancillary Services: BUSINESS LOUNGE ACCESS in WAW, UPGRADE TO HIGHER CLASS
BUSINESS CLASS COMPARTMENT
When CORPORATE CLIENT reserves the flight in BUSINESS CLASS compartment - suggest BUSINESS FLEX which includes: BUSINESS MEAL, CARRY-ON BAGGAGE 2x9kg, CHECKED-BAGGAGE 2x32kg, SEAT SELECTION, TICKET CHANGE, TICKET CANCELLATION, FAST TRACK, PRIORITY BAG, PRIORITY BOARDING, EMPTY NEIGHBOURING SEAT, BUSINESS LOUNGE ACCESS in WAW, MILES IN M&M

SUGGESTIONS HOW TO CONDUCT THE SALES CALL ACCORDING TO VALUE-ADDED BUNDLE OFFER

Regardless the bundle choosen by the passenger - make posivite and beneficial communication about all atributes within the bundle
Always make the proposal of Ancillary Services

LEISURE/RODZINA
1. When FAMILY with CHILDREN reserves the flight - suggest bundle ECONOMY STANDARD which includes: SNACKS&BEVERAGES, CARRY-ON BAGGAGE 1x8kg, CHECKED-BAGGAGE 1x23kg, SEAT SELECTION, MILES IN M&M - with surcharge for TICKET CHANGE but without TICKET CANCELLATION 2. If FAMILY with CHILDREN is not sure about the travel/travel dates - make suggestion to buy: - bundle ECONOMY FLEX which includes: SNACKS&BEVERAGES, CARRY-ON BAGGAGE 1x8kg, CHECKED-BAGGAGE 1x23kg, SEAT SELECTION, TICKET CHANGE, 50% EXTRA PREMIUM MILES IN M&M - with penatly fee for TICKET CANCELLATION 4. When FAMILY decides to buy ECONOMY FLEX - suggest the purchase of Ancillary Services: PREMIUM MEAL MENU 5. When FAMILY decides to buy ECONOMY STANDARD - suggest the purchase of Ancillary Services: PREMIUM MEAL MENU 6. When FAMILY decides to buy ECONOMY SAVER - suggest the purchase of Ancillary Services: CHECKED BAGGAGE, SEAT SELECTION
LEISURE/INDIVIDUAL PASSENGER
1. When INDIVIDUAL PASSENGER/LEISURE reserves the flight in ECONOMY compartment - suggest bundle ECONOMY STANDARD which includes: SNACKS&BEVERAGES, CARRY-ON BAGGAGE 1x8kg, CHECKED-BAGGAGE 1x23kg, SEAT SELECTION, MILES IN M&M - with surcharge for TICKET CHANGE 2. When INDIVIDUAL PASSENGER/LEISURE is not sure about the travel/travel dates - make suggestion to buy bundle ECONOMY FLEX which includes: SNACKS&BEVERAGES, CARRY-ON BAGGAGE, CHECKED-BAGGAGE, SEAT SELECTION, TICKET CHANGE, 50% EXTRA AWARD MILES IN M&M - with penalty fee for TICKET CANCELLATION 3. When INDIVIDUAL PAX/LEISURE decides to buy ECONOMY FLEX - suggest the purchase of Ancillary Services: PREMIUM MEAL MENU, UPGRADE TO HIGHER CLASS 4. When INDIVIDUAL PAX/LEISURE decides to buy ECONOMY STANDARD - suggest the purchase of Ancillary Services: PREMIUM MEAL MENU, UPGRADE TO HIGHER CLASS 5. When INDIVIDUAL PAX/LEISURE decides to buy ECONOMY SAVER - suggest the purchase of Ancillary Services: CHECKED BAGGAGE, SEAT SELECTION
LEISURE/STUDENT, YOUTH
1. When STUDENT/YOUTH reserves the flight in ECONOMY compartment - suggest bundle ECONOMY SAVER (ATTENTION: NO CHECKED BAGGAGE, NO SEAT SELECTION INCLUDED) 2. When STUDENT/YOUTH is not sure about the travel/travel dates - make suggestion to buy: - bundle ECONOMY STANDARD - with surcharge for TICKET CHANGE but without TICKET CANCELLATION or - bundle ECONOMY FLEX - with penalty fee for TICKET CANCELLATION 3. When STUDENT/YOUTH decides to buy ECONOMY STANDARD - suggest the purchase of Ancillary Services: PREMIUM MEAL MENU 4. When STUDENT/YOUTH decides to buy ECONOMY SAVER - suggest the purchase of Ancillary Services: CHECKED BAGGAGE, SEAT SELECTION