

# Fort Wayne International Airport

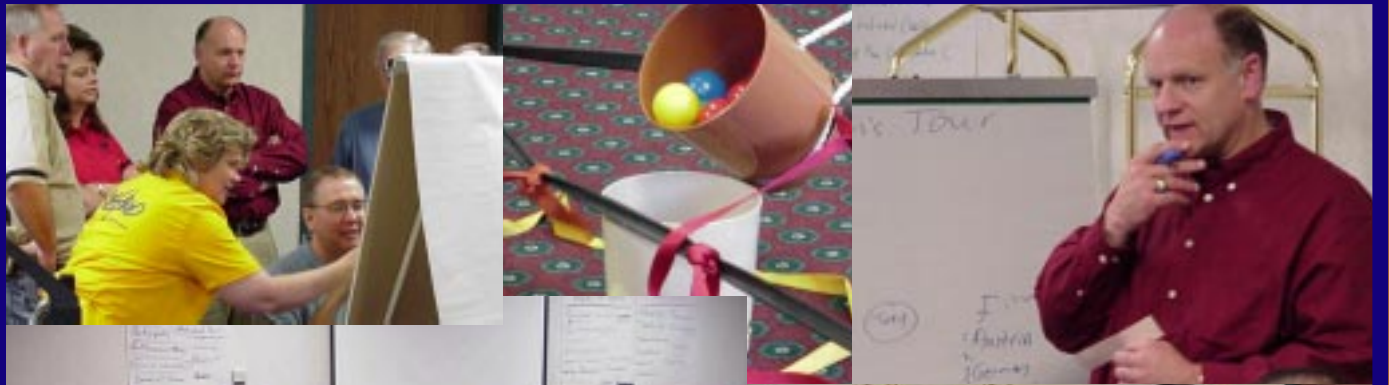
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Ensuring Positive Attitude

<u>Listen</u>	Learn it + Practice it
<u>Smile</u>	Encouragement
<u>Participate</u>	Make people feel important
<u>Enthusiasm - Model</u>	Acknowledge
<u>Focus on your roles!</u>	Respect
Sense of humor	Practice



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