

fly dubai

DPAX

**Recording or screenshotting
this presentation will result
in an immediate
TERMINATION.**

Made by Noah

Fill in the blanks:

Disruptive behavior is any behavior that disrupts

_____ or affects the _____
of others.

A **polite reminder** should be used during _____
or _____ disruptions.

When issuing a **formal warning**, your tone should be
_____ but _____.

A **mute** prevents further _____ disruptions.

Documentation should include the passenger's
_____ and details of the
_____.

True or False:

Disruptive passengers should always be kicked from the server:

You should always stay calm and never respond emotionally:

Documentation helps ensure consistent enforcement of rules:

If a passenger ignores a polite reminder, you should immediately
contact management:

Multiple Choice:

1. Which of the following would be considered **moderate** disruptive behavior?
 - a) Refusing to follow instructions after a reminder
 - b) Accidentally bumping into another player
 - c) Quietly role-playing in chat
2. What is the **first step** when a passenger refuses to fasten their seatbelt?
 - a) Kick the passenger from the server
 - b) Provide a clear reminder
 - c) Contact management immediately
3. If a passenger becomes **hostile**, what should you do?
 - a) Ignore the behavior
 - b) Continue to warn them
 - c) Contact management
4. When should you consider **moving** a passenger's seat?
 - a) If they're blocking the aisle
 - b) If they don't want a window seat
 - c) If the flight is full
5. What should you do first if a passenger is **unresponsive**?
 - a) Mute them
 - b) Check for technical issues
 - c) Issue a formal warning