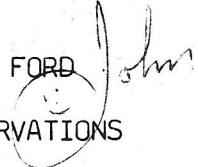




# MEMO

(FOR INTER-ORGANIZATION USE ONLY)

TO ALL RESERVATIONS PERSONNEL FROM JOHN FORD   
AT RESERVATIONS AT RESERVATIONS  
SUBJECT CPARS EXPANSION

ANSWERING YOURS OF \_\_\_\_\_ DATE MARCH 9, 1984

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No Salutation or Formal Closing is Necessary

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CPARS is now in the process of expansion and change. The changes are so extensive that in essence we will have a new system called SPARS. SPARS should be ready for cutover on May 5, 1984.

Eight (8) hour classes will begin on Tuesday, March 27th, with most classes running from 9:30 a.m. to 6:00 p.m. All reservation agents, including support area agents, will be required to attend this class. These classes will be posted a minimum of seven (7) days before each class is scheduled. Agents will be notified and given a "Quick Reference" with SPARS new entries at that time.

A test will conclude each session to insure that reservation agents are qualified to operate the new system. The passing grade will be 80%. Anyone failing the test will be given a four (4) hour makeup class and asked to take a different test. Anyone failing the second test will then be given a final chance, after the opportunity for further training, to prove they can successfully do their job by handling live calls.

It is imperative that employees understand that failure to successfully complete required SPARS enhancements training on their third attempt will result in termination of employment without malice.

It is important that classes begin on time therefore, anyone that is more than five (5) minutes late for class will not be admitted. No comps, "E" time, or trades will be approved on the day an agent is assigned class.

The present support areas and furloughed agents from those areas will be assigned a Group, Interline or Message Center class after successfully completing the initial session. This second class will also have a test with an obligatory 80% passing grade.

Makeup classes will be scheduled on Mondays. Agents will be able to sign up for hands-on exercises on their own time before the makeup exam.

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