



ITA Policies & Procedures Training Certificate

Trainees Name: Sara Bouslama

Staff No: 543

Department: FRA FOH

Initial Recurrent

Training Module		Syllabus Reference
1.	Company Profile	Standard Operating Procedures For Passengers' Handling – Presentation
2.	Frequent Traveller Program	Customer Centricity – ITA Airways
3.	Check-in Procedures	
4.	Baggage Policies	
5.	Boarding Procedures	
6.	ITA Airways Brand & Hospitality	

Trainee's Declaration:

"I have received full instruction/ training of the above operational procedures and I fully understand the training that I have been given"

Trainee's Signature: Sara Bouslama Date: 18.11.2023

Trainer / Instructor Declaration:

"I certify that the above-named employee has received full instruction and training. They have also demonstrated their ability to perform the tasks accordingly."

Trainer / Instructor's Name: Jonathan Lalancet

Trainer / Instructor's Signature: JL Date: 18.11.2023