

Trainees Name: Maysne El OuriachiStaff No: 483Department: FRA FOH Initial Recurrent

Training Module		Syllabus Reference
1.	Sign in Procedure	Amadeus Altea DCS – CM User Guide
2.	Accessing Altea	ITA Airways – Student Handbook
3.	Flight Display Status Info	
4.	Setting Comments	
5.	Customer Lists	
6.	Customer Acceptance	
7.	Customer Acceptance with Bags, Services, Comments – Offloading Customers	
8.	Seatmap: Allocating Seats, Changing Seats, Blocking and Unblocking Seats	
9.	Baggage Focus: Types of Bags, Baggage Lists, Excess Baggage Payments	
10.	Acceptance of Customers (Non Schengen) APIS, APP AQQ Override, TIMATIC	
11.	Commercial Passengers and Staff Passenger Acceptance	
12.	Regrading Passengers	
13.	Boarding, Onload List, Handling Disruptions	
14.	Company Policies	

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 Le CourtTrainer / Instructor's Signature: JL Date: 21.02.2023