

ITA Policies & Procedures
Training CertificateTrainees Name: Maysae El Ouiciachi BalaoutStaff No: 483Department: FRA FOH Initial Recurrent

| Training Module | | Syllabus Reference |
|-----------------|---------------------------------|--|
| 1. | Company Profile | Standard Operating Procedures For Passengers' Handling – Presentation |
| 2. | Frequent Traveller Program | |
| 3. | Check-in Procedures | Customer Centricity – ITA Airways |
| 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: M/MDate: 02/11/2023

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 LeCourtTrainer / Instructor's Signature: JLC Date: 02.11.2023