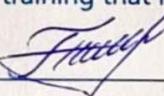


**ITA Policies & Procedures**  
**Training Certificate**Trainees Name: Fathardha Hadiani MatoshiStaff No: 504Department: ITRA FOTI Initial     Recurrent

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	

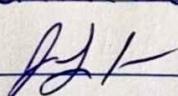
## Trainee's Declaration:

"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: Date: 05.11.2023

## 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: Date: 05.11.2023