

DHS

Training Certificate DCS CM Altea for ITA Airways

Trainees Name: Xhulia Kobellari

Staff No: 488

Department: 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 LaCourt

Trainer / Instructor's Signature: JL Date: 14.02.2023