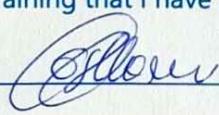


**DHS****AirBaltic Policies & Procedures  
Training Certificate**Trainees Name: Xhulia KobellariStaff No: 00488Department: FRA FOH Initial  Recurrent

Training Module		Syllabus Reference
1.	Passenger Handling	AirBaltic Passenger Handling – Presentation
2.	Ancillaries	Job Card
3.	Flight Irregularities	
4.	Dividers and Seating	
5.	Boarding	
6.	Staff Passenger Handling	

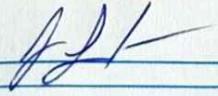
## Trainee's Declaration:

"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: 14/11/2023

## 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: 14.11.2023