

**DHS****AirBaltic Policies & Procedures**  
**Training Certificate**Trainees Name: Sofia LidaStaff No: 545Department: 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 |   |

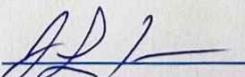
## Trainee's Declaration:

"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: 09/11/2023

## 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 LalancetTrainer / Instructor's Signature:  Date: 09.11.2023