



AirBaltic Policies & Procedures Training Certificate

Trainees Name: Shayaa Ahmed Marsha

Staff No: 495

Department: FRA FOH

☒ Initial ☐ Recurrent

Training Module		Syllabus Reference
1.	Passenger Handling	AirBaltic Passenger Handling – Presentation Job Card
2.	Ancillaries	
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: Shayaa Date: 24.11.23

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 LeClerc

Trainer / Instructor's Signature: [Signature] Date: 24.11.2023