

Trainees Name: Stoeva Irena **Staff No:** 553

Dep/Sec: DHS - FOH

Training Module	
1	Sign in Procedure
2	Accessing GoNOW
3	Flight Display Status Info
4	Customer Lists
5	Customer Acceptance
6	Customer Acceptance with Bags, Services, Comments – Offloading Customers
7	Seatmap: Allocating Seats, Changing Seats, Blocking and Unblocking Seats
8	Baggage Focus: Types of Bags, Baggage Lists, Excess Baggage Payments
9	Acceptance of Customers (Non Schengen) APIS
10	Commercial Passengers and Staff Passenger Acceptance
11	Boarding

Trainee's Declaration:

"I have received full instruction and training. I confirm that I fully understand the training that I have been given"

Trainee's Signature: 

Date: 25.01.24

Trainers / Instructors Declaration:

"I certify that the above named employee has received full instruction and training. They have also demonstrated their ability to perform this task accordingly."

Trainer/Instructors Name: Jonathan La Court

Trainer/Instructor's Signature: 

Date: 25.01.24