



## ITA Policies & Procedures Training Certificate

Trainees Name: Irena Stoeva

Staff No: 553

Department: FRA FOY

Initial  Recurrent

Training Module		Syllabus Reference
1.	Company Profile	Standard Operating Procedures For Passengers' Handling – Presentation  Customer Centricity – ITA Airways
2.	Frequent Traveller Program	
3.	Check-in Procedures	
4.	Baggage Policies	
5.	Boarding Procedures	
6.	ITA Airways Brand & Hospitality	

### 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: Ilona Stoeva Date: 05.11.2023

### 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 LeCourt

Trainer / Instructor's Signature: JL Date: 05.11.2023