



## AirBaltic Policies & Procedures Training Certificate

Trainees Name: Vanessa Lepen

Staff No: 561

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: Vanessa Lepen Date: 25.11.2023

**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 Laloux

Trainer / Instructor's Signature: [Signature] Date: 26.11.2023