

DHS**AirBaltic Policies & Procedures**
Training CertificateTrainees Name: Vanessa LepenStaff No: 561Department: 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: 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 LaCourtTrainer / Instructor's Signature: JL Date: 25.11.2023