



Training Certificate

DCS – GoNOW

Trainees Name: Isabel Tamargo Martin **Staff No:** 671

Dep/Sec: FRA - 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: 07.03.2024

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: 07.03.2024