

DHS**Training Certificate**
Altea DCS – Customer ManagementTrainees Name: Johanna MoilanenStaff No: 653Department: ERA FOH Initial Recurrent

Training Module	
1.	Sign in Procedure
2.	Accessing Altea
3.	Flight Display Status Info
4.	Setting Comments
5.	Customer Lists
6.	Customer Acceptance
7.	Customer Acceptance with Bags, Services, Comments – Offloading Customers
8.	Seatmap: Allocating Seats, Changing Seats, Blocking and Unblocking Seats
9.	Baggage Focus: Types of Bags, Baggage Lists, Excess Baggage Payments
10.	Acceptance of Customers (Non Schengen) APIS, APP AQQ Override, TIMATIC
11.	Commercial Passengers and Staff Passenger Acceptance
12.	Regrading Passengers
13.	Boarding, Onload List, Handling Disruptions

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: 08.03.2024