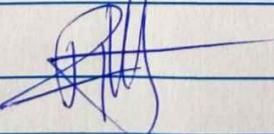


DHS**AirBaltic Policies & Procedures**
Training CertificateTrainees Name: Jonathan Le CourtDepartment: ERA FOHStaff No: 469 Initial Recurrent

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	
7.	Communication Channels	

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: Norbert RadavTrainer / Instructor's Signature:  Date: 30.03.2023