



## AirBaltic Policies & Procedures Training Certificate

Trainees Name: Jonathan LaCourt

Staff No: 469

Department: ERA 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	
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 Polacek

Trainer / Instructor's Signature:  Date: 30.03.2023