

Training Certificate Disruptive Passengers

Trainees Name: Loudi Barakat

Department: Passenger Services

Initial / Recurrent

Training Modules

1.	What is conflict and how it can start
2	First impressions
3	What can influence a customer's behaviour
4	Challenging situations
5	Strategies for resolving situations
6	Asking for help when needed

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:  Date: 13.02.23

Trainers / Instructors Declaration:

"I certify that the above named employee has received full instruction, training and has access to a copy of the procedures in this field of operation."

Trainer/Instructors Name: Goran Krstevnik

Trainer/Instructor's Signature: 

Date: 13.02.23