

# Training Certificate

## Introduction to Customer Service

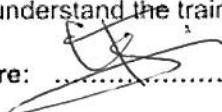
Trainees Name: RUKSHAN THUBERIAS ... Staff No: .....

Dep/Sec: DVS / PS SV .....

Training Module		Syllabus Reference
1	Introduction to customer service	Menzies PSM: Section 1 General
2	Types of flight	
3	Airport terms	
4	IATA AIRIMP Codes	
5	Airport areas	
6	Phonetic alphabet	
7	Time	
8	IATA 3 letter codes	
9	Behaviours	
10	Uniform	
11	Network	

### Trainee's Declaration:

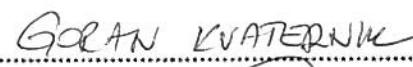
"I have received full instruction, training and have access to a copy of the above operational procedures. I confirm that I fully understand the training that I have been given"

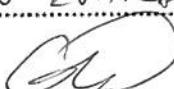
Trainee's Signature: 

Date: 26.2.18

### 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. They have also demonstrated their ability to perform this task accordingly.

Trainer/Instructors Name: 

Trainer/Instructor's Signature: 

Date: 26.2.18