



## ITA Policies & Procedures Training Certificate

Trainees Name: Ilayda Akbaba

Staff No: 539

Department: ERA FOH

☒ Initial ☐ Recurrent

Training Module		Syllabus Reference
1.	Company Profile	Standard Operating Procedures For Passengers' Handling – Presentation  Customer Centricity – ITA Airways
2.	Frequent Traveller Program	
3.	Check-in Procedures	
4.	Baggage Policies	
5.	Boarding Procedures	
6.	ITA Airways Brand & Hospitality	

**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: 09.12.23

**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 Delcourt

Trainer / Instructor's Signature: 

Date: 09.12.2023