



## ITA Policies & Procedures Training Certificate

Trainees Name: Ilayda Akbaba

Staff No: 539

Department: FRA FOH

Initial  Recurrent

| Training Module |                                 | Syllabus Reference  |
|-----------------|---------------------------------|---|
| 1.              | Company Profile                 | Standard Operating Procedures For Passengers' Handling – Presentation |
| 2.              | Frequent Traveller Program      |   |
| 3.              | Check-in Procedures             | Customer Centricity – ITA Airways                                     |
| 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 Lalourt

Trainer / Instructor's Signature: Date: 09.12.2023