



## Training Certificate DCS CM Altea for ITA Airways

Trainees Name: Muhammed Arslan

Staff No: 508

Department: FRA FOH

☒ Initial ☐ Recurrent

| Training Module |   | Syllabus Reference  |
|-----------------|---|---|
| 1.              | Sign in Procedure   | Amadeus Altea DCS –<br>CM User Guide<br>ITA Airways – Student<br>Handbook |
| 2.              | Accessing Altea   |   |
| 3.              | Flight Display Status Info  |   |
| 4.              | Setting Comments  |   |
| 5.              | Customer Lists  |   |
| 6.              | Customer Acceptance   |   |
| 7.              | Customer Acceptance with Bags, Services,<br>Comments – Offloading Customers |   |
| 8.              | Seatmap: Allocating Seats, Changing Seats,<br>Blocking and Unblocking Seats |   |
| 9.              | Baggage Focus: Types of Bags, Baggage Lists,<br>Excess Baggage Payments     |   |
| 10.             | Acceptance of Customers (Non Schengen) APIS,<br>APP AQQ Override, TIMATIC   |   |
| 11.             | Commercial Passengers and Staff Passenger<br>Acceptance                     |   |
| 12.             | Regrading Passengers  |   |
| 13.             | Boarding, Onload List, Handling Disruptions                                 |   |
| 14.             | Company Policies  |   |

**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 La Court

Trainer / Instructor's Signature:  Date: 10.05.2023