



ITA Policies & Procedures Training Certificate

Trainees Name: Ömer Faruk Bigikli

Staff No: 533

Department: FRA FOH

Initial Recurrent

Training Module		Syllabus Reference
1.	Company Profile	Standard Operating Procedures
2.	Frequent Traveller Program	For Passengers' Handling – Presentation
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: 13.11.2023

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 LaCost

Trainer / Instructor's Signature:

Date: 13.11.2023