

**ITA Policies & Procedures  
Training Certificate**Trainees Name: Justyna CzerwaczStaff No: 514Department: 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: Justyna Czerwacz Date: 01-11-23

## 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 LalancetTrainer / Instructor's Signature: [Signature] Date: 01.11.2023