



Training Certificate Introduction to Customer Services

Trainees Name: Mariam Abad

Department: Passenger Services

Initial / Recurrent

Training Modules	
1.	Introduction to Passenger Services
2	Types of Flights
3	Airport Terms
4	IATA AIRIMP Codes
5	Phonetic alphabet
6	Time
7	IATA 3-letter Codes
8	Communication with others
9	Security

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: [Signature] Date: 04.11.2022

Trainers / Instructors Declaration:

"I certify that the above named employee has received full instruction, training and has access to a copy of the procedures in this field of operation."

Trainer/Instructors Name: Goran Kvaternik

Trainer/Instructor's Signature: [Signature]

Date: 04.11.22