



## Training Certificate Introduction to Customer Services

Trainees Name: Marian Abed

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:  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:

Trainer/Instructor's Signature:

Date: 04.11.22