



## Training Certificate Disruptive Passengers

Trainees Name: Mariam Abd

Department: Passenger Services

Initial / Recurrent

| Training Modules |   |
|------------------|---|
| 1.               | What is conflict and how it can start     |
| 2                | First impressions                         |
| 3                | What can influence a customer's behaviour |
| 4                | Challenging situations                    |
| 5                | Strategies for resolving situations       |
| 6                | Asking for help when needed               |

### 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: Mariam Abd Date: 04.11.22

### 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 Kvarnvik

Trainer/Instructor's Signature: G.K.

Date: 04.11.22