



## Training Certificate Disruptive Passengers

Trainees Name: Mariam Abed

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: [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