



Training Certificate

Introduction to Passenger Services

Trainees Name: ALESIA BAUER Staff No:

Dep/Sec: DUS/PSA

Training Module		Syllabus Reference
1	Introduction to passenger services	Menzies PSM: Section 1 General
2	Types of flight	
3	Airport terms	
4	IATA AIRIMP Codes	
5	Aircraft terms	
6	Phonetic alphabet	
7	Time	
8	IATA 3 letter codes	
9	Communicating with others	
10	Security	

Trainee's Declaration:

"I have received full instruction, training and have access to a copy of the above operational procedures. I confirm that I fully understand the training that I have been given"

Trainee's Signature:

Date: 03.09.18

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..They have also demonstrated their ability to perform this task accordingly. The trainee has successfully completed a test and gained a minimum pass mark of 80%.

Trainer/Instructors Name: Goran Kvaternik

Trainer/Instructor's Signature:

Date: 03.09.18

Pass Mark 80%
Score 20/20
Mark 100 %