



TRAINING CERTIFICATE

WebDCS Altea

Trainees Name: Melis Bayro

Staff No: 284

Dept/Section: Duesseldorf – Customer Service Agent

Initial / Recurrent

| Training Modules – Refer to WebDCS (InkDCS) Check List | | <input checked="" type="checkbox"/> <input type="checkbox"/> | Syllabus/ Ref. |
|--|--|--|-----------------------------|
| 1. | Flight Operations (FoH & Back-Office) | ✓ | WebDCS (InkDCS) User manual |
| 2 | Check-In Agent (FoH) | ✓ | |
| 3 | Boarding Operations (FoH) | ✓ | |
| 4 | Boarding PAX (FoH) | ✓ | |
| 5 | Printing Paperwork (FoH & Back-Office) | ✓ | |
| 6 | Operations Controller/Back office operations (Ops & Back-Office) | n/a | |
| 7 | Other Features (Back-Office) | ✓ | |

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: Bog

Date: 19.11.19

Trainer's / Instructor's Declaration:

"I certify that the above named employee has received full instruction, training and passed either a written test with a pass mark of at least 80% OR an observational assessment to a satisfactory level.*" *Delete as appropriate

Trainer's / Instructor's Name: (Block Caps) Date: 19.11.19

Trainer's / Instructor's Signature:

OSD Used? Yes / No

On Site Demonstrator Declaration:

"I certify that the above named employee has received full demonstration of procedures, and has demonstrated an understanding of these procedures."

On Site Demonstrator's Name: Kaya Rejendran (Block Caps)

On Site Demonstrator's Signature: K. Rejendran

Date: 19.11.19