



# 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: .....

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: .....

(Block Caps)

On Site Demonstrator's Signature: .....

Date: 19.11.19