



Training Certificate

Introduction to Passenger Services

Trainees Name: Sharon Glava Staff No: 415.00292
Dep/Sec: 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: Sharon Glava

Date: 31.8.18

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: [Signature]

Date: 31.08.18

Pass Mark	80%
Score	/
Mark	%