



Training Certificate

Tickets and Documents

Trainees Name: David Hockenshaw Initial Recurrent

Training Module		Syllabus Reference
1	Ticket Types	Menzies PSM:
2	Reading a Ticket / Coupon	2.2.2 Ticket Presentation
3	Standby / Confirmed Tickets	2.5 Flight Coupons
4	Industry Discount Tickets	2.10.1 Excess Baggage Ticket
5	Revalidation Stickers	12 Ticketing
6	Miscellaneous Charge Order (MCO)	
7	Flight Interruption Manifest (FIM)	
8	Light Refreshment Vouchers	
9	Airport Lounge Invites	
10	Excess Baggage Forms	

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: David Hockenshaw

Date: 18.05.19

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: Goetz Klemm

Trainer/Instructor's Signature: Goetz Klemm

Date: 18.05.19

Pass Mark 80%

Score 20/20

Mark 100%

Refresher Training/Reassessment: Competence Assessment shall be carried out at intervals that will be no less than once every 36 Months (3 years) from previous assessment.