

CERTIFICATE

Mrs. Arevik Hakobyan has attended the following courses

Ground Handling Training

from	to	Courses	remarks
07.04.2003	09.04.2003	WorldTracer Basic Training	
23.06.2003	04.07.2003	Aircraft Handling & Ramp Supervision	
23.09.2003	02.10.2003	Narrow Body Aircraft	
24.11.2003	28.11.2003	Passenger Handling 1	
01.12.2003	05.12.2003	Guide Check-in	
03.05.2004	07.05.2004	Passenger Handling 2	
14.06.2004	18.06.2004	Load Control	
07.10.2004	07.10.2004	Customer Relations Module B	
		Passenger Service Claims	
		Customer Relations Module A	
08.10.2004	08.10.2004	Baggage Claims	
		Native Amadeus Reservation 1	
10.04.2006	14.04.2006	Aircraft Refresher	
04.07.2006	05.07.2006	IATA Dangerous Goods Refresher Cat. 10	
17.07.2006	17.07.2006	for Aircraft Handling Staff	
		(Personnel Category 10)	
11.09.2006	11.09.2006	Customer Orientation Basic	
12.09.2006	13.09.2006	Customer Orientation Advanced	
10.09.2007	14.09.2007	ARTOS Reservation 1	
17.03.2008	19.03.2008	ARTOS Reservation 2	
13.05.2008	15.05.2008	Passenger Handling Refresher	
02.06.2008	02.06.2008	Austrian Network Strategy	
01.07.2008	03.07.2008	Negotiation Skills Basic	
11.07.2008	11.07.2008	IATA Dangerous Goods Refresher Cat. 10	
		for Aircraft Handling Staff	

NB only

valid: 11.07.2010



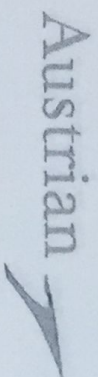
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from	to	courses	remarks
05.10.2009	09.10.2009	(Personnel Category 10)	
02.11.2009	05.11.2009	Tariffs 1	
23.11.2009	01.12.2009	Aircraft Refresher	
15.03.2010	19.03.2010	ARTOS Ticketing 1	
12.07.2010	16.07.2010	Guide Check-in	
02.09.2010	02.09.2010	Reissues ARTOS 1	
		IATA Dangerous Goods Refresher Cat. 10	valid until 02.09.2012
14.02.2011	16.02.2011	Tariffs 2	
21.03.2011	23.03.2011	ARTOS Reservation 2	
14.06.2011	16.06.2011	ARTOS Ticketing 2	
06.07.2011	06.07.2011	Basic Business Management	
04.11.2011	04.11.2011	Irregularity Workshop	
15.11.2011	18.11.2011	Worldracer Basic Training	
19.03.2012	23.03.2012	Aircraft Refresher Integrating LH-WAB System	Computer Based Training
			course attendance from 19.03.-21.03.2012
			absent from 22.03.-23.03.2012
			Narrow Body only
			valid until: 30.06.2015
			Duplicate issued
			valid until: 31.05.2014
31.05.2012	31.05.2012	IATA Dangerous Goods Refresher Cat. 10	
		Cat. 10	
26.09.2012	28.09.2012	(for Aircraft Handling Staff)	
04.10.2012	05.10.2012	Passenger Handling Refresher	
06.05.2013	07.05.2013	Ticketing Refresher	
17.07.2014	17.07.2014	Ticketing Refresher (incl. EMD)	
		IATA Dangerous Goods Refresher Cat. 10	valid until 17.07.2016





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from	to	courses	remarks
09.09.2014	11.09.2014	Cat. 10 (for Aircraft Handling Staff) Migration ALTEA	Altéa Train the Trainer - Remote 2

Austrian Airlines AG
Ground Handling Training
Trainingcenter
1300 Vienna Airport

