

CERTIFICATE OF ATTENDANCE



PUTERI AMALIA BINTI MOHAMAD

This is to certify that the above named participated in the training for
GUEST SERVICE RECURRENT (BATCH 249)

Conducted on
10 FEBRUARY 2020 - 17 FEBRUARY 2020

Captain Suresh Muthu Veeramuthu
Head of Training
CAE Kuala Lumpur Sdn Bhd (941970-D)



Certificate No: 000322

CERTIFICATE OF COMPLETION

for your Positive
Accomplishments
and **Dedication**
to your Profession



PUTERI AMALIA BINTI MOHAMAD

NRIC / PASSPORT NO: 950406-01-5632

This is to certify that the above named participated in the training for

GUEST SERVICE INITIAL (BATCH 300)

Conducted on

12 MARCH 2018 - 28 MARCH 2018

A handwritten signature in black ink, appearing to read 'Suresh Muthu Veeramuthu'.

Captain Suresh Muthu Veeramuthu

Head of Training

Asian Aviation Centre of Excellence

Certified by



Certificate No: 160913

4th February 2019

Puteri Amalina Binti Mohamad
Guest Services Assistant
S/N: GTR 3158
Guest Service
Ground Team Red Sdn Bhd

Dear Puteri Amalina

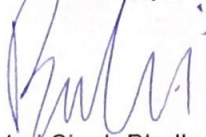
LETTER OF COMMENDATION

On behalf of Ground Team Red Sdn Bhd, I would like to commend you for your exceptional service rendered to a guest.

"I would like to give a compliment to Senai airport staff Ms Puteri for her assistance render to me during my flight departure. I'm late to my departure gate and there was a huge long line to go in security scanning. I'm so scared and panic that i will miss my flight. Luckily Ms Puteri was there and she assist me to come forward to go in first. I found that she also called other passengers to come forward so they not miss the flight. She treat us as a priority because our flight is about timing to departure. It's really good what she done to us. A big thank you Ms Puteri."

Guest was grateful and impressed with the efficient and excellent customer service. Thank you for your dedication, you are truly an inspiration for your peers to look up to. Please keep up your good work!

Yours Sincerely,



Balraj Singh Bhall
Head of Operation Guest Services

Ground Team Red Sdn. Bhd. (Company No. 800730-V)

Correspondence Address: L52-3-110, Terminal KLIA2, Jalan KLIA2,
64000 KLIA, Selangor Darul Ehsan .