



QUALITY IN AIR TRANSPORT

INTERNATIONAL AIR TRANSPORT ASSOCIATION

CERTIFICATE

This is to certify that

Jitka Patrikova

has passed the examination of the IATA Course

**Customer Service
Singapore, 16 - 18 Aug 1994**

This **18th** *Day of* **Aug 1994**

Chairman,
IATA Examinations Board

Director,
Industry Affairs, IATA