
Bellingham Aviation Services

Project Update Memo

Date: April 29, 2019

To: Kathleen Melbo, Customer Service Manager, Bellingham Aviation Services

From: Alyx Payne

CC: Kristi Lewis Tyran

RE: Training New Employees and Updating Training Materials

Kathleen, I am excited to complete this project with you. This project is giving me crucial experience for my Leadership Practicum class. Here is a summary of my progress thus far:

April 13th – April 29th, 2019

- Discussed the scope of this project and completed the client contract with you.
- Created a timeline for this project. The training materials will be completed toward the middle of the quarter to ensure they are completed by my deadlines. Final deliverables for this project will be presented on June 5, 2019.
- Melanie and Francesca have been interviewed and hired. Training began on April 22, 2019.
- Av Gas Fuel ticket procedure drafts have been completed and are awaiting approval.
- NetJets catering procedure drafts have been started.

Plan for next week (April 30th – May 6th, 2019)

- There will be a meet and greet meeting on May 4th for the new hires.
- Training materials for NetJets Catering will be completed and Miscellaneous Catering materials will be drafted and completed.
- Remainder of Fuel Transaction Materials will be drafted and completed.
- Melanie and Francesca will start full shifts and continue their training.
- Melanie and Francesca will be completing their security training and receiving their badges.

Thank you for the opportunity to work with you and please let me know if there is something you would like me to change.
