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# Bellingham Aviation Services

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## Project Update Memo

Date: May 28, 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

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Kathleen, here is a summary of my progress in the past week:

May 21<sup>st</sup> – 27<sup>th</sup>, 2019

- The remaining miscellaneous training and informative documents have been completed and reviewed.
- All materials from previous weeks have been approved.
- We met to discuss the best way to distribute the information. We have set up shared Google Drive files.
- All customer service representatives and managers have been invited to the shared files.

Plan for next week (May 28<sup>th</sup> – June 3<sup>rd</sup>)

- The digital files will be printed and added to the training binder.
- A comprehensive index will be created for ease of access to the training materials.

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

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