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# Bellingham Aviation Services

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## Project Update Memo

Date: May 20, 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 14<sup>th</sup> – May 20<sup>th</sup>, 2019

- Flight School materials have been drafted and are awaiting review.
- Gift Certificate materials have been drafted and are awaiting review.
- Miscellaneous training materials have been started, the following have been drafted and awaiting review:
  - Quick link instructions and summaries
  - Common and uncommon fee sheets with exceptions
  - BAS return labels
- The meeting to finalize the deliverables has been pushed back a week due to scheduling conflicts.
- The project plan has been revised to reflect the scheduling changes.

Plan for next week (May 21<sup>th</sup> – May 27<sup>th</sup>).

- The remaining miscellaneous training and informative documents will be drafted. The following are still unfinished:
  - Creating and Editing Reservations
  - Checking in and Billing Flights
  - Billing Block Time and Payments on Account
  - Updating the Service Request Form to be more user friendly
- Finalized and accepted materials will be printed for the finalized binder.
- We will meet to discuss possible improvements to the process as well as implementing a digital system.
- Final deliverables will be printed and added to the training binder.

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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