
Bellingham Aviation Services

Project Update Memo

Date: May 13, 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, here is a summary of my progress in the past week:

May 7th – May 13th, 2019

- Contract fuel transaction materials have been drafted and are awaiting review.
- Government fuel transaction materials have been drafted and are awaiting review.
- Opening and closing materials have been drafted and are awaiting review.
- A service code cheat sheet was created. It includes word and number identifiers as well as any exceptions to the codes.
- Flight school information has been compiled and some transaction information has been completed.
- All of the completed materials thus far have been reviewed by Francesca, and with her input revisions have been made.

Plan for next week (May 14th – May 20th)

- Dave and I will meet to go over some of the logistics for the Flight School to ensure the materials are updated and accurate.
- Flight school materials will be completed.
- Gift Certificate materials will be drafted.
- The remaining miscellaneous training and informative documents will be drafted.
- 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.

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