
Bellingham Aviation Services

Project Update Memo

Date: May 6, 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:

April 30th – May 6th, 2019

- Francesca and Melanie have completed their training. Francesca has her badge and Melanie is scheduled for an appointment to receive hers.
- The meeting with all customer service staff was successful. Because of the meeting, training materials for hangar and tiedown rentals will now be implemented.
- The updated phone list was completed and distributed. A digital copy was also distributed among the customer service representatives for future editing if necessary.
- NetJets catering procedures have been completed and are awaiting approval.
- The remaining fuel transaction materials are almost complete.

Plan for next week (May 7th – May 13th)

- The remaining fuel transaction materials will be completed.
- Flight school materials will be drafted and completed.
- Government and contract fuel materials will be drafted and completed.
- Opening and closing materials will be drafted and completed.
- Francesca and Melanie's training will continue. Francesca will be completing closing shifts without management present over the course of the next week. The following day there will be time allotted for questions and concerns to be addressed.

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