

International Shipping & Transportation

Berlin (Germany)

16 - 20 December 2024

UK Traininig

PARTNER



International Shipping & Transportation

Code: CS28 From: 16 - 20 December 2024 City: Berlin (Germany) Fees: 4900 Pound

Introduction

This program qualifies the participants to become familiar with the rules and concepts of International Shipping & Transportation air and sea and provides them with the knowledge and experience necessary to work in the field of international Shipping. In addition, participants will learn about customer service skills in international shipping and transportation and how they can deal with customer issues.

Course Objectives

- Concept of international shipping and its types.
- The procedure of setting up a shipping company.
- Air shipping, cargo Types, and logistic shipping companies.
- Transportation Systems.
- customer service for shipping and Transportation companies.

Course Outlines

Day 1 - 2

Sea shipping

- Introduction to the concept of international shipping and its types.
- How to establish a shipping company legally and technically.
- Sea shipping.
- Types of sea shipping.
- International shipping terminology.
- Types of ships and containers.
- Logistics accompanying sea freight.
- Working methods and operations within the shipping companies and cooperating departments.
- Documentary shipping cycle.
- Policies and bills of lading.
- Types of policies.
- Customs procedures accompanying the shipping process.

Day 3

Air shipping

- Air shipping.
- Types of air shipping.



- Air shipping Documentary Course.
- Types of cargo planes.
- Management and logistics within the air shipping companies.
- Calculate air shipping costs and accompanying operations.

Days 4 - 5

The art of customer service

- Definition of customer service.
- The importance of customer complaints.
- Customer service is everyone's responsibility.
- Where does the customer go?
- Who are your customers?
- Intense competition.
- What are the reasons for customer service failure?
- How to be a professional customer service employee.
- The importance of customer care.
- What the customer expects.
- How does the customer fulfill his expectations?
- Types of customers and the way to deal with them.
- Speaking skills.
- Causes of customer anger.
- Some words that annoy the customer.
- Code of conduct for handling customer complaints.



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