

International Shipping & Transportation

Madrid (Spain)

10 - 14 March 2025

UK Traininig

PARTNER



International Shipping & Transportation

Code: CS28 From: 10 - 14 March 2025 City: Madrid (Spain) Fees: 5100 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.



Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Anney (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

Africa



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)



Blackbird Training Cities

Asia



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



UK Training
PARTNER



Blackbird Training Categories

Management & Admin

Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



BLACKBIRD
FOR TRAINING



International House 185 Tower Bridge
Road London SE1 2UF United Kingdom



+44 7401 1773 35
+44 7480 775526



Sales@blackbird-training.com



www.blackbird-training.com

UK Training

PARTNER

