

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Sales, Marketing and Customer Services

Title	Handle international express service booking
Code	LOAFSM305B
Range	This unit of competency is applicable to express companies. Practitioners should be capable to handle international express service booking and reply to customers regarding their booking requests.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge of mastering the process and customer service of express service</p> <ul style="list-style-type: none"> • Understand the handling process of express package • Understand the company's policy and requirements on customer service • Understand the relationship between service and routing and the charges chart and tariff and how to utilise them to recommend the best options for the customers • Know customer's requests well • Master the basic concepts of customer service principles • Be familiar with terminology of the industry • Master telephone conversation skills and manner • Conversant with the operation of computer system and customer service system <p>2. Handle pick-up matters of international express package and parcel</p> <ul style="list-style-type: none"> • Handle pick-up matters of international express package and parcel for customers <ul style="list-style-type: none"> ○ Listen or read the customer's requests ○ Analyse the requests of customers to see if they are within the company's service areas ○ Follow the company's KPI to handle customer booking lead time and claim ○ Handle and record all transaction and instructions with the customers to ensure other departments among the company can follow the customers instruction ○ Report irregularities to supervisor and update customers for the status and action planned/solution ○ Know how to get sufficient information from the customers by asking them suitable questions and finish the process of pick-up and order taking by jotting down information such as express package pick-up address, contact details, express package types, destination, payment method, etc. ○ Provide customers with information they need ○ Explain to customers the details on pick-up, packaging, documentation and charges, etc. • Use information system or manual record to input data and ensure booking data are recorded • Finish booking process according to the company's operational guidelines • Explain the importance of cut-off time of express package pick-up, and other important notices • Transfer any changes or cancellation requests in the information system to pick-up department or centre via information system, and take down the record • Handle customers' requests for making changes or cancellation of booking in accordance with the company's procedures
Assessment Criteria	This integrated outcome requirement of this unit of competency is:

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	<ul style="list-style-type: none">• Capable to follow the company's business guidelines to handle booking of express packages and parcels for customers
Remark	