

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Sales, Marketing and Customer Services

Title	Handle enquiries on air freight rate
Code	LOAFSM306B
Range	This unit of competency is applicable to airlines, air freight forwarders, etc. Practitioners should be capable to handle enquiries on air freight rate according to the company's business guidelines and sales policy.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Basic knowledge of mastering air freight rate and customer service</p> <ul style="list-style-type: none"> • Be familiar with various types of air freight rates and their charging principles in line with the standard of the air freight industry • Be familiar with rate calculation method and the principles behind in line with the standard of the air freight industry • Be familiar with the method to calculate air freight rates • Know about non-freight rate items and the charging guidelines • Understand air freight handling and its work flow • Understand customers' requirements • Know about basic concepts of customer service • Understand the company's policy and requirements on customer services • Understand the company's business and sales guidelines • Be familiar with trade jargons in the logistics industry • Be familiar with the benchmarking system under different trade specification • Understand the difference of service level against price level of different trade, airlines and customers. • Master telephone conversation skills and basic manner • Know about the operation of computer system and customer service system <p>2. Handling of enquiries on air freight rates</p> <ul style="list-style-type: none"> • Listen to and understand customers' enquiries and requests • Ask customers questions to get sufficient information for freight rate calculation • Based on the cargo's nature, quantities, etc. to arrive at suitable rates • Make use of computer software or program to calculate freight rates • Calculate freight rates and other charges based on the nature of cargo and the carriage requirements • Explain to customers the freight charges, freight rates, charging principles and the resultant sum • Give answers or explanations through applying different channels such as telephone calls, emails and letters
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Capable to accurately list out freight rates, charging items and the calculation principles for freight orders; and • Capable to make correct recommendations to customers based on freight rates and charges
Remark	