

# International Shipping & Transportation

Customs & Safety  
Maldives (Maldives)  
24 - 28 Feb 2025

UK Training

# PARTNER



## International Shipping & Transportation

**Ref:** 321426\_139743 **Date:** 24 - 28 Feb 2025 **Location:** Maldives (Maldives) **Fees:** 4700 Euro

### 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 of International Shipping & Transportation

- 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 of International Shipping & Transportation

#### 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 operation 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

A graphic of a chessboard with several chess pieces (a king, a pawn, and a knight) on it, set against a background of concentric circles.

UK Training  
**PARTNER**

## 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

UK Training

**PARTNER**



## Blackbird training cities

Accra1 (Ghana)

Amman (Jordan)

Amsterdam (Netherlands)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston,Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

UK Traininig  
**PARTNER**



## Blackbird Training Category



Human Resources



Audit & Quality Assurance



Finance, Accounting, Budgeting



Marketing, Sales, Customer Service



Secretary & Admin



Law and Contract Management



Project Management



IT & IT Engineering



Supply Chain & Logistics



Management & Leadership



Professional Skills



Oil & Gas Engineering



Health & Safety



Telecom Engineering



Hospital Management



Customs & Safety



Aviation



C-Suite Training



Agile and Refinement



## Blackbird training Clients



UK Training  
**PARTNER**



**BLACKBIRD**  
FOR TRAINING

**LONDON TRAINING PROVIDER**



[www.blackbird-training.com](http://www.blackbird-training.com)



[training@blackbird-training.com](mailto:training@blackbird-training.com)



+44 7480 775526 / +44 7401 177335