



**AIR CARGO  
CUSTOMER  
SERVICE**

# AIR CARGO CUSTOMER SERVICE

## About:

Providing excellent customer service is essential to the long-term viability of every business. This course introduces the fundamental elements of customer service and explains how they can be applied in any organization, for all employees, ensuring they are equipped to meet and exceed the customer's expectations. You will learn about customer needs and demands, the ethics of customer service, and customer contact techniques to help your business to develop its customer service program to the highest level. In addition, participants will learn how to efficiently handle air cargo claims, by studying existing legal instruments, examining key areas of claims, learning of documentary requirements and going through relevant procedures and best practices for satisfactory claims resolution.

## Course format

- ❖ The live sessions of this virtual classroom course are delivered by an official Instructor.
- ❖ The course will take you approximately 8 hours to complete and be held over 1 day.
- ❖ There will be 2 live interactive virtual classroom sessions, each session will be 120 minutes.
- ❖ The live sessions will require your participation, with multiple Q&A sessions and additional time spent on self-study material including projects, research, additional reading and videos
- ❖ Student performance will be based on an assessment

## Technical requirements

Please verify your hardware, software and network to support your upcoming course with IATA Training

## Prerequisites

- ❖ Participants should have prior knowledge of Air Cargo Business
- ❖ Recommended level is Entry-level and Intermediate
- ❖ The recommended level of language proficiency is ICAO Operational Level 4 for courses in English or the equivalent level for other languages.

**To arrange in-house training for your company:** Complete the in-house training request form or contact the salesperson in your region.

## LIVE OR VIRTUAL CLASSROOM