

Airfreight Best Practices Workshop Series

You are cordially invited to join the Airfreight Best Practices Workshop Series, organized by the Institute for Entrepreneurship, PolyU.

Workshop 1: Monitoring contractor performance

- Selecting the most efficient contractor
- Effective monitoring of contractor performance
- Designing and preparing tenders
- Preparing proposals
- Formulating airfreight standard contract terms

Workshop 2: Handling customer complaints and claims

- Handling customer complaints
- Maintaining customer relationships
- Handling freight problems caused by delay/cancellation of flights
- Understanding air cargo insurance terms, the claim procedures and requirements of insurance companies, relevant legislation/international conventions
- Understanding the cause of incident through different channels and collect relevant documents and information for lodging a claim
- Handling claims

Workshop 3: Establishing and maintaining relationship with business partners and customers

- Developing plans to establish and maintain cooperation relationships
- Selecting strategies to maintain long-term relationships
- Establishing appropriate communication channels for information exchange
- Determining suitable aircraft and goods for delivery
- Conducting Electronic Data Interchange (EDI) in the industry and with customers
- Handling customer enquiries on air freight rate
- Calculating commissions and concessions

Workshop	Date	Speaker	Time	Venue
Workshop 1: Monitoring contractor performance	23 October 2017 (Monday)	Mr Tim Wong	9:00am to 5:00pm	PolyU Hung Hom Campus
Workshop 2: Handling customer complaints and claims	26 October 2017 (Thursday)	Mr Edwin Tsang		
Workshop 3: Establishing and maintaining relationship with business partners and customers	2 November 2017 (Thursday)			

Duration

7 hours

Who should Attend

All industry practitioners

Medium of Instruction

Cantonese

Fee

HK\$650* per workshop (HK\$419 after partial subsidy)

*Every participant may apply for a subsidy of HK\$231 for each workshop (provided by Vocational Training Council-Transport Logistics Training Board "VTC-TLTB") via HAFFA if he/she:

- 1) has attended more than 80% of that workshop; and
- 2) is currently working in the transport logistics industry.

The development of the workshop is funded by the following:



The workshop materials are developed under the direction of the following:



About the Speakers

Mr Tim Wong

Upon graduating from The University of Hong Kong, Mr Wong joined the logistics industry in the year of 1986. He has 30 years of logistics experience covering air and ocean businesses. He has worked in Hong Kong, Singapore and Indonesia, and has more than 100 times duty travel to different parts of the world. Asia is his area of expertise but due to the frequent travels, he is also familiar with the business in United States and Europe. Recently Tim got his EMBA from The Chinese University of Hong Kong and is now the Deputy Director of an international freight company.

Mr Edwin Tsang

Mr Tsang obtained his master degree of Business in Logistics Management in 2004. He has over 38 years of experience in air cargo operations, mostly in the area of dangerous goods handling. He had worked in Cathay Pacific Airways, Thai Airways and DHL Global Forwarding and is now the Senior Manager of a training institute. Since 2007, he has become a qualified instructor to conduct Dangerous Goods Awareness Course accredited by HKCAD for DHL in-house staff. He was also the Vice Chairman of Airfreight Sub-committee of Hongkong Association of Freight Forwarding and Logistics Ltd (HAFFA) from 2007-2013 and was responsible to liaise with cargo terminal operators, airlines and government bodies.

Certificate

Participant who has successfully completed all six workshops in the series (details of the other three workshops will be announced soon), as well as Modules 1 and 2 of the Vocational Training Programme, is eligible for a VTP Airfreight Diploma jointly issued by the CILTHK, HAFFA and LOGSCOUNCIL.

Enquiry

For workshop details and enrollment form, please visit one of the following websites:

- Institute for Entrepreneurship, PolyU at <http://www.polyu.edu.hk/ife>
- Hong Kong Association of Freight Forwarding and Logistics Ltd at www.haffa.com.hk

Completed enrollment form can be submitted to the Institute for Entrepreneurship, QR702, 7/F, Core R, The Hong Kong Polytechnic University, Hunghom, Kowloon, Hong Kong (Tel.: 3400 2773 Fax: 2765 6323)

Enrollment Deadline

13 October 2017 (Friday)

Enrollment Form

Part A: Workshop Particulars									
<input type="checkbox"/> Workshop 1: Monitoring contractor performance									
<input type="checkbox"/> Workshop 2: Handling customer complaints and claims									
<input type="checkbox"/> Workshop 3: Establishing and maintaining relationship with business partners and customers									
Part B: Personal Particulars									
Name of Participant:	(Mr/Ms/Mrs)								
Sex:	<input type="checkbox"/> Male		<input type="checkbox"/> Female		Age:		<input type="checkbox"/> 25 to 30 <input type="checkbox"/> 31 to 40 <input type="checkbox"/> 41 or above		
HKID No.:					X	X	X	(X)	Year(s) in the Industry:
Name of Company:									
Position:				Tel No:		(Company)			(Mobile)
Correspondence Address:									
E-mail Address:									
Highest Education Level Achieved:	<input type="checkbox"/> Form 5 <input type="checkbox"/> Degree		<input type="checkbox"/> Form 7 <input type="checkbox"/> Postgraduate or above		<input type="checkbox"/> Post-secondary		<input type="checkbox"/> Associate Degree <input type="checkbox"/> Others:		
How do you learn about our workshop?									
<input type="checkbox"/> Company		<input type="checkbox"/> Friends		<input type="checkbox"/> Direct Mailing		<input type="checkbox"/> Website		<input type="checkbox"/> Newspaper	
<input type="checkbox"/> E-mail		<input type="checkbox"/> Referral		<input type="checkbox"/> Association		<input type="checkbox"/> Others: _____			
Part C: Payment									
Payment should be settled at the time of enrollment. Workshop fees are not refundable except in the event of cancellation. Please send a crossed cheque (payable to "The Hong Kong Polytechnic University") to Institute for Entrepreneurship, QR702, 7/F, Core R, The Hong Kong Polytechnic University, Hunghom, Kowloon, Hong Kong									
Remarks: The Institute reserves the right to alter the place, time of class and the speakers due to unforeseeable circumstances.									
Signature:					Date:				
Personal Information Collection Statement									
Personal data provided as part of an application for registration/admission will, during the admission process, be used solely for the purpose of registration/admission, and in this connection the data will be handled by both Institute for Entrepreneurship (I/E) of The Hong Kong Polytechnic University and the office of Hong Kong Association of Freight Forwarding and Logistics Ltd (HAFFA). Details of the Centre's Personal Information Collection Statement for courses are available from the Office (QR702, Core R) and Website (www.polyu.edu.hk/ife) of I/E, The Hong Kong Polytechnic University and HAFFA.									