2022 ChinaSkills Competition

Test Project of Freight Forwarding

2022年全国职业院校技能大赛

货运代理项目试题

Module 4 Air Freight Operation

**Competition Time:**

**3.0 Hours**

### INTRODUCTION

Module 4 is Air Freight Operations. You should be able to quote to the customer, make and handle documents, analyze the cause of complaints, offer effective solutions, and settle claims.

### DESCRIPTION OF PROJECT AND TASKS

There are three tasks in this module. You should submit the results within the specified time. The three tasks are:

1.To calculate the costs and write an English E-mail to reply the consultation.

2.To make and handle air documents.

3.To handle abnormal cases.

### MARKING SCHEME SUMMARY

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **submodule** | **Contents** | **Subjective points** | **Objective score** | **Total** |
| **T1** | AIR FREIGHT QUOTATION |  | 10 | 10 |
| **T2** | MAKE DOCUMENTS |  | 10 | 10 |
| **T3** | HANDLE ABNORMAL CASES |  | 10 | 10 |
| **Total** |  |  | **30** | **30** |

### INSTRUCTIONS TO THE COMPETITOR

There are two subfolders in the folder 【M4】. Please read the material in the subfolder 【M4\_01\_MATERIRAL PACKAGE】, and complete the answer sheet in the subfolder 【M4\_02\_ANSWER SHEET】.After that, please rename the folder 【M4\_02\_ ANSWER SHEET】as 【XX\_ M4\_ 02\_ ANSWER SHEET】（XX means the competitor number）.

# task 1 Air Freight Quotation

Please read the DOCUMENT “Mail\_ex\_ airfreight\_inquiry” and calculate the costs by using the information received from the customer. In the DOCUMENT “T1\_Mail quotation”, write an English E-mail to reply to the customer in terms of Betty，the freight agent of CHINA SEAWEALTH FREIGHT FORWARDING CO.,LTD

Real name is not allowed in the mail, or it is an invalid answer. When you finish, save and print a paper edition with your signature.

# task 2 Make Documents

Please read the DOCUMENT “Mail\_ex\_AWB-issuing” and fill out the AWB in the DOCUMENT “T2\_blank AWB ” according to the given information in terms of Betty，the freight agent of CHINA SEAWEALTH FREIGHT FORWARDING CO.,LTD. Real name is not allowed in the mail, or it is an invalid answer. When you finish, save and print a paper edition with your signature.

**task 3 Handle Abnormal Cases**

Please read the DOCUMENT “Task3\_Mail\_Exception Handling” and then write an English E-mail in the DOCUMENT “T3\_Exception Handling” to handle abnormal cases in terms of Betty，the freight agent of CHINA SEAWEALTH FREIGHT FORWARDING CO.,LTD. Real name is not allowed in the mail, or it is an invalid answer. When you finish, save and print a paper edition with your signature. The exchange rate of SDR and USD is 1.4.