

2022 年江苏省物流服务师职业技能竞赛货
运代理赛项样题



一、模块

模块 A：海运业务

模块 B：空运业务

模块 C：综合业务

参赛选手将进行为期三天的比赛，分别完成 3 个模块的比赛内容，考察选手根据货运法则规划货运方案、货运代理业务处理等基本技能和技巧的掌握情况，以及对业务情况进行交涉与沟通，并达成有效的解决方案，具备精准的和快速的反应能力，撰写相关文书，能运用有效的问题处理技能满足客户的要求的能力。

二、比赛内容

（一）模块 A：海运业务

比赛内容：该模块包括客户咨询、海运报价、提单签发、投诉及异常情况处理等内容。

比赛时间：330 分钟

（1）客户咨询：客户咨询作为货运代理操作中基础技能，本模块重点考核参赛者的客户关系管理技能。

需要选手做到：

①回复关于可能的交通方式、贸易术语、优缺点、运输时间、交通条件的咨询；

②回复关于主要港口、航线的客户咨询。

评分方式：裁判根据评分点，对选手在客户咨询中的各个分数值进行评分。

（2）海运报价：报价计算作为货运代理操作员日常工作中最重要和频繁的业务之一，是货运代理从业者的核心技能的体现。

需要选手做到：

①计算海运费，并提供给客户；

②选择运输方式、集装箱类型和尺寸、船期、航线、港口等，为客户提供报价方案。

评分方式：裁判根据评分点，对选手在海运报价中的各个分数值进行评分。

（3）提单签发：提单作为货运代理企业海运业务的核心单据，重点考核提单的填制要求和规范。



需要选手做到：

- ①根据业务要求及相关单据签发海运提单；
- ②组织海洋出口、文件分发。

评分方式：裁判根据评分点，对选手在提单签发中的各个分数值进行评分。

(4) 投诉及异常情况处理：海运操作中，客户会对业务中出现的异常情况进行投诉和相关咨询。

需要选手做到：

- ①处理海运投诉；
- ②异常情况处理。

评分方式：裁判根据评分点，对选手在投诉及异常情况处理中的各个分数值进行评分。

(二) 模块 B：空运业务

比赛内容：该模块包括空运报价、运单签发、衔接运输报价、投诉及异常情况处理等内容。

比赛时间：330 分钟

(1) 空运报价：空运报价作为货运代理空运业务操作中最重要业务之一，是货运代理从业者的核心技能的体现。

需要选手做到：

- ①计算空运运费，并提供给客户；
- ②空运计算和报价。

评分方式：裁判根据评分点，对选手在空运报价中的各个分数值进行评分。

(2) 运单签发：航空运单作为货运代理企业空运业务的核心，重点考核航空运单的制作要求和规范。

需要选手做到：

- ①完成空运操作实务；
- ②根据业务要求，制作航空运单；
- ③组织空运、文件签发。

评分方式：裁判根据评分点，对选手在运单签发中的各个分数值进行评分。



(3) 衔接运输报价：衔接运输业务作为货运代理操作员日常工作中联系货运代理上下游企业的业务之一，是货运代理从业者的核心技能的体现。

需要选手做到：

- ①计算运输费用，并提供给客户；
- ②选择合适的承运商、运输工具等，为客户提供报价方案；
- ③安排衔接运输。

评分方式：裁判根据评分点，对选手在衔接运输报价中的各个分数值进行评分。

(4) 投诉及异常情况处理：空运操作中，客户会对业务中出现的异常情况进行投诉和相关咨询。

需要选手做到：

- ①异常情况处理；
- ②客户关系维护。

评分方式：裁判根据评分点，对选手在投诉及异常情况处理中的各个分数值进行评分。

(三) 模块 C：综合业务

比赛内容：该模块包括业务处理、业务沟通等 2 个内容。

比赛时间：240 分钟

(1) 业务处理：货代操作中可能接触包含多种运输模式的业务，考核参赛者对各运输模式的熟悉程度和掌握情况。

需要选手做到：

- ①熟悉公司运输业务；
- ②选择适当运输方式；
- ③计算运输费用，并提供给客户。

评分方式：裁判根据评分点，对选手在多种运输模式中的各个分数值进行评分。

(2) 业务沟通：口语交流作为货运代理日常工作的主要沟通方式，是货运代理从业者的沟通能力的体现。

需要选手做到：



模拟货运代理企业业务情境，展示企业形象。

评分方式：裁判根据评分点，对选手在业务沟通中的各个分数值进行评分。

三、模块配分与时间安排

模块 编号	模块名称	竞赛时间 Mins	分数		
			评价分	测量分	合计
1	MA 海运业务	330	0	35.00	35.00
2	MB 空运业务	330	0	35.00	35.00
3	MC 综合业务	240	10.00	20.00	30.00
总计		900	10.00	90.00	100.00

附件 1：项目简介

附件 2：海运业务

附件 3：空运业务

附件 4：综合业务



附件 1

INTRODUCTION OF TEST PROJECT DOCUMENTATION

The Competitor will get all working assignments by mail. The Competitor will receive one module both in the morning and the afternoon. The task is to conclude all modules within the a/m time (means: morning – finishing at noon, afternoon – finishing at end of day). There is no possibility to finish later. All data has to be stored on the storage device before handled over to the jury. As we are working in a worldwide acting company all correspondences should be in English.

FREIGHT FORWARDING COMPANY PROFILE

JS International Freight Forwarding Co., Ltd. (hereinafter referred to as JS) founded in 1969, headquartered in Nanjing, owns 76 offices all around the world. JS is a global logistics and transportation company that specializes in bespoke supply chain solutions and transportation by air, sea, rail and road.

MODULES

MODULE	Aspects	Score
MA	Customer consulting Ocean freight quotation Issuing of ocean documents Complaint and exception handling	35
MB	Customer consulting Air freight quotation Organization of air freight pre-carriage/ on-carriage Issuing of air documents Complaint and exception handling	35
MC	Transportation solutions providing Preparation of company presentation	30
Total		100

DESCRIPTION OF ASPECTS

MODULE A: SHIPPING BUSINESS

- Handling with customer's consultation.



- Issuing of ocean documents according to L/C and other relevant information.
- Calculation of ocean freight and offering to customer.
- Handling with customer's complaint and exceptions.
-

MODULE B: AIR FREIGHT BUSINESS

- Handling with customer's consultation.
- Issuing of air documents.
- Calculation of air freight and offering to customer.
- Organization of air freight pre-carriage or air on-carriage.
- Handling with customer's complaint and exceptions.
-

MODULE C: COMPREHENSIVE BUSINESS

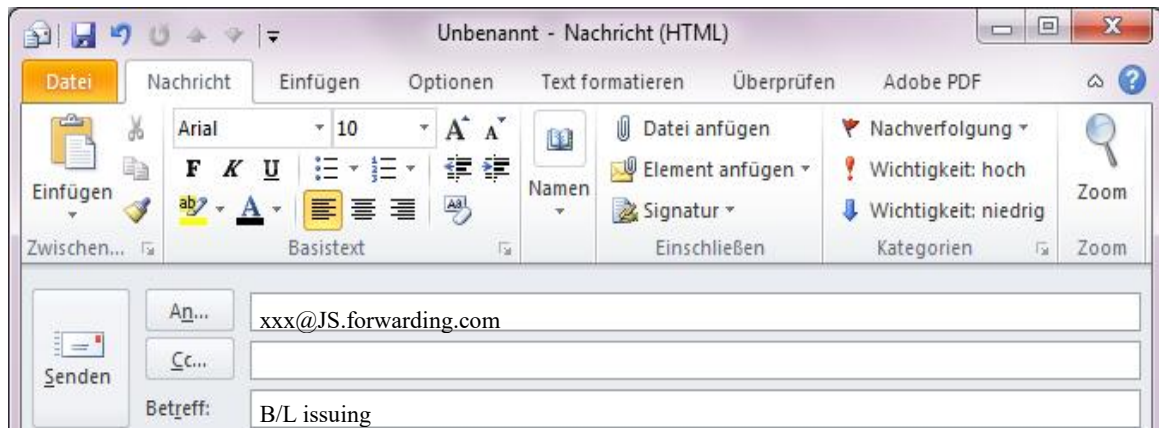
- Providing transportation solutions based on the relevant information.
- Prepare and make a company presentation.
-



附件 2

MODULE A: SHIPPING BUSINESS

You are xxx, a staff of JS International Freight Forwarding Co., Ltd. You have received an email from your line manager Lennox, please issue a B/L according to the attached PL&CO and other relevant details.



Dear XXX,

Please issue the B/L for Emmy Trading. For more details, please see the attachment.

Best regards.

XXX

JS International Freight Forwarding Co., Ltd.

No. 81, Xiangying Road, Jiangning District, Nanjing, Jiangsu

Tel: +86-025-73635211

E-mail: XXX@JS.forwarding.com



Shipper

B/L No.

Consignee

ORIGINAL

Notify Party

**Port-to-Port or Combined Transport
BILL OF LADING**

Pre - carriage by	Place of Receipt
Ocean Vessel Voy. No.	Port of Loading
Port of Discharge	Place of Delivery

Marks & Nos. Container / Seal No.	No. of Containers	Description of Packages and goods	Gross Weight (Kgs)	Measurement (Cbm)

Freight & Charges	Revenue Tons	Rate	Per	Prepaid	Collect

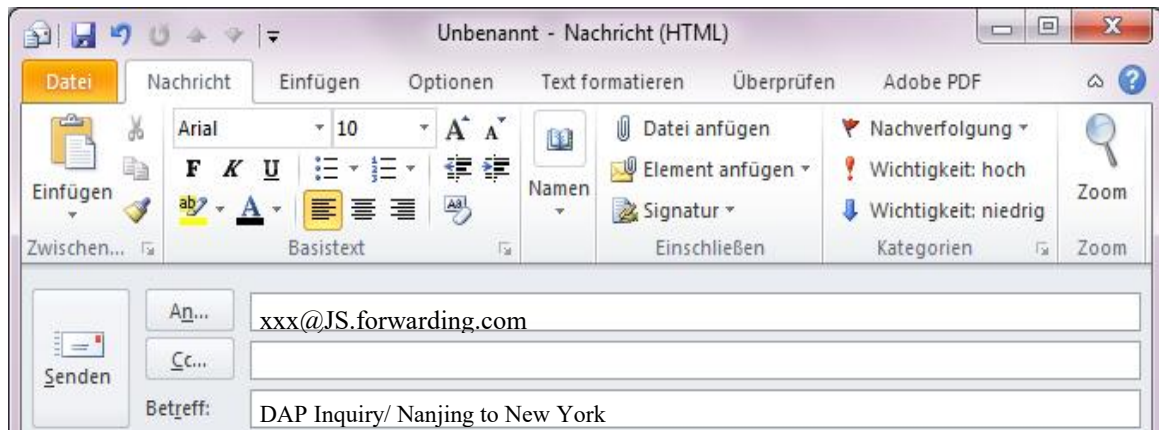
Ex. Rate:	Prepaid at	Payable at	Place and date of issue
	Total Prepaid	No. of Original B(s)/L	On board date
			Signed for and on behalf of the Carrier



附件 3

MODULE B: AIR FREIGHT BUSINESS

You are xxx, a staff of JS International Freight Forwarding Co., Ltd. You have received an inquiry email from Lucian, a department manager of Riel Electronics. Please provide the customer a quotation of the related charges.



Dear xxx,

This is Lina from Riel Electronics Co., Ltd. Mainly export Cell phone to Japan and Europe, now have expanded business to USA. Next week we will have a trail shipment from Nanjing to New York, in under DAP term. See the attached packing list for details. Could you please send me your best airfreight quotation in CNY?

Thanks & best regards.

XXX

Riel Electronics Co., Ltd

No.127, Laifeng Road, Lukou Town, Jiangning District, Nanjing, Jiangsu

Tel: +86-025-26330588

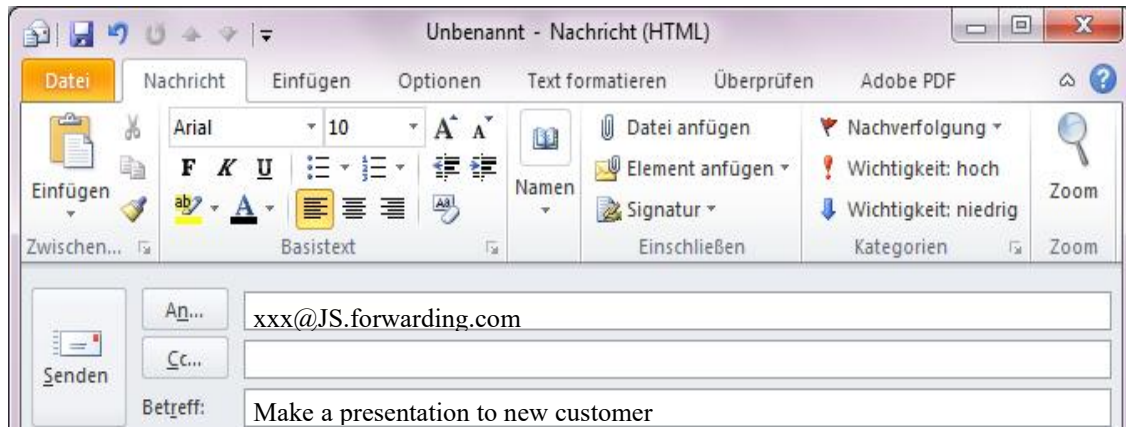
E-mail: XXX@Riel.com



附件 4

MODULE C: COMPREHENSIVE BUSINESS

You are xxx, a staff of JS International Freight Forwarding Co., Ltd. You received an email from your line manager Lennox, asking you to prepare company presentation in Power Point and make a speech to customer.



Dear xxx,

Please make English PPT and speech for Infinity Freight Co. Ltd. to demonstrate company's strengths and win new customer. Our presentation time is limited, please control the presentation time within 3 minutes.

The PPT needs to include contents as follows:

- Company Introduction
- Company main business
- Company partners
- Company Certification

Best regards.

XXX

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E-mail: XXX@JS.forwarding.com