Abstract

Siam Liner Co., Ltd is a logistics company. It's located in Handle Intergroup Building at Bangna, Bangkok. There is only one building, with about 11 companies. The 11 companies include:

1. All Inter Express Ltd., Part.,
2. Handle Inter Freight
3. Siam Liner co., Ltd,
4. Siam Warehouse
5. Handle inter consolidation
6. Consol link
7. Handle international Transport
8. All supply solution co.,ltd
9. Handle Inter Express (HIX)
10. Handle Inter Service
11. PKT Logistics (Thailand)

With facilities and services, for example meeting rooms, and for all of these reasons made me interested in this workplace for my Cooperative Education Program.

I planned to start my Internship there because I hoped the logistics knowledge would provide me with good experiences and offer me the right position.

Finally, I worked as Customer Services Agent (CSA). My responsibilities were taking care of the customers, managing all of the documents about shipment and B/L and following the Shipping Particulars from the customers. When I've got it, I would make B/L and recorded the expenses on company's systems and sent it to them. When they confirmed draft B/L and needed to receive the B/L, I would Pre-Alert the B/L with B/L files to the carrier.

Since I started working I have faced many problems and tried to solve it. For example, the customers always spoke fast and used specialized words and I didn't understand. I always asked them to repeat again. For this case, I had learned how to communicate with others if these kinds of situations would happen again.

And when I would add the wrong details into the B/L's set I would be fined by the carrier.

In this case, I had to seek help from my supervisor because I think I couldn't solve it by myself.

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