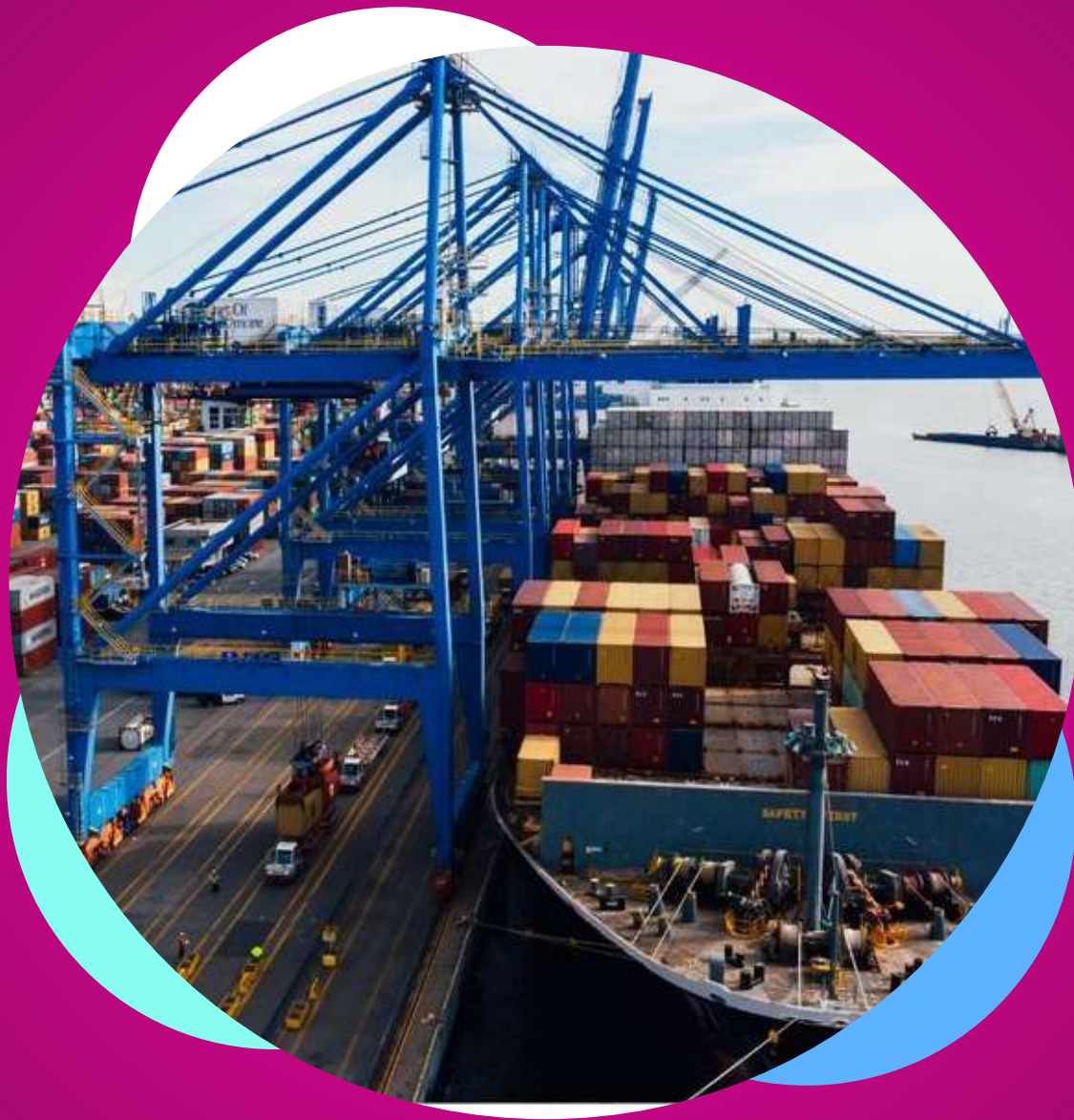




JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Port Management and Operations Course

OVERVIEW



Transportation plays, a very critical role in our day-to-day life. Sea transportation continues to play a vital role in the movement of goods and hence ports are of paramount importance for a smooth and efficient movement of sea transportation. With the increasing vessel sizes and ownership models changing continuously it is but crucial that ports need to be adaptable and responsive in this competitive world to sustain and gain an edge to attract more business. What is Port Management Course? This course covers the functions and types of terminals and ports, how to manage ports and their operations and maintenance. It comprises both national and international freight movements, passenger considerations, port controls, human and physical resource needs and requirements, consignments, monitoring and unitisation of consignments. The course also covers port planning requirements and development, associated infrastructure requirements and environmental considerations.

This training course will empower you with an in-depth understanding of Port Management and Operations to further build your knowledge and understanding as this will help you to upscale your capabilities and enhance your skills. It will equip you to take responsibilities in the area of your expertise so that you can smoothly and seamlessly run port operations using the new techniques, skills and knowledge thereby immediately adding to the overall growth of your Organisation.



Course Objectives

The main objective of this Port Management and Operations Course is to empower professionals with:

- Comprehensive understanding and knowledge of port and terminal management
- Understand the basic principle of port business
- Understanding the critical role ports play in international trade and transport and the impact on how ports can positively and negatively influence seaborne trade which can impact the economic development of countries
- The required skillset and capabilities to interact on an international platform while handling port operations for trade and commerce, on behalf of the organisation
- Understand the implications globalization has on the choice of port and how logistics and distribution patterns influence the growth and development or decline of ports operations
- Know the geographic causes and reasons for choosing a port location and the extent to which this may depend on the nature of their hinterland and natural resources of the country
- Knowledge and awareness on the location of major world ports in liner, dry bulk and liquid trades
- Learn how port performance can be measured – vessel turnaround time, cargo volume, speed of cargo handling, damage, and pilferage prevention
- Understand how quality management systems and benchmarking can be used to improve performance
- Insight on the nature of port competition on both national and international

TRAINING METHODOLOGY

This interactive Port Management and Operations Course will comprise the following training methods:

- Presentation
- Assignments
- Case Studies & Functional Exercises
- Questionnaires





ORGANISATIONAL BENEFITS

By professionals enrolling for this Port Management and Operations Course, organisations will derive the following benefits:

- Trained and experienced professionals will have deep analytics into exactly how ports are processing your shipments
- Influence and stimulate decisions on port destination through downstream partnering requirements in the overall supply chain, including geographical locations
- Using centralized data sharing and visibility to drive analysis to identify, potential issues and delays early and predict the downstream impact to keep problems to a minimum
- Use supply chain platform to integrate with port and terminal systems for real-time updates
- Compliance with internationally acceptable standards
- Reduce risks of legal hassles and issues related to risk-sharing, thus increasing credibility
- Better risk mitigation for better ROI, resulting in organisational growth and development

PERSONAL BENEFITS

Professionals enrolling for this Port Management and Operations Course will benefit in the following ways:

- Complete knowledge and understanding of port management and operations
- Detailed understanding of port safety and its relation to port operations
- Opportunity to enhance skills in strategic thinking and problem solving by using best practices of port and operation management
- Studying to manage ports in a combination of material handling, storage, and overseeing commercial and technical components of the shipping industry
- Understanding in areas such as sea transportation, shipping laws, marine economics and insurance, international trade, and commerce
- Theoretical, technical, and managerial skills to upkeep in working professionally in the port management sector
- Help in identifying opportunities to develop strategies to improve effectiveness by using the learnings and tactics





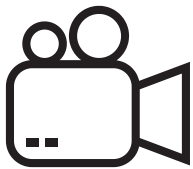
WHO IS THIS PROGRAMME FOR?

The Port Management is ideal for port management professionals who require to build on their knowledge in order to meet their day-to-day challenges and work effectively. Port Management will help prepare aspiring personnel with essential management skills, strategies and knowledge required for today's ever-growing sea freight market.

Typical participants include:

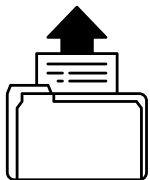
- Early or mid-career port agents who want to develop their knowledge
- Agents wishing to update their knowledge to keep abreast of changes in order to navigate through any challenges
- Operations managers, supply chain managers, and operations managers
- Professionals wishing to further develop their role in their organizations
- Shipping company personnel's wishing to upgrade their knowledge to support their customers

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



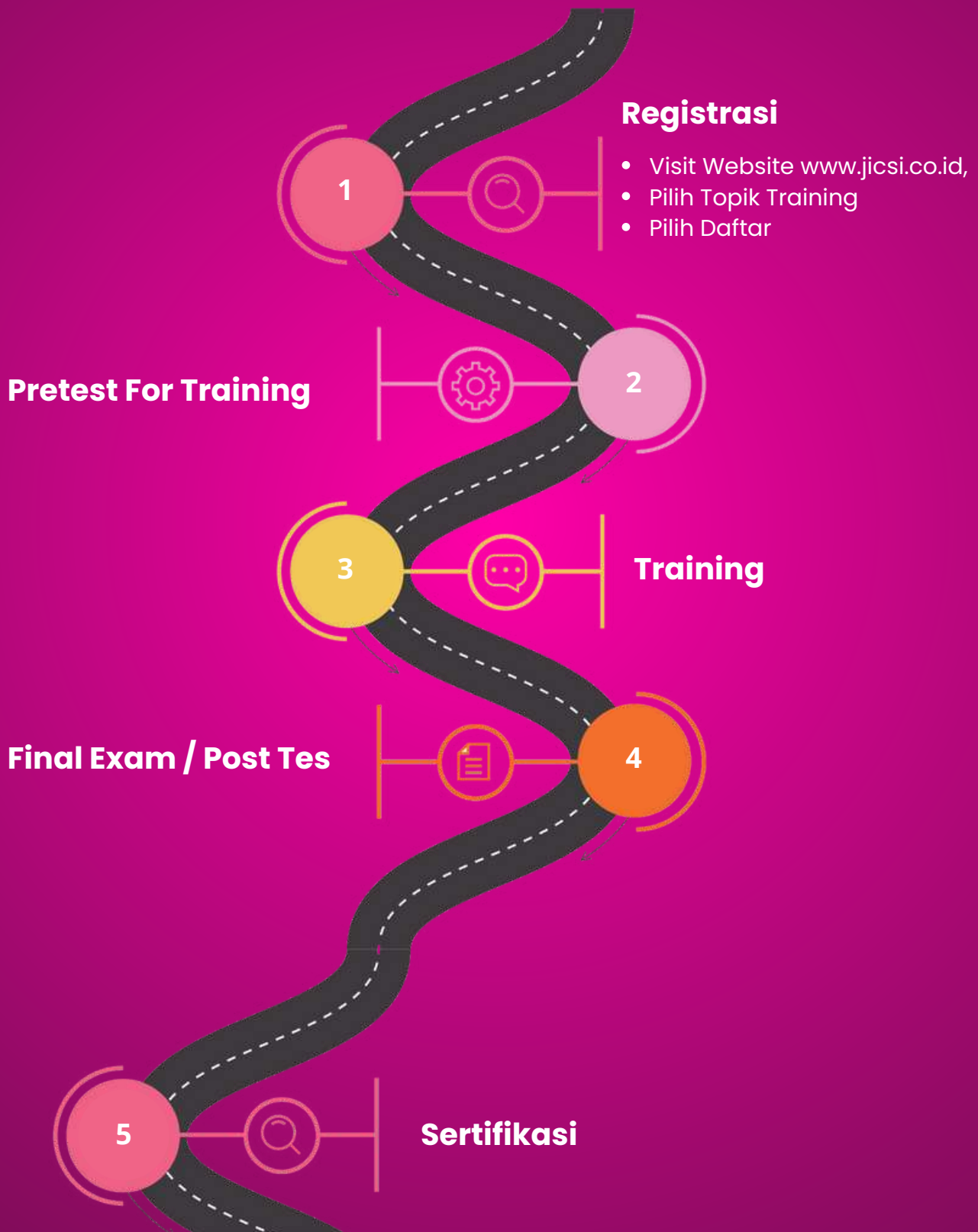
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Port Management

Module 2 : Ports and Their Functions

Module 3 : Introduction to International Trade and Logistics

Module 4 : Port Project Management – Techniques and Principles

Module 5 : Economics of Port Operations, Port Pricing and Financing

Module 6 : Port Masterplans and Port Engineering

Module 7 : Port Labour and People Management

Module 8 : HSSE (Health, Safety, Security and the Environment) in Ports Management



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapaun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.

OUR CLIENT





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

LOKASI

Kantor 1

Jl Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

Jl Jatayu IV C Komplek Taman Harapan
Indah Blok P No 11 Jelambar Baru Grogol
Jakarta Barat

HUBUNGI KAMI

P: (021) 21284114

M: 0858-833-833-83

E: marketing@jicsi.co.id



@Jicsi Jaya



@Jicsi_official



@Jisi Official



@Jakarta International Customer Institute

