



PARTICIPANT HANDBOOK



Courier & Logistic

Language:
English

COURIER

COURIER



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Welcome Note

Dear Participant,

Welcome to the "Courier" training programme. After completion of the training, Participants would be able to:

- ✓ Walk, ride bicycles, drive vehicles, or use public conveyances in order to reach destinations to deliver messages or materials.
- ✓ Load vehicles with listed goods, ensuring goods are loaded correctly and taking precautions with hazardous goods.
- ✓ Unload and sort items collected along delivery routes.
- ✓ Receive messages or materials to be delivered, and information on recipients, such as names, addresses, telephone numbers, and delivery instructions, communicated via telephone, two-way radio, or in person.
- ✓ Plan and follow the most efficient routes for delivering goods.
- ✓ Deliver messages and items, such as newspapers, documents, and packages, between establishment departments, and to other establishments and private homes.
- ✓ Sort items to be delivered according to the delivery route
- ✓ Obtain signatures and payments, or arrange for recipients to make payments.
- ✓ Record information, such as items received and delivered and recipients' responses to messages.

Read each module, log your key learning, and attempt the worksheet questions in the end.

General Instructions to Trainee

1. Greet your instructor and the other participants when you enter the class.
2. Always be punctual for every class.
3. Be regular. Candidates who fall short of the required attendance will not be certified.
4. Inform your instructor if, for any reason, you need to miss class.
5. Pay attention to what your instructor is saying or showing.
6. If you do not understand something, put up your hand and seek clarification.
7. Make sure you do all the exercises at the end of each module in this book. It will help you understand the concepts better.
8. Practice any new skills you have learnt as many times as possible. Seek the help of your Trainer or co-participant for practice.
9. Take all necessary precautions, as instructed by your Trainer, while working with electricity and with tools.
10. Make sure you are neatly attired and presentable at all times.
11. Participate actively in all the activities, discussions and games during training.
12. Always take bath, wear clean clothes and comb your hair before you come to class.

The three most important words you must always remember and use in your daily conversation are PLEASE, THANK YOU and SORRY.

TABLE OF CONTENTS (COURIER)

Chapter - 1

Basic Human Communication

- 1.1 What is communication?
- 1.2 Process of Communication
- 1.3 Different Types of Communicators:
- 1.4 Types of Communication
- 1.5 Different Types of Communicators:
- 1.6 Importance of Workplace Communication
- 1.7 Few Benefits of Workplace Communication
- 1.8 Barriers to Communication
- 1.9 Effective Communication Skills for the Workplace

Chapter - 2

Concept Of Customer Care

- 2.1 What is customer care

Chapter - 3

Positive Attitude And Behaviour

- 3.1 What is positive attitude

Chapter - 4

Corporate Etiquette And Manners

- 4.1 What is Body Language?
- 4.2 The Main Aspects of Body Language
- 4.3 Telephone Etiquettes

Chapter - 5

Basic Grammar

- 5.1 English Grammar

Chapter - 6

Courier And Logistic Sector

- 6.1 What is a Courier Service
- 6.2 Working of a courier company
- 6.3 Few terminologies used in the Courier industry

Chapter - 7

Knowledge Of Address Identification

- 6.1 Knowledge of address identification or PIN numbers
- 6.2 Courier tracking system
- 7.3 Pickup and delivery-do's & don'ts
- 7.4 Knowing about the tariffs
- 7.5 Courier tracking

Chapter - 8

Basic Rules And Regulations

- 8.1 Importance of Discipline and Punctuality at Workplace
- 8.2 Shipment process and maintaining the timings as per the schedule of the transport system
- 8.3 Fleet Management
- 8.4 Knowing the logistic department

Chapter - 9

Basic Knowledge Of Computer And Its Applications

- 9.1 Components of a computer

Chapter - 10

Basic Knowledge Of Computer And Its Applications-2

- 10.1 Microsoft Office Shortcut Keys – Word
- 10.2 MS Wor

CHAPTER - 1

BASIC HUMAN COMMUNICATION

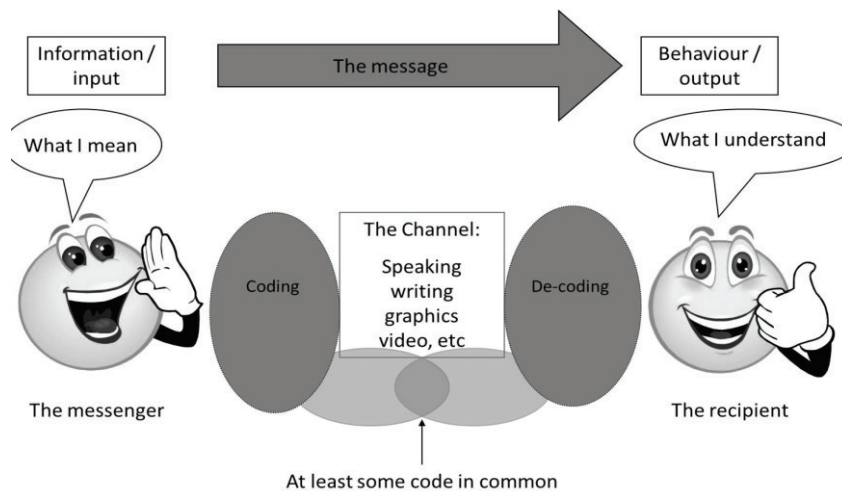
LEARNING OUTCOMES: 

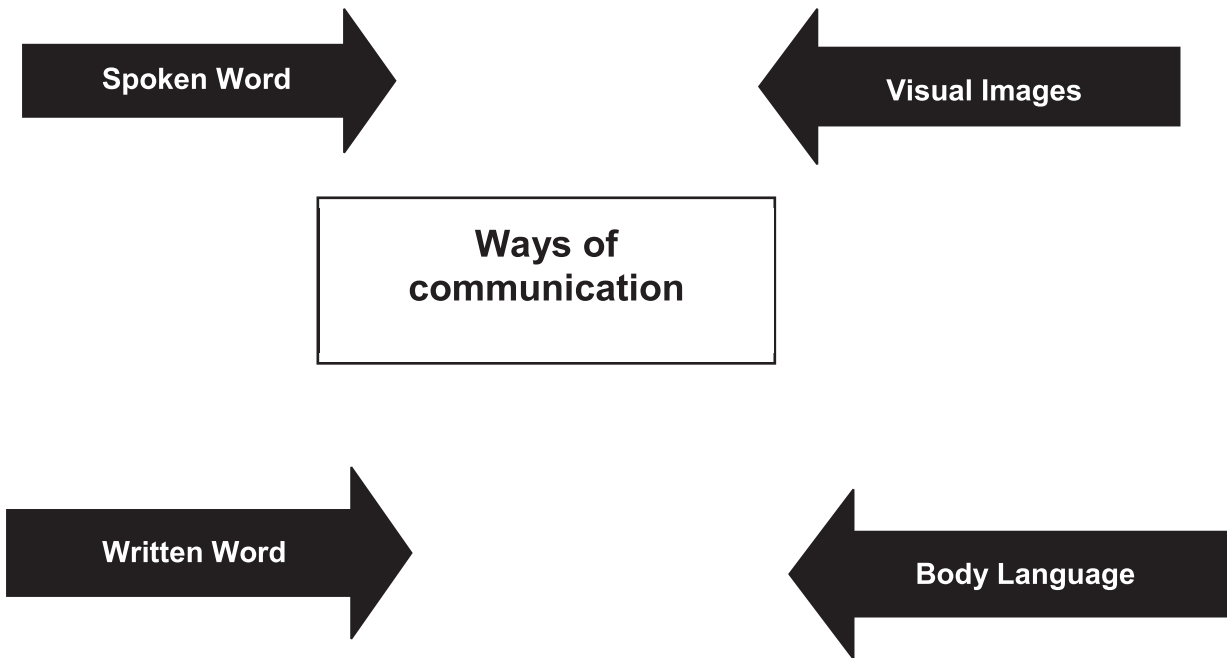
- Understanding and competence to Speak
- Knowledge and ability to Listen
- Understanding and capability to Read
- Knowledge and ability to Write

PRE-SESSION ACTIVITY

- The Trainer will ask the Trainees to form 2 groups
- Each group will think of one object they have seen in the classroom or in the building
- The other team’s task is to ask him/her closed ended questions only to try to find out what the object is.
- (Note: Closed ended questions are those that can be answered by yes or no)
- Once any team finds the object, this means that they won this round. Moreover, they can go for another round.
- After two or three rounds, end the game and make the following point

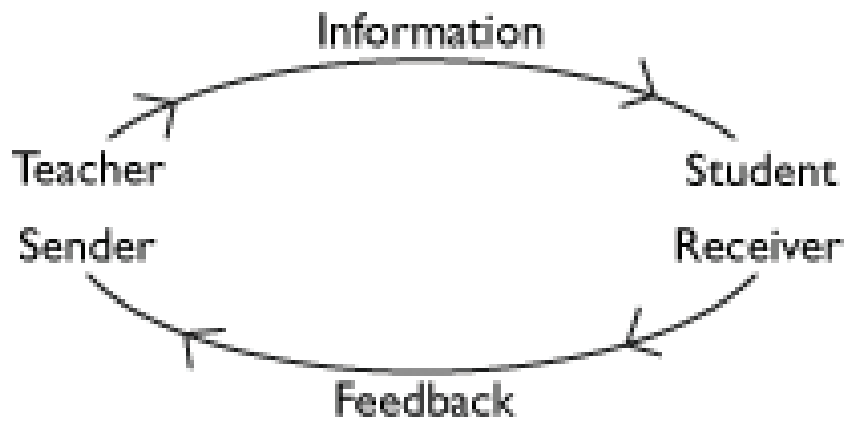
1.1 What is communication?





The word “communication” in Latin is *communicare*, which means to share, or to make common. Communication is defined as the process of understanding and sharing meaning. Communication is the relationship that involves interaction between participants.

1.2 Process of Communication



1.3 Different Types of Communicators:

<p>I. Analytical</p> <table border="0"> <tr><td>Problem Solver</td><td>Organised</td></tr> <tr><td>Factual</td><td>Orderly</td></tr> <tr><td>Consistent</td><td>Persistent</td></tr> <tr><td>Accurate</td><td>Precise</td></tr> <tr><td>Perfectionist</td><td>Enjoys Instructions</td></tr> <tr><td>Sensitive</td><td>Logical</td></tr> <tr><td>Cautious</td><td>Impersonal</td></tr> <tr><td>Scheduled</td><td>Detailed</td></tr> <tr><td>Conscientious</td><td>Inquisitive</td></tr> </table> <p>Number Circled:</p>	Problem Solver	Organised	Factual	Orderly	Consistent	Persistent	Accurate	Precise	Perfectionist	Enjoys Instructions	Sensitive	Logical	Cautious	Impersonal	Scheduled	Detailed	Conscientious	Inquisitive	<p>II. Driver</p> <table border="0"> <tr><td>Goal Driven</td><td>Takes Charge</td></tr> <tr><td>Independent</td><td>Seeks Power</td></tr> <tr><td>Action Oriented</td><td>Persistent</td></tr> <tr><td>Competitive</td><td>Judges Quickly</td></tr> <tr><td>Purposeful</td><td>Industrious</td></tr> <tr><td>Serious</td><td>Controlling</td></tr> <tr><td>Bold</td><td>Self Reliant</td></tr> <tr><td>Excitable</td><td>Productive</td></tr> <tr><td>Strong Willed</td><td>Firm</td></tr> </table> <p>Number Circled:</p>	Goal Driven	Takes Charge	Independent	Seeks Power	Action Oriented	Persistent	Competitive	Judges Quickly	Purposeful	Industrious	Serious	Controlling	Bold	Self Reliant	Excitable	Productive	Strong Willed	Firm
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1.4 Types of Communication

A. Written communication media

- Communication through: Letters, Memos, Reports, Forms, Notice boards and internal magazines or newspapers
- Messages can be revised several times.
- The sender cannot receive immediate feedback.



B. Oral communication media

- Face-to-face discussions, telephone conversations, formal presentations and speeches
- Advantages: Questions can be asked and answered directly; feedback is immediate; and the sender's attitude can be sensed.
- Disadvantages: few permanent records

C. Electronic communication media

- Communication through electronic media such as mobile phone, paging devices, laptop computers, E-mail, fax machines, and electronic notice boards
- Messages can be delivered instantly, over long distances, and to a large number of people.
- However, not all people can access the media.

1.5 Different Types of Communicators:



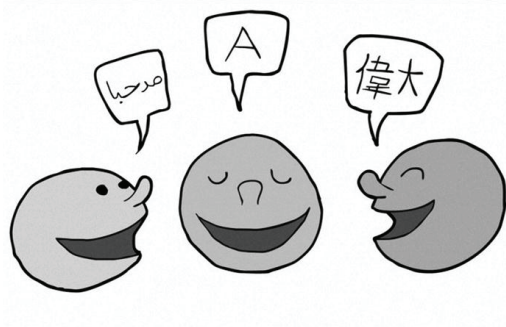
Nonverbal communication includes all unwritten and unspoken messages, both intentional and unintentional.

Verbal Communication



- Verbal communication is the sharing of information between individuals by using speech.
- Effective use of verbal communication is crucial in any workplace
- Clear workplace communication is necessary in order to bring harmony and unite all the activities of the employees.

1.6 Importance of Workplace Communication



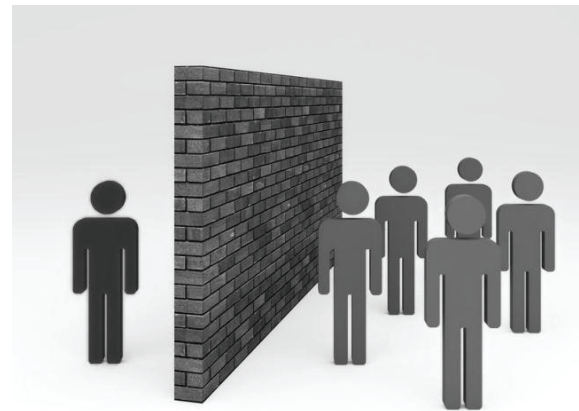
Workplace Communication is extremely important to any organisation because of the following reasons:

1.7 Few Benefits of Workplace Communication

- It increases productivity of work
- It increases efficiency of employees
- It reduces misunderstandings and frictions amongst employees
- It creates a platform for clear and transparent interaction

1.8 Barriers to Communication

- Noise
- Inappropriate medium
- Assumptions/Misconceptions
- Emotions
- Language differences
- Poor listening skills
- Distractions



1.9 Effective Communication Skills for the Workplace



Listening: In the workplace, you need to be an active listener to your colleagues and other employees so that you can help them meet their goals and standards.



Empathy: You work in a team in a workplace; hence, it is important to know others' thoughts and opinions.



Patience: In the workplace, it is important to practice patience with yourself and with others



Clarity: When you are dealing with people in the workplace, it is not efficient or polite to beat around the bush or prolong things.



Positive Attitude: You need to be always positive irrespective of the situations.



Be honest and open: In the workplace, you may face various challenges and those may affect your efficiency, concentration and productivity. Only a proper communication can help you overcome the predicament. Talk to your boss or the other team members and mitigate the problem.



Self- improvement: You need to constantly evolve yourself and improve. Communication requires time and practices both verbally and in written form.

TIPS!

- ✓ Workplace communication is the process of exchanging information, both verbal and non-verbal, within an organization.
- ✓ Workplace Communication is extremely important in maintaining the synergy and harmony amongst the employees.
- ✓ Be effective listener, empathetic, patient, clear, positive, honest and open and self- evaluator

POST-SESSION ACTIVITY

Name of the Activity: Active Listening - Follow all instructions

- The Trainer will read out a list of items and ask the Trainees to remember them and make a written list of it.
- The Trainees will need to listen carefully and cannot write down any of the words you will say. Later you will test and see how many words they still remember.
- The Trainer has to read each of the following words slowly and pause briefly between each word. (Note: One of the words (nigh) is repeated three times.)
 1. dream
 2. sleep
 3. night
 4. mattress
 5. snooze
 6. sheet
 7. nod
 8. tired
 9. night
 10. artichoke
 11. insomnia
 12. blanket
 13. night
 14. alarm
 15. nap
 16. snore
 17. pillow
- After reading the list, the Trainer will try to distract the Trainees by talking about anything else for about one minute. Then ask each Trainee to take out a piece of paper and write down as many words as they can remember.

TAKE-AWAY

- The word “communication” in Latin is communicare, which means to share, or to make common.
- In Oral communications, questions can be asked and answered directly; feedback is immediate; and the sender’s attitude can be sensed.
- In Electronic media, messages can be delivered instantly, over long distances, and to a large number of people.
- Nonverbal communication includes all unwritten and unspoken messages, both intentional and unintentional.
- Verbal communication is the sharing of information between individuals by using speech.
- workplace communication increases productivity of work
- In the workplace, you need to be an active listener to your colleagues and other employees so that you can help them meet their goals and standards.

NOTES 



Test yourself

Pick the correct answer:

1. **Communication means to:**
 - a) talking on a phone
 - b) travelling in a train or aeroplane
 - c) standing in a queue
 - d) process of understanding and sharing meaning

2. **Nonverbal communication means**
 - a) Sentences with no verbs in it
 - b) Long sentences with little or no meaning
 - c) All unwritten and unspoken messages
 - d) Workplace Communication

3. **Benefits of workplace communication means**
 - a) Can share lunch at office
 - b) Creating a platform for clear interaction
 - c) Building a podium where the staff can stand
 - d) Building a phone booth in office

4. **Barriers to communication are**
 - a) Walls
 - b) Wrong sentences
 - c) Poor Listening skills
 - d) Dead phone lines

CHAPTER - 2

CONCEPT OF CUSTOMER CARE

LEARNING OUTCOMES:



- Evolving the ability to interact with clients
- Developing the capability to work on the basis of priority
- Increasing the skill to listen to customers
- Learning to deal with complaints

PRE-SESSION ACTIVITY

- The Trainer will show a video session on how to interact with clients.

2.1 What is customer care



- Customer service is the act of taking care of the customer's needs
- It means delivering professional, helpful, high-quality service and assistance before, during, and after the customer's requirements are met.
- It is the act of providing answers to all customer queries

2.1.1 Characteristics of Good Customer Service



Few characteristics of good customer service are:

- ✓ **Promptness:** Delivery of products must be on time. Delays and cancellations of products should be avoided.
- ✓ **Politeness:** Saying 'hello,' 'good afternoon,' 'sir,' and 'thank you very much' are a part of good customer service. Always maintain good manners whether the customer makes a purchase or not.
- ✓ **Professionalism:** All customers should be treated professionally. Professionalism shows the customer that they are important.
- ✓ **Personalization:** Customers like the idea that whom they do business with knows them on a personal level.

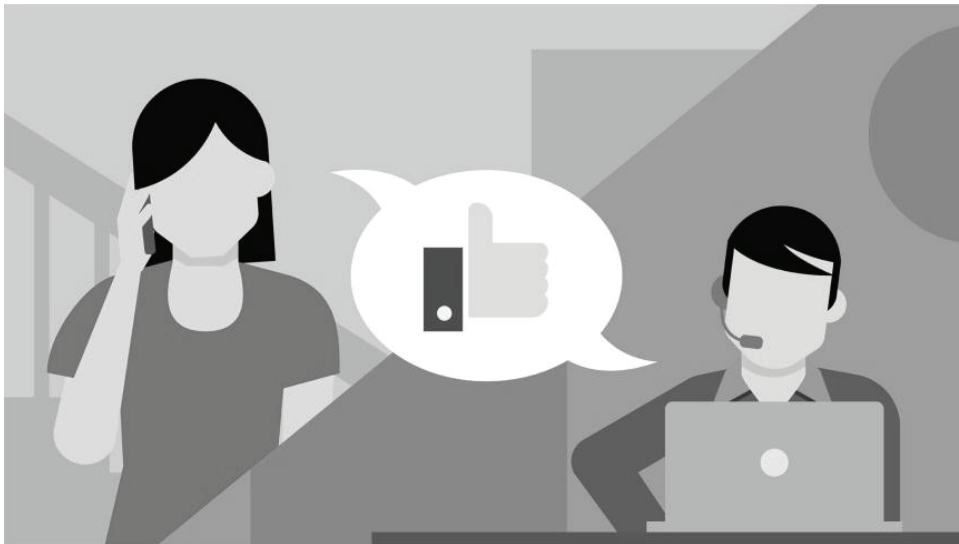
2.1.2 Types of customers service functions



Customers need different types of information or support services from a company. Different types of customer service functions differently. These functions include:

1. **Support:** Support services include resolving billing queries, order taking, helping track shipments, tracking lost-in-transit packages, tracking nearby collection or deposit centres and recording complaints.
2. **Marketing:** Marketing tasks include sending outbound emails, telemarketing, surveys and polling, responding to inbound emails and management of marketing campaigns.
3. **Sales:** Sales tasks include inbound sales, outbound sales, web chat, web callback and co-browsing.
4. **Technical Support:** Customers require different technical support services such as data verification, application support, address updates and problem resolution through the technical help desk.
5. **Customer Analytics:** Customer analytics includes profitability analytics, quality auditing, and reporting and complaint analysis.

2.1.3 Several types of customer service skills are required:



- **Empathy-** To respond to customer issues with warmth and care
- **Enthusiasm-** To express enthusiasm in person and in writing
- **Detail-oriented-** To pay attention to the details and can make a conscious effort to understand the cause, instead of just the effects.
- **Curiosity-** To be curious and look for insight into customer's problems, objectives, short and long-term goals, and the market reality in which they operate.
- **Diplomatic-** To be diplomatic and able to share tough news such as a product delay, with grace and clarity

2.1.4 Qualities of a customer:



Good customer service is essential for all businesses, and providing it is not that difficult if you follow these 10 basic rules:

1. **Commit to quality service.** Always try to go beyond customer expectations.
2. **Know your products.** Conveying knowledge about products and services will help you win a customer's trust and confidence. Know the products, services and return policies of the company. Try to prepare for the types of questions customers will ask.
3. **Know your customers.** Try to learn everything you can about your customers. Talk to people and listen to their complaints so you can get to the root of customer dissatisfaction.
4. **Treat people with courtesy and respect.** It is very important to remember that every contact with a customer - whether it is by email, phone, written correspondence, or face-to-face meeting, leaves an impression. Use phrases like "sorry to keep you waiting," "thanks for your order," "you're welcome," and "it's been a pleasure helping you."
5. **Never argue with a customer.** The customer is not always right. Instead of focusing on what went wrong in a particular situation, concentrate on how to fix it.
6. **Don't leave customers hanging.** Repairs, call-backs and emails need to be handled with a sense of urgency. Customers want immediate resolution, and if you can give it to them, you might probably win their repeat business.
7. **Always provide what you promise.** Failing to do what you promise will make you lose credibility - and customers. If you guarantee a quote within 24 hours, get the quote out in a day or less. If you cannot keep the promise, apologize to the customer and offer some type of compensation, such as a discount or free delivery.

8. **Assume that customers are telling the truth.** Even though it sometimes appears that customers are lying, always give them the benefit of the doubt. The majority of customers don't like to complain; in fact, they will go out of their way to avoid it.
9. **Focus on making customers, not making sales.** It is better to keep a customer's business than closing a sale.
10. **Make it easy to buy.** Eliminate unnecessary paperwork and forms, help people find what they need, explain how products work, and do whatever you can to facilitate transactions.

POST-SESSION ACTIVITY

"Good and bad customer service experiences" exercise

The Trainer will split the Trainees into groups of 3-4 members each. The aim is to identify at least one example of when they have received excellent customer service and one example of when they have received poor customer service:

- When briefing the groups, ask the Trainees to think about what it was that made them view the service as either excellent or poor. Give the groups ten minutes.
- While the group are coming up with their examples, write on a flipchart, using a heading of 'Poor Service' and 'Excellent Service' with a line down the centre of the flipchart.

<ul style="list-style-type: none"> • Excellent Service 	<ul style="list-style-type: none"> • Poor Service
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

- After ten minutes, ask the small groups to return to the whole group to share their examples. As each group shares their customer service examples, write down the specific factor that each group identifies as being the main reason for their experience of excellent or poor customer service.
- Once these experiences are shared, ask the group to review the flipchart and ask them what common themes are coming through from their service experiences.
- As most customer experience is determined by how helpful and responsive the person communicating with you is, you can draw out the definition of customer service which is all about how you respond to the customer I.E. 'The feeling, good or bad, that a customer has when they are with YOU'.



Test yourself

Pick the appropriate answer:

- 1. Characteristics of a good customer are:**
 - a. Promptness
 - b. Politeness
 - c. Professionalism
 - d. All

- 2. Functions of customer service means:**
 - a. Recording complaints
 - b. Solving their billing issues
 - c. Providing technical support
 - d. All of the above

- 3. Good customer service mean:**
 - a. Being prompt in service
 - b. Delaying service
 - c. Being casual and unprofessional
 - d. Not listening carefully to the customer

- 4. You should know all products of your company because:**
 - a. To win customer's trust and confidence
 - b. Your company has asked you to remember the names
 - c. Your boss will get angry
 - d. Your friends will make fun of you

- 5. When you meet a customer you need to say,**
 - a. Good Morning / Evening
 - b. Sorry
 - c. You are welcome
 - d. Bye bye

CHAPTER - 3

POSITIVE ATTITUDE AND BEHAVIOUR

LEARNING OUTCOMES:

- Learning to maintain a positive attitude in the work place
- Knowledge to use positive words
- Understanding the importance of a positive mind-set

PRE-SESSION ACTIVITY

- This activity requires plenty of positive thinking.
- The Trainer will bring few eggs in the class.
- The Trainer will call a Trainee one at a time for this task.
- In this activity, a Trainee has to balance the egg on a flat, somewhat textured table top. This exercise is possible, but requires patience and a positive attitude.
- If the Trainees are unable to stand the egg upright, all is not lost. Sprinkle a small mound of salt on the table and balance the ball in it. Having the person resort to using salt illustrates that many things are possible but may require some outside the box thinking to achieve.

3.1 What is positive attitude



Positive Attitude - “The largest part to your overall health is from your mental health. Having positive mental health gives us the motivation to do our best. It also helps us to strive for better.”

A **Positive Attitude** leads to Success and Happiness.

A **positive attitude** helps to cope more easily with the daily affairs of life.

It brings optimism into your life, and makes it easier to avoid worries and negative thinking.

3.1.1 Effects of negative and positive attitude in workplace:



Attitude can jump from person to person like a forest wildfire jumps tree to tree. Think about that negative person at work. He / She rarely have anything positive to say. When an employer gets like that, people around him / her find reasons to escape, in fear of catching his / her negative vibe. Attitudes at work have long-reaching effects in the workplace environment and beyond.

