

Panduan Wawancara

BAGIAN I – CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

1. Strategi yang digunakan untuk membangun hubungan pelanggan
2. Perubahan dalam perusahaan yang baru saja dilakukan untuk kepentingan pelanggan dan hubungan pelanggan
3. Saluran komunikasi yang digunakan
4. Interaksi dengan pelanggan

BAGIAN II – CUSTOMER RETENTION

1. Kepuasan pelanggan terhadap perusahaan
2. Perlakuan khusus diberikan kepada pelanggan tertentu
3. Mempertahankan pelanggan yang sudah ada
4. Kebutuhan pelanggan yang sesungguhnya
5. Layanan standard vs layanan yang disesuaikan
6. Segmentasi dan registrasi pelanggan
7. Keuntungan atas pelanggan yang kembali

BAGIAN III – Customer Retention dan Kinerja Bisnis

1. Metode yang dapat memicu perilaku pembelian berulang
2. Tanggung jawab karyawan
3. Sikap karyawan
4. Evaluasi hubungan pelanggan
5. Perbedaan perlakuan terhadap tipe pelanggan yang berbeda
6. Pelatihan untuk karyawan

PT. TRANS PACIFIC ATLANTIC LINES


A member firm of Global Logistics Network

SENTRA PEMUDA KAV.5-6, JL PEMUDA NO.61 - RAWAMANGUN - JAKARTA 13220 - Indonesia

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SHIPPING INSTRUCTION

Shipper PT. TRANS PACIFIC ATLANTIC LINES SENTRA PEMUDA KAV. 5 & 6 JL. PEMUDA NO. 61 - RAWAMANGUN JAKARTA 13220, INDONESIA		Our Booking No. SI-TPAJAK111025	Date OCT. 25, 2011	
Consignee D & S HARRINGTON PYT LTD UNIT 1,13-15 BURROWS ROAD SOUTH ST PETERS NSW 2044		Additional Information TO : MEDITERANIAN SHPPING COMPANY S.A ATTENTION : MR.REZA FAX : 021-8370083 CC : MR.FRIAGUS SYAFIUDDIN		
Notify Party " SAME AS CONSIGNEE "				
Pre-vessel	Voyage No.	Place of Receipt JAKARTA, INDONESIA		
Ocean Vessel ANTONIA SCHULTE	Voyage No. C1146A	Port of Loading JAKARTA, INDONESIA		
Port of Discharge SYDNEY ,AUSTRALIA		Place of Delivery SYDNEY,AUSTRALIA		
Marks and Nos; Container Nos	Description of Goods		Gross Weight	Measurement
	SHIPPER'S LOAD, COUNT AND SEAL 1 X 20'GP CONTAINER S.T.C. 8 PALLET = 370 OF MAGAZINES		5,310. KG Net Weight 5,088.00 KG	15.00 M3
Type of Service FCL TO FCL	Number of Original Bill of Lading 3 ORIGINAL 6 COPIES NON-NEGOTIABLE		Freight and Charges FREIGHT COLLECT	
Date of Delivery / Stuffing STUFFING DATE IS ON NOV 09, 2011	Shipment Details (Notify for any change of schedule) vessel : ANTONIA SCHULTE-C1146A ETD.JKT : NOV,16.2011 ETA.SyDNEY : NOV,29.2011 Open Stack : NOV,10.2011 Closing Time : NOV,14.2011		Place and Date of issuance JAKARTA, OCT. 25, 2011 JOHNY K SIGNATURE AUTHORIZED	
Loaded Into the below Containe				

 MEDITERRANEAN SHIPPING COMPANY S.A. Website: www.medshipping.com SCAC Code: MSCU		SEA WAYBILL No. MSCUDJ880816 NOT NEGOTIABLE - COPY No. 16 Part of Conditions of Carriage											
SHIPPER PT. UNILEVER INDONESIA Tbk GRAHA UNILEVER JL. KEMENDI GATOT SUBROTO KAY. 16 JAKARTA 12036 INDONESIA		NO. OF RIDER PAGES 0 Zero											
COMESOR UNILEVER ASIA PRIVATE LIMITED BISTORE FOODS KNOCKFIELD 3700 HENDERSON ROAD KNOCKFIELD, VICTORIA 3180 AUSTRALIA		CARRIER'S AGENTS ENDORSEMENTS (No. 10) (Agents) (N POD) SHIPPERS LOAD, COUNT AND SEALED FCI FD Logbook Number: 111346 LMDR IN LMDR OUT											
NOTIFY PARTIES (No responsibility shall attach to Carrier or to its Agent for failure to notify - see Clause 20) KEMENALY CUSTOM BROKERS POSTAL : PO BOX 479 BALWYN, VICTORIA 3183 TELP : 03 9617 6466 FAX : 03 9617 6444		PORT OF DISCHARGE AGENT MSC (AUST) PTY. LIMITED Suite 105-110, 449 Docklands Drive Waterfront City, Docklands 3008 Melbourne, 3000											
VESSEL AND VOYAGE NO (see Clause 1 & 4) MSC RAFAELA - 1226A		PORT OF LOADING JAKARTA, JAVA, INDONESIA											
BOOKING REF (or) SHIPPER'S REF XXXXXXXXXXXX 021BJKTWIELBWW2012		PLACE OF RECEIPT (Combined Transport ONLY - see Clause 1 & 5.2) XXXXXXXXXXXXXXXXXXXX											
PORT OF DISCHARGE MELBOURNE		PLACE OF DELIVERY (Combined Transport ONLY - see Clause 1 & 5.2) XXXXXXXXXXXXXXXXXXXX											
PARTICULARS FURNISHED BY THE SHIPPER - NOT CHECKED BY CARRIER - CARRIER NOT RESPONSIBLE (see Clause 14)													
Container Numbers, Seal Numbers and Marks		Description of Packages and Goods (Continued on attached Bill of Lading Rider page(s), if applicable)											
MSCUDJ881441 40' Dry Van Seal Number(s): P88888302 Container Tare Weight: 3,768 kgs.		18000 Cartons 22,627 CARTONS OF : 22,627 CTNS BUSHNELL'S BLUE LABEL ZX100X1.0GR PO. 4883207383 4883207383 FREIGHT " COLL ECT AT SINGAPORE "											
		Total 18,000.000 kgs. 20.000 cu. m.											
FREIGHT & CHARGES (Cargo shall not be delivered unless Freight & Charges are paid - see Clause 10)													
<table border="1"> <thead> <tr> <th>Freight & Charges</th> <th>BASE</th> <th>RATE</th> <th>PREPAID</th> <th>COLLECT</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>		Freight & Charges	BASE	RATE	PREPAID	COLLECT						RECEIVED by the Carrier from the Shipper in respect good order and condition unless otherwise stated herein the total number or quantity of packages or other packages or units indicated in the bill of lading for carriage subject to the terms and conditions hereof and the receipt of the goods at the Port of Discharge or Place of Delivery, whichever is applicable, in accordance with the Bill of Lading. The Shipper expressly accepts and agrees to, on the date hereof and on behalf of the Consignee, the OWNER OF GOODS AND THE MERCHANT AND WARRANTS THE AUTHORITY TO DO SO, ALL THE TERMS AND CONDITIONS, WHETHER PRINTED, STAMPED OR OTHERWISE INCORPORATED ON THIS BILL AND ON THE REVERSE SIDE, AND TERMS AND CONDITIONS OF THE CARRIER'S APPLICABLE TARIFF AS IF THEY WERE ALL SIGNED BY THE SHIPPER. Unless indicated otherwise in writing by the Shipper delivery of the Goods will be made only in the Consignee or his authorized agent's name. This Bill of Lading is not a document of title in the Goods and delivery of goods, after payment of any outstanding freight and charges, will be made to the person or persons named in the Bill of Lading or to the order of the person or persons named in the Bill of Lading.	
Freight & Charges	BASE	RATE	PREPAID	COLLECT									
DECLARED VALUE (Only applicable if Ad Valorem charges paid - see Clause 7.2) XXXXXXXXXXXXXXXXXXXX		CARRIER'S RECEIPT (No of Cms or Pkgs received by Carrier - see Clause 14.1) 1 Cms											
PLACE AND DATE OF ISSUE PT PERUSAHAAN PELAYARAN MELB0212		SHIPPED ON BOARD DATE 18-May-2012											
		Mediterranean Shipping Company (Aust) Pty Limited APN 12003 760 BLM AS AGENT FOR Mediterranean Shipping Company S.A. As Carrier											

