

# **Cargo Agent Job Interview Questions And Answers**



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## Cargo Agent Interview Questions And Answers Guide.

**Question - 1:**

Explain me what is consolidation?

**Ans:**

A collection of shipments belonging to different shippers travelling to one destination or area to be distributed to several consignees

[View All Answers](#)

**Question - 2:**

What is cargo assembly?

**Ans:**

The separate reception of parcels or packages and the holding of them for later dispatch as one consignment ; consolidator role

[View All Answers](#)

**Question - 3:**

Tell me the job you have applied for?

**Ans:**

Keep your answer brief. Simply state customer service agents handle ticketing, baggage check-in, baggage claims, reservations, information inquiries and resolving complaints and problems.

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**Question - 4:**

What is claim?

**Ans:**

A written complaint about the execution of a contract of transportation by a carrier, combined with a demand for financial compensation

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**Question - 5:**

What is blocked-space agreement?

**Ans:**

A continuous reservation (allotment) for space at one or more flight / date combinations with an airline

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**Question - 6:**

What is complaint?

**Ans:**

An official statement from a customer to a carrier about his unhappiness with the service or operation of the service provider

[View All Answers](#)

**Question - 7:**

Explain me why do you want a career as a cargo and freight agent?

**Ans:**

I believe that I can excel in this field, because I possessed positive behaviours regarding any kind of work.

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**Question - 8:**



What is bonded Goods?

**Ans:**

Goods on which the customs duty has not yet been paid, and which therefore, are under the control of customs; usually in a Bonded warehouse.

[View All Answers](#)

**Question - 9:**

What is Dimensional Weight (Conversion)?

**Ans:**

Concept adopted by the transportation industry worldwide as a uniform means of establishing a minimum charge for the cubic space a package occupies ; the volume is converted into a (higher) weight / price class

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**Question - 10:**

Tell us what is consignee?

**Ans:**

The person or company that is physically and administratively responsible for accepting the goods at final delivery

[View All Answers](#)

**Question - 11:**

Tell me what is certificate of Origin?

**Ans:**

A certificate proving the country of original production of goods ; used for customs declaration purposes

[View All Answers](#)

**Question - 12:**

What is cargo disassembly?

**Ans:**

The separation of one or more of the parcels or packages that are part of a consignment for further distribution ; break bulk role

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**Question - 13:**

Tell me how quickly do you make decisions? Give me an example?

**Ans:**

I don't think so situation is prefer how to make decisions it may be a long term decision and short term its depend in time and conditions.

[View All Answers](#)

**Question - 14:**

Please explain how would you define excellent customer service?

**Ans:**

- \* The flight attendant has exceptional communication skills and is always friendly to customers.
- \* The customer is given assistance when necessary when putting their bags in the overhead compartment.
- \* The flight attendant is always willing to assist anyone with special needs, children or elderly.

[View All Answers](#)

**Question - 15:**

What is carrier?

**Ans:**

The party responsible for transport of goods from one point to another, this can be for example an airline or a forwarder (as a NVOCC)

[View All Answers](#)

**Question - 16:**

What is courier?

**Ans:**

Company that carries envelopes and parcels up to 75 kg from door to door ; air transport is generally outsourced to airlines

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**Question - 17:**

What is broker?

**Ans:**

Person who acts as an agent or intermediary in negotiating contracts ; sometimes refers to a forwarder role



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**Question - 18:**

Tell us what hours can you work?

**Ans:**

You will need to be flexible with your hours. Mention you have no problems working weekends and holidays too.

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**Question - 19:**

Can you tell us how do you keep track of work so that it gets done on time?

**Ans:**

Well I will prepare my self first analyze which work is to be done first or necessary I will do that and so on.

[View All Answers](#)

**Question - 20:**

Please explain what do you find most challenging about the work?

**Ans:**

Working as a cargo agent is challenging on the whole. However, the most challenging part is lost shipments. As a cargo agent, I am answerable to many people, which can get quite tricky at times like these.

[View All Answers](#)

**Question - 21:**

What is e-Freight?

**Ans:**

Electronic freight documents project from IATA ; e-Freight aims to take the paper out of the air cargo supply chain and -processes and replace it with cheaper, more accurate and more reliable electronic messaging ; facilitated by IATA, the project is an industry-wide initiative involving carriers, freight forwarders, ground handlers, shippers and customs authorities

[View All Answers](#)

**Question - 22:**

Explain me what is consolidator?

**Ans:**

A forwarder consolidating shipments before a flight ; these shipments belonging to different shippers and travelling to one destination or area in order to be distributed to several consignees after the flight

[View All Answers](#)

**Question - 23:**

What is CCS?

**Ans:**

Cargo Community System ; information system integrating the communication between air cargo parties at an airport

[View All Answers](#)

**Question - 24:**

Tell us why should we hire you as our customer service agent?

**Ans:**

Here we want to find out what skills and experience are required and reassure the interview you have the skills and experience to do the job.

- \* I have excellent communication skills which will allow me to work well with customers.
- \* I work well under pressure.
- \* I am physically fit and will not have any problems lifting items up to 70 pounds.
- \* If you have any customer service experience now is the time to mention it.

[View All Answers](#)

**Question - 25:**

Tell us how would you deal with an upset customer?

**Ans:**

- \* I would find out what is wrong with the customer.
- \* If it was lost luggage I would do my best to find where their luggage is.
- \* If a flight was delayed I would explain why the flight was delayed. Mention it is important to keep the customer happy as an unhappy customer will never return.

[View All Answers](#)

**Question - 26:**

Explain me what are the main skills that you possess which make you an excellent person to hire as a cargo agent?



**Ans:**

One of the main skills that I possess as a cargo agent is my ability to handle many tasks at the same time. Knowledge of cargo processing is also a virtue that I possess. In addition, I am skilled in estimating freights and postal rates.

Another one of my skills which I depend on is my ability to route inbound and outbound shipments. Additionally, I am well-versed in checking items in order to ensure that they meet specifications.

[View All Answers](#)

**Question - 27:**

What is airport-to-airport?

**Ans:**

Transport from an airport of origin to an airport of destination

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**Question - 28:**

What is FAP?

**Ans:**

A C2K key performance indicator: FAP = Flown As Planned (the complete shipment has flown at or before the last planned flight with a maximum 12 hour delay)

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**Question - 29:**

What is ARR?

**Ans:**

Arrive, Arrived, Arrival

Also a C2K milestone: ARR = cargo and documents arrived at airport of destination

[View All Answers](#)

**Question - 30:**

What is ATA?

**Ans:**

Air Transport Association

[View All Answers](#)

**Question - 31:**

What is A2D?

**Ans:**

Airport-to-door

[View All Answers](#)

**Question - 32:**

Explain me on a scale of 1 to 10 (1 being the lowest), where do you rate yourself as a cargo agent?

**Ans:**

I would give myself a realistic 8, as I believe that there is always a lot to learn.

[View All Answers](#)

**Question - 33:**

What is forwarder?

**Ans:**

Company specialized in providing door-to-airport transport, arranging connecting air transport and/or airport-to-door transport for parcels and consolidations > 75 kg or up to anything that fits in an aircraft ; the air transport is generally outsourced to airlines and sometimes aircraft operators or air charter companies

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**Question - 34:**

What is combi?

**Ans:**

Combi Aircraft, combining transport of passengers and cargo on the main-deck

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**Question - 35:**

What is booking?

**Ans:**

Request for reservation of space on a flight/day, (to be) confirmed by the airline



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**Question - 36:**

What is backlog?

**Ans:**

Amount of goods still to be delivered or received and for which the planned or agreed date has expired

[View All Answers](#)

**Question - 37:**

What is allotment?

**Ans:**

Assigned volume on board of a flight / day

[View All Answers](#)

**Question - 38:**

What is A2A?

**Ans:**

Airport-to-airport

[View All Answers](#)

**Question - 39:**

Tell us how do you feel about relocating to a different city?

**Ans:**

Tell the interviewer the truth but if you are willing to relocate make sure you sound enthusiastic.

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**Question - 40:**

Where do you see yourself in 5 years as Cargo Agent?

**Ans:**

After 5 yrs I see my self in the position of cargo supervisor.

[View All Answers](#)

**Question - 41:**

What is commodity?

**Ans:**

Indication of the type of goods ; commodities are coded according to the harmonised system

[View All Answers](#)

**Question - 42:**

What is charges prepaid?

**Ans:**

Charges as stated on the air waybill to be collected from the shipper

[View All Answers](#)

**Question - 43:**

What is belly?

**Ans:**

Lower-deck cargo hold of an aircraft

[View All Answers](#)

**Question - 44:**

What is AOG?

**Ans:**

Aircraft On Ground ; materials expedited for repair of a grounded aircraft

[View All Answers](#)

**Question - 45:**

What is Airline?

**Ans:**



Company operating aircraft between steady origin and destination airports

[View All Answers](#)

**Question - 46:**

Tell us what do you do to make sure that lost shipment incidents are minimized?

**Ans:**

Ensuring that the right routes and logistics are suggested is important. And this is where I focus on.

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**Question - 47:**

Tell me do you have a valid drivers license?

**Ans:**

You need to drive motorized equipment, such as belt loaders so you need a drivers license.

[View All Answers](#)

**Question - 48:**

Why should I hire you as Cargo Agent?

**Ans:**

I work hard, I am a quick learner, and I am punctual.

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**Question - 49:**

What is classifying?

**Ans:**

Assigning the right import classification number to goods as part of the customs declaration process

[View All Answers](#)

**Question - 50:**

What is carriage?

**Ans:**

Transport ; the process of conveying cargo from one point to another

[View All Answers](#)

**Question - 51:**

What is breakdown List?

**Ans:**

List of shipments carried in one consolidation

[View All Answers](#)

**Question - 52:**

What is ADV?

**Ans:**

Advise, Advised, Advising

[View All Answers](#)

**Question - 53:**

What is AEA?

**Ans:**

Association of European Airlines

[View All Answers](#)

**Question - 54:**

Tell us what duties have you performed in the role of a cargo agent?

**Ans:**

As a cargo agent, I have been busy performing many duties, such as loading and unloading freight, receiving and processing orders, and preparing and examining bills of lading.

In addition, I have been responsible for collecting fees and processing payments. Moreover, my duties include examining manifests and notifying consignees of logistics. Checking import and export documentation to determine cargo contents is also part of my work.

[View All Answers](#)

**Question - 55:**





Tell me how would you deal with an upset customer?

- Ans:**
- \* First, state you would listen to the customer and understand the complaint.
  - \* Then state you would sympathize with the customer.
  - \* Next, say you would try and fix the problem.
  - \* Finally, mention you would learn from the experience and if the customer was still upset, say you would not let it impact your service to other customers.

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**Question - 56:**

Why did you leave your last job as Cargo Agent?

- Ans:**
- It is ok to leave a job but it is important to make sure they know you left on good terms.

[View All Answers](#)

**Question - 57:**

Can you please tell us what is the most difficult situation you have had to face and how did you tackle it?

- Ans:**
- With smile face hiding angry to customer and listening to their problem and work hard to solve them.

[View All Answers](#)

**Question - 58:**

What is harmonised System?

- Ans:**
- A numeric multi purpose system for the classification of goods with its six digits covering about 5000 descriptions of the products or groups of products most commonly produced and traded, designed for customs purposes, but can also be used for statistics, transport purposes, export, import and manufacturing; the international convention on the HS was established under auspices of the World Customs Organisation in 1983

[View All Answers](#)

**Question - 59:**

What is customs invoice?

- Ans:**
- (Pro forma) Invoice for import declaration (customs and statistics) purposes, stating the commercial price, added with the costs for freight, insurance and packing etc., terms of delivery and payment

[View All Answers](#)

**Question - 60:**

What is commodity code?

- Ans:**
- Code used in the Harmonised System for the classification of goods, which are mostcommonly produced and traded

[View All Answers](#)

**Question - 61:**

What is charges collect?

- Ans:**
- Charges as stated on the air waybill to be collected from the consignee

[View All Answers](#)

**Question - 62:**

What is break Bulk Agent?

- Ans:**
- A forwarder breaking the bulk: taking care of the unpacking and sorting of goods after the flight

[View All Answers](#)

**Question - 63:**

What is authorisation?

- Ans:**
- The commission to a certain person or body to act on behalf of another person or body ; the person or body can be authorised e.g. to issue air waybills or to collect freight

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**Question - 64:**

Explain me what are your short-term career plans?



**Ans:**

Soon, I would like to climb the ladder to the position of a cargo manager.

[View All Answers](#)

**Question - 65:**

Explain me how would you deal with a difficult customer?

**Ans:**

- \* First, state you would listen to the customer and find out what their complaint is.
- \* Then say you would sympathize with the customer.
- \* Next, help the customer with their complaint and if you could not do anything you would escalate the problem to your manager.

[View All Answers](#)

**Question - 66:**

Explain how do you work under pressure?

**Ans:**

Obviously, airlines get very busy. Especially during the holidays. Give the interviewer a great example of how you worked well under pressure in school or your last job.

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**Question - 67:**

What is your greatest strength as Cargo Agent?

**Ans:**

I work well under pressure (this is a great answer because airlines get extremely busy and you need to stay focused during this time).

[View All Answers](#)

**Question - 68:**

Explain me what is your greatest weakness as Cargo Agent?

**Ans:**

You want to answer this question in a way your greatest weakness does not cost you the job at Southwest Airlines. Say something like:

- \* I am a workaholic and I neglect my friends and family or
- \* When I get caught up in my work I don't take enough personal time for myself.

[View All Answers](#)

**Question - 69:**

Can you tell us how do you decide what gets top priority when scheduling your time?

**Ans:**

Case by case basis. I take into consideration timeframe allowed, meeting customers needs, trying to get new customer.

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