

# SHOW CASE

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**XIAMEN:**

**The Small  
but Reliable  
Operation Team**

## Xiamen Team

- The Xiamen operation team is modest in size, despite this, their rich experience and stability have made them a cornerstone of reliability.
- The team boasts over 15 years of experience in document handling and operations, with another document handler having five years of experience.
- All team members have been with AEL-Berkman Xiamen for more than five years, with two members exceeding a decade of service.
- The Xiamen team is known for its high-quality service and efficiency.
- The team has a near-perfect record, with hardly any trouble cases caused by operational carelessness.
- All partner emails are replied to within one day, and all booking reports are sent within the same timeframe.
- The Xiamen operation team offers a single contact window to partners, covering all types of shipments including Sea, Air, import and export.

## Challenge and solution

Despite their efficiency, the team faces several challenges:

- During holidays or employee vacations: Workload doubles.
- Sudden increase in Bookings: The team must handle unexpected surges in workload.
- Multifunctional staff required: Every team member handles Sea, Air, FCL, LCL, import and export shipments.

To address these challenges, the Xiamen operation team has developed several solutions:

- The team is always searching for experienced employees adaptable to multiple positions.
- Comprehensive training is provided to new staff to handle all types of shipments. The team encourages active feedback on issues, discussing solutions, and providing training.
- When one staff member takes a short leave, the other on the same position backs them up. For longer leaves, the Office Manager steps in to adjust the workload. For example, when one team member took a long annual leave last year, the Office Manager and another team member shared the workload, with the staff on leave working from home when available. Such flexible arrangements ensure that work is done properly.
- Teamwork is crucial. Operations staff assist with document handling, and team members in the same position help each other as needed.
- Given the diverse nature of the shipments handled, continuous learning is essential. The team stays updated on new rules, regulations, and carrier system improvements.
- Team members regularly share their experiences, trade news, and even vessel ATDs to save time for others.



Despite its small size, the Xiamen operation team exemplifies reliability, efficiency, and high quality. Through rich experience, stable team composition, and comprehensive solutions to challenges, they continue to make significant contributions to the development of the company. Their commitment to teamwork, continuous learning, and experience sharing sets them apart, showcasing the exceptional capabilities of Xiamen team.



# LEADING STAFF

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Simon Zhou has spent 18 years in the international freight forwarding industry with AEL-Berkman Group. Starting as a junior operator, he has progressed to Branch Manager, facing challenges and experiencing growth along the way.

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## First time in the workplace, down-to-earth.

In 2007, Simon joined AEL-Berkman, marking the beginning of his career. During the initial years, he focused on operations, gaining a solid business foundation. From basic booking and document production to coordinating with terminals, shipping companies, and customers, he meticulously learned each operation process and aimed for excellence. This experience highlighted the importance of attention to detail and a grounded approach for long-term success.

## New platform, new journey.

With strong business skills and a serious work attitude, Simon advanced from Operator to Operation Supervisor and then to Operation Manager. During this period, he continuously learned various aspects of international freight forwarding, improving his professional skills and management abilities. He acknowledges the trust and support from leadership, which provided him with opportunities and guidance.

## Rising to the challenge, climbing to the top.

With accumulated experience and enhanced abilities, Simon took on a new role as Branch Manager. Transitioning from operations to team management and market development presented new challenges. He committed to learning management knowledge, improving leadership skills, and leading the team to develop market opportunities and enhance performance, leading to further growth and progress.

## Grateful and looking forward to the future.

Throughout his 18-year career, Simon has experienced significant growth, supported by the company's platform, leadership, and colleagues. He remains committed to improving himself and contributing to the company's development.

Looking ahead, Simon plans to uphold the "Customer First, Service-Oriented" concept, lead his team in innovation, provide better customer service, and create greater value for the company. He also aims to share his experiences with young professionals, helping them grow and supporting the international freight forwarding industry's development.