Garnet
Garnet Global Training Center

GGT-CS-124

Customer Service & Contact Centres

Arabic & English Service Communication

التواصل في الخدمة بالعربية والإنجليزية

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Participants in Arabic & English Service Communication practise the methods, tools and standards they need to perform reliably and solve problems on the job. Deliver consistent, efficient service across counters, phones, chat and social channels. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of Arabic & English Service Communication to real tasks.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.

Who should attend

Customer service agents, team leaders, contact centre managers and service designers. Practitioners with one to five years of experience benefit most.

Key topics

- Service standards
- Communication with customers
- Handling complaints
- Channels and tools
- Measuring service
- Service recovery

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Arabic & English Service Communication: principles and standards

- Service recovery
- Group discussion and peer review

Day 2 Methods and tools in practice

- Service standards
- Communication with customers

Day 3 Diagnosis and problem solving

- Handling complaints
- Measurement and reporting

Day 4 Quality, safety and documentation

- Channels and tools
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Measuring service
- Common mistakes and how to avoid them

10-day outline

Day 1 Arabic & English Service Communication: principles and standards

- Service recovery
- Group discussion and peer review

Day 2 Methods and tools in practice

- Service standards
- Communication with customers

Day 3 Diagnosis and problem solving

- Handling complaints
- Measurement and reporting

Day 4 Quality, safety and documentation

- Channels and tools
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Measuring service
- Common mistakes and how to avoid them

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Regional and international case studies

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Checklists and templates to take away

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
4–8 Apr 2027	5-day classroom	Cairo	Arabic	4,750
16–27 May 2027	10-day classroom	Riyadh	English	8,950
20–24 Sep 2027	5-day online	Live online	English	2,950
13–17 Dec 2027	5-day classroom	Singapore	English	4,750
5–16 Jun 2028	10-day classroom	Abu Dhabi	English	8,950
3–14 Jul 2028	10-day online	Live online	Arabic	5,450
14–18 Aug 2028	5-day classroom	Barcelona	English	4,750
20–24 Nov 2028	5-day classroom	Istanbul	English	4,750
5–9 Feb 2029	5-day classroom	Casablanca	Arabic	4,750

Dates	Format	City	Language	Fee (USD)
1–12 Apr 2029	10-day classroom	Cairo	English	8,950
16–20 Jul 2029	5-day online	Live online	English	2,950
3–7 Sep 2029	5-day classroom	Vienna	English	4,750
11–15 Mar 2030	5-day classroom	Geneva	English	4,750
4–15 Aug 2030	10-day classroom	Jeddah	English	8,950
2–6 Sep 2030	5-day classroom	Dubai	Arabic	4,750
7–18 Oct 2030	10-day online	Live online	English	5,450

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/