Garnet
Garnet Global Training Center

GGT-BK-120

Banking, Insurance & Investment

Branch Operations & Customer Service

عمليات الفروع وخدمة العملاء

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

Overview

Participants in Branch Operations & Customer Service practise the methods, tools and standards they need to perform reliably and solve problems on the job. Credit, risk, compliance and investment programs for banks, insurers and asset managers. You can join a public session in one of 20 cities or live online, in English or Arabic, or bring the course in-house with examples from your own operations.

What you will be able to do

- Apply the methods and standards of Branch Operations & Customer Service to real tasks.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.

Who should attend

Bankers, credit and risk analysts, compliance officers, insurance and investment professionals. Practitioners with one to five years of experience benefit most.

Key topics

- Regulation and Basel standards
- Credit analysis and provisioning
- Market and liquidity risk
- Products and customer suitability
- Fintech and digital banking
- Case studies from regional banks

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 Branch Operations & Customer Service: principles and standards

- Case studies from regional banks
- Regional and international case studies

Day 2 Methods and tools in practice

- Regulation and Basel standards
- Credit analysis and provisioning

Day 3 Diagnosis and problem solving

- Market and liquidity risk
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Products and customer suitability
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Fintech and digital banking
- Measurement and reporting

10-day outline

Day 1 Branch Operations & Customer Service: principles and standards

- Case studies from regional banks
- Regional and international case studies

Day 2 Methods and tools in practice

- Regulation and Basel standards
- Credit analysis and provisioning

Day 3 Diagnosis and problem solving

- Market and liquidity risk
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Products and customer suitability
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Fintech and digital banking
- Measurement and reporting

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Hands-on workshop on a workplace challenge

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
- Common mistakes and how to avoid them

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)
1–12 Feb 2027	10-day classroom	Dubai	English	8,950
7–11 Mar 2027	5-day classroom	Jeddah	English	4,750
8–12 Aug 2027	5-day classroom	Cairo	English	4,750
6–10 Dec 2027	5-day online	Live online	English	2,950
5–9 Mar 2028	5-day classroom	Cairo	English	4,750
3–14 Apr 2028	10-day online	Live online	Arabic	5,450
16–27 Jul 2028	10-day classroom	Kuwait City	Arabic	8,950
13–17 Nov 2028	5-day classroom	Paris	English	4,750
8–12 Jan 2029	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
9–13 Apr 2029	5-day classroom	Singapore	English	4,750
7–11 May 2029	5-day classroom	Geneva	English	4,750
20–31 Aug 2029	10-day classroom	Kuala Lumpur	English	8,950
4–8 Feb 2030	5-day classroom	London	English	4,750
11–22 Mar 2030	10-day online	Live online	English	5,450
9–13 Sep 2030	5-day classroom	Kuala Lumpur	English	4,750
10–21 Nov 2030	10-day classroom	Kuwait City	English	8,950

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