Garnet
Garnet Global Training Center

GGT-CS-111

Customer Service & Contact Centres

Customer Experience Measurement: NPS & CSAT

قياس تجربة العملاء: NPS وCSAT

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

Overview

Participants in Customer Experience Measurement: NPS & CSAT 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. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Apply the methods and standards of Customer Experience Measurement: NPS & CSAT 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

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

WhatsApp: +971 56 674 7382

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 Customer Experience Measurement: NPS & CSAT: principles and standards

- Service standards
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Communication with customers
- Handling complaints

Day 3 Diagnosis and problem solving

- Channels and tools
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Measuring service
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Service recovery
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Customer Experience Measurement: NPS & CSAT: principles and standards

- Service standards
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Communication with customers
- Handling complaints

Day 3 Diagnosis and problem solving

- Channels and tools
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Measuring service
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Service recovery
- Hands-on workshop on a workplace challenge

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Common mistakes and how to avoid them

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
- Regional and international case studies

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)
17–21 Jan 2027	5-day classroom	Cairo	Arabic	4,750
2–6 Aug 2027	5-day online	Live online	English	2,950
18–29 Oct 2027	10-day classroom	Abu Dhabi	Arabic	8,950
19–23 Dec 2027	5-day classroom	Riyadh	Arabic	4,750
8–12 May 2028	5-day classroom	Abu Dhabi	English	4,750
9–20 Jul 2028	10-day classroom	Riyadh	English	8,950
20 Nov – 1 Dec 2028	10-day online	Live online	English	5,450
4–8 Dec 2028	5-day classroom	London	English	4,750
19–23 Mar 2029	5-day classroom	Vienna	English	4,750

Dates	Format	City	Language	Fee (USD)
9–13 Jul 2029	5-day online	Live online	English	2,950
1–12 Oct 2029	10-day classroom	Dubai	English	8,950
10–14 Dec 2029	5-day classroom	Singapore	English	4,750
20–24 May 2030	5-day classroom	Istanbul	English	4,750
17–28 Jun 2030	10-day classroom	Dubai	English	8,950
9–13 Sep 2030	5-day classroom	London	English	4,750
21 Oct – 1 Nov 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/