Garnet
Garnet Global Training Center

GGT-PD-107

Personal Effectiveness & Office Skills

Customer Service Excellence

التميز في خدمة العملاء

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

Overview

Participants in Customer Service Excellence practise the methods, tools and standards they need to perform reliably and solve problems on the job. Core skills that make every professional more productive and easier to work with. 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 Service Excellence to real tasks.
- 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.
- Follow safe, compliant and documented work practices.

Who should attend

Employees at all levels, new supervisors and administrative staff. Practitioners with one to five years of experience benefit most.

Key topics

- Time and priority management
- Communication and writing
- Working with others
- Problem solving
- Digital productivity
- Personal development planning

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 Customer Service Excellence: principles and standards

- Working with others
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Problem solving
- Digital productivity

Day 3 Diagnosis and problem solving

- Personal development planning
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Time and priority management
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Communication and writing
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Customer Service Excellence: principles and standards

- Working with others
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Problem solving
- Digital productivity

Day 3 Diagnosis and problem solving

- Personal development planning
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Time and priority management
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Communication and writing
- 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)
3–7 Jan 2027	5-day classroom	Riyadh	Arabic	4,750
3–7 May 2027	5-day classroom	Istanbul	English	4,750
21 Jun – 2 Jul 2027	10-day classroom	Dubai	English	8,950
20–24 Sep 2027	5-day online	Live online	Arabic	2,950
2–13 Jan 2028	10-day classroom	Doha	English	8,950
5–9 Jun 2028	5-day classroom	Barcelona	English	4,750
2–13 Oct 2028	10-day online	Live online	Arabic	5,450
6–10 Nov 2028	5-day classroom	Istanbul	English	4,750
15–19 Jan 2029	5-day online	Live online	English	2,950

Dates	Format	City	Language	Fee (USD)
7–11 May 2029	5-day classroom	Istanbul	English	4,750
11–22 Jun 2029	10-day classroom	London	English	8,950
19–23 Nov 2029	5-day classroom	Dubai	English	4,750
17–28 Jun 2030	10-day online	Live online	English	5,450
5–9 Aug 2030	5-day classroom	Vienna	English	4,750
15–26 Sep 2030	10-day classroom	Kuwait City	Arabic	8,950
8–12 Dec 2030	5-day classroom	Cairo	English	4,750

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