Garnet
Garnet Global Training Center

GGT-CS-113

Customer Service & Contact Centres

Customer Service for Government Centres

خدمة المتعاملين في المراكز الحكومية

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

Overview

Customer Service for Government Centres focuses on how the work is actually done: the methods, checks and decisions practitioners use every day, illustrated with real cases from the region. 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 Customer Service for Government Centres to real tasks.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.

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 Service for Government Centres: principles and standards

- Service standards
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Communication with customers
- Handling complaints

Day 3 Diagnosis and problem solving

- Channels and tools
- Regional and international case studies

Day 4 Quality, safety and documentation

- Measuring service
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Service recovery
- Group discussion and peer review

10-day outline

Day 1 Customer Service for Government Centres: principles and standards

- Service standards
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Communication with customers
- Handling complaints

Day 3 Diagnosis and problem solving

- Channels and tools
- Regional and international case studies

Day 4 Quality, safety and documentation

- Measuring service
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Service recovery
- Group discussion and peer review

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Measurement and reporting

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
- Hands-on workshop on a workplace challenge

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 May 2027	5-day online	Live online	Arabic	2,950
12–16 Jul 2027	5-day classroom	London	English	4,750
11–15 Oct 2027	5-day classroom	Barcelona	English	4,750
1–12 Nov 2027	10-day classroom	Kuala Lumpur	English	8,950
17–28 Jan 2028	10-day online	Live online	English	5,450
16–27 Apr 2028	10-day classroom	Cairo	Arabic	8,950
2–6 Jul 2028	5-day classroom	Doha	Arabic	4,750
18–22 Sep 2028	5-day classroom	Geneva	English	4,750
12–23 Mar 2029	10-day classroom	London	English	8,950

Dates	Format	City	Language	Fee (USD)
7–11 May 2029	5-day online	Live online	Arabic	2,950
16–20 Sep 2029	5-day classroom	Amman	English	4,750
17–21 Dec 2029	5-day classroom	Kuala Lumpur	English	4,750
15–26 Apr 2030	10-day online	Live online	English	5,450
16–20 Jun 2030	5-day classroom	Kuwait City	Arabic	4,750
15–19 Jul 2030	5-day classroom	Istanbul	English	4,750
4–15 Aug 2030	10-day classroom	Amman	English	8,950

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