Garnet
Garnet Global Training Center

GGT-CS-123

Customer Service & Contact Centres

Customer Service for People of Determination

خدمة أصحاب الهمم

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 for People of Determination 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 Customer Service for People of Determination 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

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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 for People of Determination: principles and standards

- Measuring service
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Service recovery
- Service standards

Day 3 Diagnosis and problem solving

- Communication with customers
- Regional and international case studies

Day 4 Quality, safety and documentation

- Handling complaints
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Channels and tools
- Group discussion and peer review

10-day outline

Day 1 Customer Service for People of Determination: principles and standards

- Measuring service
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Service recovery
- Service standards

Day 3 Diagnosis and problem solving

- Communication with customers
- Regional and international case studies

Day 4 Quality, safety and documentation

- Handling complaints
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Channels and tools
- 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)
21–25 Feb 2027	5-day classroom	Riyadh	English	4,750
8–12 Mar 2027	5-day online	Live online	English	2,950
3–14 Oct 2027	10-day classroom	Kuwait City	English	8,950
13–17 Dec 2027	5-day classroom	Paris	English	4,750
19–23 Mar 2028	5-day classroom	Kuwait City	Arabic	4,750
10–14 Apr 2028	5-day classroom	Abu Dhabi	English	4,750
21 Aug – 1 Sep 2028	10-day online	Live online	Arabic	5,450
15–26 Oct 2028	10-day classroom	Muscat	Arabic	8,950
12–23 Feb 2029	10-day classroom	London	English	8,950

Dates	Format	City	Language	Fee (USD)
7–11 May 2029	5-day classroom	Singapore	English	4,750
4–8 Jun 2029	5-day classroom	Vienna	English	4,750
17–21 Dec 2029	5-day online	Live online	English	2,950
10–14 Jun 2030	5-day classroom	Paris	English	4,750
1–12 Jul 2030	10-day online	Live online	English	5,450
3–7 Nov 2030	5-day classroom	Riyadh	English	4,750
2–13 Dec 2030	10-day classroom	Abu Dhabi	Arabic	8,950

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