Garnet
Garnet Global Training Center

GGT-CS-115

Customer Service & Contact Centres

Customer Service in Banking

خدمة العملاء في البنوك

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

Overview

Customer Service in Banking 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. 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 in Banking 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

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 in Banking: principles and standards

- Handling complaints
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice

- Channels and tools
- Measuring service

Day 3 Diagnosis and problem solving

- Service recovery
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation

- Service standards
- Regional and international case studies

Day 5 Workshop, assessment and action plan

- Communication with customers
- Checklists and templates to take away

10-day outline

Day 1 Customer Service in Banking: principles and standards

- Handling complaints
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice

- Channels and tools
- Measuring service

Day 3 Diagnosis and problem solving

- Service recovery
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation

- Service standards
- Regional and international case studies

Day 5 Workshop, assessment and action plan

- Communication with customers
- Checklists and templates to take away

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Group discussion and peer review

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
- Measurement and reporting

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)
1–5 Feb 2027	5-day classroom	Amsterdam	English	4,750
19–23 Apr 2027	5-day classroom	Istanbul	English	4,750
17–28 May 2027	10-day classroom	Singapore	English	8,950
12–16 Jul 2027	5-day online	Live online	English	2,950
14–18 May 2028	5-day classroom	Riyadh	English	4,750
18–29 Jun 2028	10-day classroom	Amman	English	8,950
21 Aug – 1 Sep 2028	10-day online	Live online	English	5,450
10–14 Sep 2028	5-day classroom	Muscat	Arabic	4,750
12–16 Mar 2029	5-day classroom	Casablanca	English	4,750

Dates	Format	City	Language	Fee (USD)
16–20 Apr 2029	5-day classroom	Paris	English	4,750
20–31 May 2029	10-day classroom	Amman	English	8,950
1–5 Oct 2029	5-day online	Live online	English	2,950
7–18 Jan 2030	10-day online	Live online	English	5,450
11–22 Feb 2030	10-day classroom	Kuala Lumpur	English	8,950
8–12 Apr 2030	5-day classroom	Barcelona	English	4,750
1–5 Jul 2030	5-day classroom	Istanbul	English	4,750

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