Garnet
Garnet Global Training Center

GGT-LN-110

Languages & Business Communication

English for Customer Service

الإنجليزية لخدمة العملاء

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

Overview

Participants in English for Customer Service practise the methods, tools and standards they need to perform reliably and solve problems on the job. Language skills for the workplace, from business English to technical translation. 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 English for Customer Service 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

Professionals who use English or Arabic at work, translators and administrative staff. Practitioners with one to five years of experience benefit most.

Key topics

- Workplace vocabulary
- Writing emails and reports
- Speaking in meetings
- Technical terminology
- Translation techniques
- Practice and feedback

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 English for Customer Service: principles and standards

- Writing emails and reports
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Speaking in meetings
- Technical terminology

Day 3 Diagnosis and problem solving

- Translation techniques
- Regional and international case studies

Day 4 Quality, safety and documentation

- Practice and feedback
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Workplace vocabulary
- Group discussion and peer review

10-day outline

Day 1 English for Customer Service: principles and standards

- Writing emails and reports
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Speaking in meetings
- Technical terminology

Day 3 Diagnosis and problem solving

- Translation techniques
- Regional and international case studies

Day 4 Quality, safety and documentation

- Practice and feedback
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Workplace vocabulary
- 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)
15–19 Feb 2027	5-day online	Live online	Arabic	2,950
15–19 Mar 2027	5-day classroom	Amsterdam	English	4,750
9–13 Aug 2027	5-day classroom	Singapore	English	4,750
14–25 Nov 2027	10-day classroom	Riyadh	English	8,950
3–7 Jul 2028	5-day classroom	Abu Dhabi	English	4,750
21–25 Aug 2028	5-day classroom	Singapore	English	4,750
4–15 Sep 2028	10-day classroom	Amsterdam	English	8,950
20 Nov – 1 Dec 2028	10-day online	Live online	Arabic	5,450
14–18 May 2029	5-day classroom	Dubai	English	4,750

Dates	Format	City	Language	Fee (USD)
17–28 Sep 2029	10-day classroom	Abu Dhabi	English	8,950
8–12 Oct 2029	5-day online	Live online	Arabic	2,950
3–7 Dec 2029	5-day classroom	Casablanca	English	4,750
6–10 Jan 2030	5-day classroom	Doha	Arabic	4,750
18 Feb – 1 Mar 2030	10-day online	Live online	Arabic	5,450
15–26 Apr 2030	10-day classroom	Istanbul	English	8,950
20–24 Oct 2030	5-day classroom	Kuwait City	Arabic	4,750

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