Garnet
Garnet Global Training Center

GGT-AL-132

Administration, Legal & Public Sector

Front Desk & Reception Excellence

التميز في الاستقبال وخدمة المراجعين

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

Overview

Participants in Front Desk & Reception Excellence practise the methods, tools and standards they need to perform reliably and solve problems on the job. Programs for government entities, legal departments and the offices that keep organisations running. You can join a public session in one of 20 cities or live online, in English or Arabic, or bring the course in-house with examples from your own operations.

What you will be able to do

- Apply the methods and standards of Front Desk & Reception Excellence to real tasks.
- Share good practice with your team.
- 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.

Who should attend

Government officials, legal advisers, compliance officers, executive assistants and administrators. Practitioners with one to five years of experience benefit most.

Key topics

- Regulatory and legal frameworks
- Drafting and documentation
- Service design and performance
- Compliance and controls
- Communication and protocol
- Digital government practices

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 Front Desk & Reception Excellence: principles and standards

- Communication and protocol
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Digital government practices
- Regulatory and legal frameworks

Day 3 Diagnosis and problem solving

- Drafting and documentation
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Service design and performance
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Compliance and controls
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Front Desk & Reception Excellence: principles and standards

- Communication and protocol
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Digital government practices
- Regulatory and legal frameworks

Day 3 Diagnosis and problem solving

- Drafting and documentation
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Service design and performance
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Compliance and controls
- 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)
12–16 Apr 2027	5-day online	Live online	English	2,950
6–10 Jun 2027	5-day classroom	Doha	English	4,750
4–8 Jul 2027	5-day classroom	Amman	English	4,750
8–19 Nov 2027	10-day classroom	Abu Dhabi	Arabic	8,950
3–14 Jan 2028	10-day classroom	Paris	English	8,950
21–25 May 2028	5-day classroom	Jeddah	English	4,750
10–21 Jul 2028	10-day online	Live online	Arabic	5,450
17–21 Dec 2028	5-day classroom	Kuwait City	Arabic	4,750
14–25 Jan 2029	10-day classroom	Cairo	Arabic	8,950

Dates	Format	City	Language	Fee (USD)
6–10 Aug 2029	5-day online	Live online	Arabic	2,950
11–15 Nov 2029	5-day classroom	Jeddah	Arabic	4,750
3–7 Dec 2029	5-day classroom	Amsterdam	English	4,750
7–18 Jan 2030	10-day online	Live online	Arabic	5,450
17–21 Feb 2030	5-day classroom	Kuwait City	Arabic	4,750
3–14 Jun 2030	10-day classroom	Dubai	English	8,950
2–6 Sep 2030	5-day classroom	Abu Dhabi	English	4,750

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