Garnet
Garnet Global Training Center

GGT-QE-118

Quality, Excellence & Customer Service

Mystery Shopping & Service Audits

التسوق الخفي وتدقيق الخدمات

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

Overview

Mystery Shopping & Service Audits turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. Systems and methods that make performance consistent, measurable and better every year. 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 Mystery Shopping & Service Audits to real tasks.
- Follow safe, compliant and documented work practices.
- 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.

Who should attend

Quality and excellence teams, process owners, auditors and customer service leaders. Practitioners with one to five years of experience benefit most.

Key topics

- Process mapping and standard work
- Measurement and statistical tools
- Audit planning and reporting
- Customer journey and feedback
- Excellence models and self-assessment
- Sustaining improvement

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 Mystery Shopping & Service Audits: principles and standards

- Process mapping and standard work
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Measurement and statistical tools
- Audit planning and reporting

Day 3 Diagnosis and problem solving

- Customer journey and feedback
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Excellence models and self-assessment
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Sustaining improvement
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Mystery Shopping & Service Audits: principles and standards

- Process mapping and standard work
- Checklists and templates to take away

Day 2 Methods and tools in practice

- Measurement and statistical tools
- Audit planning and reporting

Day 3 Diagnosis and problem solving

- Customer journey and feedback
- Group discussion and peer review

Day 4 Quality, safety and documentation

- Excellence models and self-assessment
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Sustaining improvement
- 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)
1–12 Mar 2027	10-day classroom	Singapore	English	8,950
6–10 Jun 2027	5-day classroom	Jeddah	Arabic	4,750
5–9 Jul 2027	5-day classroom	Abu Dhabi	English	4,750
11–15 Oct 2027	5-day online	Live online	Arabic	2,950
17–28 Jan 2028	10-day online	Live online	English	5,450
3–7 Jul 2028	5-day classroom	Istanbul	English	4,750
13–17 Nov 2028	5-day classroom	Vienna	English	4,750
18–29 Dec 2028	10-day classroom	Dubai	Arabic	8,950
12–16 Mar 2029	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
11–15 Jun 2029	5-day classroom	Geneva	English	4,750
2–6 Jul 2029	5-day classroom	Dubai	Arabic	4,750
17–28 Dec 2029	10-day classroom	Abu Dhabi	Arabic	8,950
11–22 Mar 2030	10-day online	Live online	Arabic	5,450
7–18 Apr 2030	10-day classroom	Muscat	Arabic	8,950
6–10 May 2030	5-day classroom	Dubai	Arabic	4,750
4–8 Nov 2030	5-day classroom	Barcelona	English	4,750

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