Garnet
Garnet Global Training Center

GGT-CS-107

Customer Service & Contact Centres

Quality Monitoring & Call Coaching

مراقبة الجودة وتوجيه المكالمات

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

Overview

Quality Monitoring & Call Coaching 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. 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 Quality Monitoring & Call Coaching 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 Quality Monitoring & Call Coaching: principles and standards

- Channels and tools
- Regional and international case studies

Day 2 Methods and tools in practice

- Measuring service
- Service recovery

Day 3 Diagnosis and problem solving

- Service standards
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Communication with customers
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Handling complaints
- Measurement and reporting

10-day outline

Day 1 Quality Monitoring & Call Coaching: principles and standards

- Channels and tools
- Regional and international case studies

Day 2 Methods and tools in practice

- Measuring service
- Service recovery

Day 3 Diagnosis and problem solving

- Service standards
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Communication with customers
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Handling complaints
- Measurement and reporting

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Hands-on workshop on a workplace challenge

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
- Common mistakes and how to avoid them

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)
18–22 Jan 2027	5-day classroom	Geneva	English	4,750
13–17 Sep 2027	5-day online	Live online	Arabic	2,950
8–12 Nov 2027	5-day classroom	Abu Dhabi	Arabic	4,750
12–23 Dec 2027	10-day classroom	Riyadh	English	8,950
19–23 Mar 2028	5-day classroom	Doha	English	4,750
15–26 May 2028	10-day classroom	Dubai	English	8,950
3–7 Jul 2028	5-day classroom	Abu Dhabi	English	4,750
4–15 Dec 2028	10-day online	Live online	Arabic	5,450
9–20 Apr 2029	10-day classroom	London	English	8,950

Dates	Format	City	Language	Fee (USD)
17–21 Sep 2029	5-day online	Live online	Arabic	2,950
11–15 Nov 2029	5-day classroom	Muscat	Arabic	4,750
3–7 Dec 2029	5-day classroom	Dubai	English	4,750
15–26 Jul 2030	10-day classroom	Amsterdam	English	8,950
5–9 Aug 2030	5-day classroom	London	English	4,750
21–25 Oct 2030	5-day classroom	Dubai	English	4,750
18–29 Nov 2030	10-day online	Live online	English	5,450

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