Garnet
Garnet Global Training Center

GGT-CS-116

Customer Service & Contact Centres

Upselling & Cross-Selling in Service

البيع الإضافي والتكميلي في الخدمة

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

Overview

Upselling & Cross-Selling in Service turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. 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 Upselling & Cross-Selling in Service to real tasks.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.

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 Upselling & Cross-Selling in Service: 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 Upselling & Cross-Selling in Service: 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)
11–15 Apr 2027	5-day classroom	Jeddah	Arabic	4,750
20 Sep – 1 Oct 2027	10-day classroom	Amsterdam	English	8,950
8–12 Nov 2027	5-day classroom	Kuala Lumpur	English	4,750
6–10 Dec 2027	5-day online	Live online	English	2,950
14–18 Feb 2028	5-day classroom	Geneva	English	4,750
3–14 Apr 2028	10-day online	Live online	English	5,450
14–25 May 2028	10-day classroom	Cairo	Arabic	8,950
11–15 Sep 2028	5-day classroom	Barcelona	English	4,750
1–12 Jan 2029	10-day classroom	Barcelona	English	8,950

Dates	Format	City	Language	Fee (USD)
20–24 Aug 2029	5-day classroom	Dubai	English	4,750
1–5 Oct 2029	5-day online	Live online	Arabic	2,950
3–7 Dec 2029	5-day classroom	Singapore	English	4,750
11–22 Mar 2030	10-day classroom	Dubai	Arabic	8,950
6–10 May 2030	5-day classroom	Vienna	English	4,750
10–21 Jun 2030	10-day online	Live online	Arabic	5,450
9–13 Dec 2030	5-day classroom	Abu Dhabi	Arabic	4,750

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