



Customer Service Excellence

Administration, Communication & Customer Service

QGT-ADM-104 | Foundation | 5 or 10 days | Online, classroom, in-house

Course overview

Customer Service Excellence is an introduction that builds a solid working knowledge in Customer Service Excellence. It covers the principles, the requirements of international service and communication best practice, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Customer Service Excellence
- Apply the relevant requirements of international service and communication best practice
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Prepare an improvement plan for their own site or organisation

Who should attend

Designed for administrative staff, executive assistants, marketing, sales and customer-facing teams, new joiners and anyone who needs a solid grounding in the subject.

Course outline (5 days)

Day 1: Principles and terminology

Scope, key definitions and how Customer Service Excellence fits into daily operations

Day 2: Codes, standards and requirements

What international service and communication best practice require, and how to read them

Day 3: Methods, tools and calculations

Step-by-step methods, checklists and worked examples

Day 4: Operation, inspection and common problems

Typical failures, warning signs and what to do about them

Day 5: Case studies, workshop and assessment

Group exercise on real cases and a final knowledge check

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
25–29 Jan 2027	Bangkok	Classroom	5 days	\$5,500
1–12 Feb 2027	Nairobi	Classroom	10 days	\$9,900
7–11 Feb 2027	Al Khobar	Classroom	5 days	\$5,500
10–21 Oct 2027	Amman	Classroom	10 days	\$9,900
29 Nov – 3 Dec 2027	Online (live)	Online (live)	5 days	\$3,000
7–11 Feb 2028	Nairobi	Classroom	5 days	\$5,500
13–24 Feb 2028	Kuwait City	Classroom	10 days	\$9,900
27 Feb – 2 Mar 2028	Sharm El Sheikh	Classroom	5 days	\$5,500
24 Apr – 5 May 2028	Dubai	Classroom	10 days	\$9,900
22–26 May 2028	Online (live)	Online (live)	5 days	\$3,000
5–9 Mar 2029	Berlin	Classroom	5 days	\$5,500
7–18 May 2029	Baku	Classroom	10 days	\$9,900
18–22 Jun 2029	Tunis	Classroom	5 days	\$5,500
16–27 Jul 2029	London	Classroom	10 days	\$9,900
13–17 Aug 2029	Online (live)	Online (live)	5 days	\$3,000
5–9 Aug 2030	Edinburgh	Classroom	5 days	\$5,500
12–23 Aug 2030	Istanbul	Classroom	10 days	\$9,900
19–23 Aug 2030	London	Classroom	5 days	\$5,500
30 Sep – 11 Oct 2030	Madrid	Classroom	10 days	\$9,900
28 Oct – 1 Nov 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/customer-service-excellence/>

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Email: training@qimmatrainig.com

