



Customer Service Excellence: Practical Workshop

Administration, Communication & Customer Service

QGT-ADM-140 | Practical workshop | 5 or 10 days | Online, classroom, in-house

Course overview

Customer Service Excellence: Practical Workshop is a hands-on workshop built around exercises and real site problems 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 who want practice rather than theory.

Course outline (5 days)

Day 1: Workshop briefing and baseline

Participants bring a real problem from their own site

Day 2: Guided practice 1

Hands-on exercises using templates, checklists and calculators

Day 3: Guided practice 2

Simulations and role-play based on Customer Service Excellence scenarios

Day 4: Field cases from the Gulf and Africa

Analysing what went wrong and what worked

Day 5: Action plan and peer review

Each participant leaves with a reviewed improvement plan

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
19–23 Apr 2027	Johannesburg	Classroom	5 days	\$5,500
19–30 Jul 2027	Kuala Lumpur	Classroom	10 days	\$9,900
27 Sep – 1 Oct 2027	London	Classroom	5 days	\$5,500
18–29 Oct 2027	Edinburgh	Classroom	10 days	\$9,900
22–26 Nov 2027	Online (live)	Online (live)	5 days	\$3,000
3–7 Apr 2028	Houston	Classroom	5 days	\$5,500
3–14 Jul 2028	Frankfurt	Classroom	10 days	\$9,900
28 Aug – 1 Sep 2028	Prague	Classroom	5 days	\$5,500
16–27 Oct 2028	Casablanca	Classroom	10 days	\$9,900
30 Oct – 3 Nov 2028	Online (live)	Online (live)	5 days	\$3,000
8–12 Jan 2029	Casablanca	Classroom	5 days	\$5,500
12–23 Feb 2029	Copenhagen	Classroom	10 days	\$9,900
19–23 Feb 2029	Sharjah	Classroom	5 days	\$5,500
18–29 Jun 2029	Paris	Classroom	10 days	\$9,900
17–21 Sep 2029	Online (live)	Online (live)	5 days	\$3,000
21–25 Jan 2030	Milan	Classroom	5 days	\$5,500
29 Apr – 10 May 2030	Barcelona	Classroom	10 days	\$9,900
12–16 Aug 2030	Houston	Classroom	5 days	\$5,500
19–30 Aug 2030	Athens	Classroom	10 days	\$9,900
11–15 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-practical-workshop/>

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