

# **Professional Customer Service for Public/Private Sector Entities**

30 Nov - 04 Dec 2026  
Dubai - Five-star CBD venue

# Professional Customer Service for Public/Private Sector Entities

**Ref.:** 1026\_329 **Date:** 30 Nov - 04 Dec 2026 **Location:** Dubai - Five-star CBD venue **Fees:** 19500 **SAR**

This five-day programme develops front-line and supervisory staff who handle beneficiaries and customers directly. Curriculum covers service standards and expectation setting, communication and questioning technique, handling complaints and difficult interactions, service recovery, accessibility and inclusive service, and supervising for consistency across a team.

# Training Course Categories

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| <b>Customer Experience &amp; Service Excellence (CX)</b>           | <b>Digital &amp; Data Transformation</b>                             |
| <b>Environment, Sustainability &amp; ESG</b>                       | <b>Executive Skills &amp; Corporate Communication</b>                |
| <b>Governance, Risk &amp; Compliance (GRC)</b>                     | <b>Human Capital Development &amp; Future Skills (HCDP)</b>          |
| <b>Innovation &amp; Corporate Entrepreneurship</b>                 | <b>Leadership &amp; Organisational Change</b>                        |
| <b>Organisational &amp; Operational Excellence</b>                 | <b>Partnership Building &amp; Third Sector Engagement</b>            |
| <b>Performance Management &amp; Impact Measurement (OKRs/KPIs)</b> | <b>Project, Programme &amp; Portfolio Management (PPM) &amp; PMO</b> |

# Training Cities

**Amsterdam**

Netherlands

**Barcelona**

Spain

**Dammam**

Saudi Arabia

**Dubai**

United Arab Emirates

**Jeddah**

Saudi Arabia

**London**

United Kingdom

**Paris**

France

**Riyadh**

Saudi Arabia