

Professional Customer Service for Public/Private Sector Entities

01 - 05 Feb 2027
Riyadh - KAFD district five-star

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Ref.: 1026_382 **Date:** 01 - 05 Feb 2027 **Location:** Riyadh - KAFD district five-star **Fees:** 17500 **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

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

Training Cities

Amsterdam

Netherlands

Barcelona

Spain

Dammam

Saudi Arabia

Dubai

United Arab Emirates

Jeddah

Saudi Arabia

London

United Kingdom

Paris

France

Riyadh

Saudi Arabia