Elevora
Global Training

COURSE BROCHURE

Customer Service Excellence

Communication & Personal Effectiveness

Most demanded

Code	Duration	Formats	Language	Certificate
CS-103	**5 or 10 days**	**Classroom, live online, in-house, blended**	**English or Arabic**	**Certificate of completion**

A practical communication and personal effectiveness course covering service excellence principles, understanding customer needs and service communication. Run as a 5-day core or 10-day extended programme, in 16 cities, live online or in-house, and fully customisable for your team.

About this course

Customer Service Excellence gives delegates a structured, practical understanding of service excellence principles and understanding customer needs, then builds the skills to apply service communication, handling complaints and building a service culture in real work. Sessions are led by practitioners with at least 15 years in the field.

What you will learn

- Service excellence principles
- Understanding customer needs
- Service communication
- Handling complaints
- Building a service culture

Who should attend

Professionals in any role who want to communicate, serve customers and work more effectively.

5-day course outline

Day 1	**Service excellence principles**	Concepts, standards and terminology, with a diagnostic exercise to baseline the group.
Day 2	**Understanding customer needs**	Methods and tools explained step by step, with worked examples from real operations.
Day 3	**Service communication**	Hands-on practice in small groups using realistic data, cases and templates.
Day 4	**Handling complaints**	Case studies of successes and failures, and how to apply the lessons in your organisation.
Day 5	**Building a service culture**	Integration exercise, final knowledge check and a personal action plan.

10-day extended programme

Includes the full 5-day outline, plus a second week of applied work:

Day 6	**Applied workshop: Service excellence principles** — Deeper practice with your own data or site examples.
Day 7	**Applied workshop: Understanding customer needs and service communication** — Group exercises that combine methods from week one.
Day 8	**Field case study: Handling complaints** — A detailed industry case worked through from start to finish.
Day 9	**Advanced practice: Building a service culture** — Tools, templates and checklists to take back to work.
Day 10	**Assessed project and presentation** — Each delegate presents an improvement plan and completes the final assessment.

Upcoming classroom dates

More dates, cities and live online sessions on request.

Dates	City	Length	Fee per delegate
1 Nov 2026 to 12 Nov 2026	Cairo	10 days	**$4,450**
14 Dec 2026 to 18 Dec 2026	Istanbul	5 days	**$2,450**
3 Jan 2027 to 14 Jan 2027	Riyadh	10 days	**$4,450**
15 Feb 2027 to 26 Feb 2027	Barcelona	10 days	**$6,250**
15 Mar 2027 to 19 Mar 2027	Kuala Lumpur	5 days	**$2,450**

Fees per delegate (2026 to 2027)

Format	5 days	10 days
Classroom: Dubai, Istanbul, Cairo, Kuala Lumpur	**$2,450**	**$4,450**
Classroom: London, Europe, Singapore	**$3,450**	**$6,250**
Live online	**$1,450**	**$2,650**
In-house, group of up to 15	**From $12,900**	**From $23,500**

Classroom fees include tuition, materials, lunch and refreshments, and a certificate. 10% group saving for 3 delegates, 15% for 5 or more.

Tailored to your team

Change the level, language, length (1 to 20 days) and format, add topics from other courses or entirely new topics, and include your own case studies, site visits or exam preparation. Build it online for an instant indicative fee.

Register or request an in-house proposal

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