



Consulting and Training | Reach New Heights

Course Name

Customer Service Skills - Entry to Mid

Sector Name

Interpersonal Skills and Self Development

Document Type

Generated by Boostlab

[Click Here To Visit Course](#)

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770



Customer Service Skills - Entry to Mid

Course Introduction

In today's service-driven environment, customer experience has become a key differentiator for organizations across all sectors. Customer service is no longer limited to handling requests or resolving complaints—it plays a vital role in shaping perceptions, building trust, and strengthening long-term relationships.

Developed by **Boost**, this course is designed to equip entry- to mid-level professionals with the essential skills required to deliver consistent, high-quality customer service. The program focuses on communication, problem-solving, emotional intelligence, and service professionalism, enabling participants to handle customer interactions with confidence and empathy.

Through practical exercises, real-life scenarios, and structured skill-building, **Boost's Customer Service Skills - Entry to Mid**-course helps participants enhance service quality, manage challenging situations, and contribute positively to the organization's reputation and customer satisfaction levels.

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)

Customer Service Skills - Entry to Mid

Target Audience

- ✓ Entry-level and mid-level customer service staff
- ✓ Frontline employees and service representatives
- ✓ Call center and helpdesk agents
- ✓ Administrative and support staff interacting with customers
- ✓ Team leaders supervising customer-facing roles

ABU DHABI: +971 2 449 6000

ABU DHABI: +971 50 412 3294

DUBAI: +971 4 888 6787

KSA: +966 56 416 0617

EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)



Customer Service Skills - Entry to Mid

Learning Objectives

- ✓ Understand the role of customer service in organizational success
- ✓ Apply effective communication skills in customer interactions
- ✓ Build positive relationships with customers through empathy and professionalism
- ✓ Handle customer complaints and difficult situations confidently
- ✓ Improve service consistency and customer satisfaction
- ✓ Represent the organization positively in all customer touchpoints

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To Visit Course](#)



Customer Service Skills - Entry to Mid

Course Outline

✓ DAY 01

Foundations of Customer Service Excellence

Module 1: Understanding Customer Service

- ✓ What does customer service mean in today's organizations
- ✓ The impact of service quality on reputation and loyalty
- ✓ Internal vs. external customers
- ✓ Roles and responsibilities of customer service professionals

Module 2: Customer Expectations and Service Standards

- ✓ Understanding customer needs and expectations
- ✓ Service quality standards and consistency
- ✓ Creating positive first impressions

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)

Customer Service Skills - Entry to Mid

Course Outline

✓ Day 02

Communication Skills for Customer Service

Module 3: Effective Communication with Customers

- ✓ Verbal and non-verbal communication skills
- ✓ Active listening and questioning techniques
- ✓ Clear and professional language

Module 4: Managing Different Customer Types

- ✓ Understanding customer personalities
- ✓ Adapting communication styles
- ✓ Building support and trust

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Customer Service Skills - Entry to Mid

Course Outline

✓ Day 03

Emotional Intelligence and Professional Behavior

Module 5: Emotional Intelligence in Customer Service

- ✓ Self-awareness and emotional control
- ✓ Empathy and understanding customer emotions
- ✓ Managing stress and maintaining professionalism

Module 6: Professional Attitude and Service Etiquette

- ✓ Service mindset and accountability
- ✓ Professional behavior in face-to-face and digital interactions
- ✓ Time management and responsiveness

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Customer Service Skills - Entry to Mid

Course Outline

✓ Day 04

Handling Complaints and Challenging Situations

Module 7: Complaint Handling and Problem Resolution

- ✓ Understanding the value of complaints
- ✓ Structured approaches to resolving issues
- ✓ Turning complaints into service recovery opportunities

Module 8: Dealing with Difficult Customers

- ✓ Managing anger, frustration, and conflict
- ✓ De-escalation techniques
- ✓ Maintaining control and confidence under pressure

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Customer Service Skills - Entry to Mid

Course Outline

✓ Day 05

Service Improvement and Customer Experience

Module 9: Enhancing Customer Experience

- ✓ Understanding the customer journey
- ✓ Identifying service gaps and improvement areas
- ✓ Delivering consistent service across touchpoints

Module 10: Continuous Improvement and Personal Development

- ✓ Learning from feedback and service outcomes
- ✓ Personal service improvement plans
- ✓ Contributing to a customer-focused culture

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)



Customer Service Skills - Entry to Mid

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Jan. 18, 2027	Jan. 22, 2027	5 days	4250.00 \$	UAE , Dubai
April 26, 2027	April 30, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
Aug. 9, 2027	Aug. 13, 2027	5 days	5950.00 \$	switzerland , Geneva
Dec. 14, 2026	Dec. 18, 2026	5 days	2150.00 \$	Virtual , Online

ABU DHABI: +971 2 449 6000
ABU DHABI: +971 50 412 3294
DUBAI: +971 4 888 6787
KSA: +966 56 416 0617
EGYPT: +20 127 111 1770

[Click Here To vist Course](#)

info@boostuae.com info@boostorg.com

Generated by BoostLab •

