



Consulting and Training | Reach New Heights

Course Name

Customer Service & Internal Support Excellence for Government Services

Sector Name

Sales, Marketing and Customer Service

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 & Internal Support Excellence for Government Services

Course Introduction

Delivering exceptional customer service and internal support has become a strategic priority for government organizations seeking to enhance service quality, improve operational efficiency, and strengthen public trust. Government support functions are expected to provide responsive, accurate, and customer-focused services while ensuring compliance with policies, maintaining service consistency, and meeting the evolving expectations of both internal and external stakeholders. Excellence in government service delivery requires strong communication, efficient service processes, effective problem-solving, and a culture of continuous improvement.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with the knowledge, practical methodologies, and international best practices required to deliver outstanding customer service and internal support within government organizations. Participants will learn how to improve service delivery processes, manage customer interactions professionally, strengthen stakeholder relationships, measure service performance, and implement excellent service frameworks that contribute to organizational effectiveness and citizen satisfaction.

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](#)

BOOST

Customer Service & Internal Support Excellence for Government Services

Target Audience

- ✓ Customer Service Professionals
- ✓ Government Service Center Employees
- ✓ General Services and Administrative Staff
- ✓ Frontline Government Employees
- ✓ Supervisors and Team Leaders
- ✓ Professionals responsible for internal support and stakeholder services

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 & Internal Support Excellence for Government Services

Learning Objectives

- ✓ Understand the principles of customer service excellence in government environments.
- ✓ Deliver high-quality internal support services that enhance organizational performance.
- ✓ Apply effective communication and customer engagement techniques.
- ✓ Handle customer inquiries, complaints, and service requests professionally.
- ✓ Measure service quality using customer service performance indicators.
- ✓ Develop continuous improvement initiatives that enhance customer satisfaction and operational excellence.

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 & Internal Support Excellence for Government Services

Course Outline

✓ Day 01

Foundations of Government Customer Service Excellence

Principles of Service Excellence

- ✓ Customer service in the public sector
- ✓ Understanding customer expectations and service values
- ✓ Building a customer-centric service culture

Internal Support Services

- ✓ Role of internal support in organizational success
- ✓ Internal customer relationship management
- ✓ Collaboration across departments

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 & Internal Support Excellence for Government Services

Course Outline

✓ Day 02

Service Planning and Customer Experience Design

Designing High-Quality Services

- ✓ Mapping customer journeys
- ✓ Designing efficient service processes
- ✓ Establishing service standards and response times

Communication and Customer Engagement

- ✓ Professional communication techniques
- ✓ Active listening and empathy
- ✓ Managing diverse customer needs

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 & Internal Support Excellence for Government Services

Course Outline

✓ Day 03

Service Delivery and Operational Excellence

Delivering Exceptional Service

- ✓ Managing customer requests efficiently
- ✓ Handling complex service situations
- ✓ Delivering consistent service quality

Complaint and Issue Resolution

- ✓ Managing complaints professionally
- ✓ Conflict resolution and service recovery
- ✓ Building customer confidence 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 visit Course](#)



Customer Service & Internal Support Excellence for Government Services

Course Outline

✓ Day 04

Performance Measurement and Continuous Improvement

Measuring Service Performance

- ✓ Customer service performance indicators
- ✓ Customer satisfaction measurement techniques
- ✓ Service quality monitoring and reporting

Continuous Service Improvement

- ✓ Analyzing customer feedback
- ✓ Improving service processes
- ✓ Enhancing operational efficiency through continuous improvement

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 & Internal Support Excellence for Government Services

Course Outline

✓ Day 05

Governance, Innovation & Future Government Services

Service Governance and Accountability

- ✓ Governance frameworks for government service delivery
- ✓ Service compliance and accountability
- ✓ Managing service risks and maintaining public trust

Future Trends in Government Customer Service

- ✓ Digital government services and smart service delivery
- ✓ Artificial Intelligence and customer support technologies
- ✓ Developing a long-term roadmap for customer service excellence and continuous innovation

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 & Internal Support Excellence for Government Services

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Oct. 26, 2026	Oct. 30, 2026	5 days	4250.00 \$	UAE , Dubai

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 •

