

**Retail & E-commerce**

Retail Customer Service

خدمة العملاء في التجزئة

Duration

5 or 10 days

Language

English or Arabic

Formats

Classroom, online, in-house

Hours

35 / 70

Overview

Retail Customer Service is part of the Retail & E-commerce track at Garnet Global Training Center. Merchandising, store operations and online selling programs. The course is taught in English or Arabic as a 5-day or 10-day program, in classrooms in cities such as Dubai, Riyadh, Cairo, London and Istanbul, or live online, and it can be delivered in-house with examples and exercises built around your own operations.

What you will be able to do

- Explain the principles, terminology and standards that govern Retail Customer Service.
- Apply proven methods and tools to real situations from your own workplace.
- Analyse performance gaps, risks and root causes, and choose the right response.
- Measure results with practical indicators and report them clearly to management.
- Leave with a personal action plan you can start using the following week.

Who should attend

Retail managers, buyers, e-commerce and customer service teams.

Key topics

- Assortment and merchandising
- Pricing and promotions
- Store operations
- Inventory and fulfilment
- Omnichannel customer journeys
- Retail analytics

Formats and fees

5-day classroom	USD 4,750
5-day online	USD 2,950
10-day classroom	USD 8,950
10-day online	USD 5,450
In-house	Quotation per group

Fees per participant, excluding VAT.

Register or ask

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Training: training@garnettrainings.com

Web: www.garnettrainings.com

Sharjah Publishing City Free Zone,
Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Foundations of Retail Customer Service

- Scope, terminology and governing standards
- Assortment and merchandising

Day 2 Methods and tools

- Store operations
- Omnichannel customer journeys

Day 3 Application and case studies

- Pricing and promotions
- Retail analytics

Day 4 Performance, risk and compliance

- Inventory and fulfilment
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Hands-on workshop on a workplace challenge
- Final assessment and personal action plan

10-day outline

Day 1 Foundations of Retail Customer Service

- Scope, terminology and governing standards
- Assortment and merchandising

Day 2 Methods and tools

- Store operations
- Omnichannel customer journeys

Day 3 Application and case studies

- Pricing and promotions
- Retail analytics

Day 4 Performance, risk and compliance

- Inventory and fulfilment
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Hands-on workshop on a workplace challenge
- Final assessment and personal action plan

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Common mistakes and how to avoid them

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- International case studies

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
18–22 Jan 2027	5-day classroom	Abu Dhabi	Arabic	4,750
8–19 Mar 2027	10-day online	Live online	Arabic	5,450
19–30 Jul 2027	10-day classroom	Dubai	Arabic	8,950
7–11 Nov 2027	5-day classroom	Kuwait City	English	4,750
13–17 Dec 2027	5-day online	Live online	Arabic	2,950
5–9 Mar 2028	5-day classroom	Doha	English	4,750
10–14 Apr 2028	5-day classroom	Singapore	English	4,750
12–23 Jun 2028	10-day classroom	Dubai	English	8,950
14–25 Aug 2028	10-day online	Live online	English	5,450
6–10 Nov 2028	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
7–18 May 2029	10-day classroom	Dubai	Arabic	8,950
2–6 Jul 2029	5-day online	Live online	English	2,950
20–24 Aug 2029	5-day classroom	Abu Dhabi	English	4,750
4–8 Nov 2029	5-day classroom	Amman	Arabic	4,750
17–28 Dec 2029	10-day online	Live online	English	5,450
7–18 Jan 2030	10-day online	Live online	English	5,450
1–5 Apr 2030	5-day classroom	Istanbul	English	4,750
20–24 May 2030	5-day classroom	Singapore	English	4,750
8–12 Jul 2030	5-day online	Live online	English	2,950
16–27 Dec 2030	10-day classroom	Abu Dhabi	English	8,950

Customised and in-house versions of this course are available on request. www.garnettrainings.com/en/customise/