



Business English for Professionals: Advanced Level

Administration, Communication & Customer Service

QGT-ADM-132 | Advanced | 5 or 10 days | Online, classroom, in-house

Course overview

Business English for Professionals: Advanced Level is an advanced programme for experienced practitioners in Business English for Professionals. It covers the principles, the requirements of international service and communication best practice, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Business English for Professionals
- Apply the relevant requirements of international service and communication best practice
- Apply advanced analysis methods to real operating data
- Recognise common problems, risks and root causes and choose the right corrective action
- Prepare an improvement plan for their own site or organisation

Who should attend

Designed for administrative staff, executive assistants, marketing, sales and customer-facing teams with at least three years of experience.

Course outline (5 days)

Day 1: Core principles revisited

Fast review and recent changes in international service and communication best practice

Day 2: Advanced analysis methods

Detailed techniques, data interpretation and calculations

Day 3: Design and performance optimisation

Improving reliability, efficiency and cost

Day 4: Troubleshooting complex cases

Diagnosing multi-cause problems from field data

Day 5: Risk, decisions and integration

Building a risk-based plan and presenting recommendations

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
21 Mar – 1 Apr 2027	Jeddah	Classroom	10 days	\$9,900
9–13 May 2027	Amman	Classroom	5 days	\$5,500
16–27 May 2027	Doha	Classroom	10 days	\$9,900
20–24 Sep 2027	Berlin	Classroom	5 days	\$5,500
4–15 Oct 2027	Online (live)	Online (live)	10 days	\$5,500
10–21 Jan 2028	Toronto	Classroom	10 days	\$9,900
22–26 May 2028	Lisbon	Classroom	5 days	\$5,500
10–21 Jul 2028	Nairobi	Classroom	10 days	\$9,900
17–21 Jul 2028	Geneva	Classroom	5 days	\$5,500
20 Nov – 1 Dec 2028	Online (live)	Online (live)	10 days	\$5,500
18–29 Mar 2029	Sharm El Sheikh	Classroom	10 days	\$9,900
4–8 Jun 2029	Tunis	Classroom	5 days	\$5,500
3–14 Sep 2029	Singapore	Classroom	10 days	\$9,900
15–19 Oct 2029	Berlin	Classroom	5 days	\$5,500
29 Oct – 9 Nov 2029	Online (live)	Online (live)	10 days	\$5,500
10–21 Feb 2030	Algiers	Classroom	10 days	\$9,900
22–26 Apr 2030	Baku	Classroom	5 days	\$5,500
5–16 Aug 2030	Marrakech	Classroom	10 days	\$9,900
16–20 Sep 2030	Manchester	Classroom	5 days	\$5,500
21 Oct – 1 Nov 2030	Online (live)	Online (live)	10 days	\$5,500

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/business-english-for-professionals-advanced-level/>

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