Customer Experience and Service Recovery Excellence

Customer Service Management

Course Overview

Customer Experience and Service Recovery Excellence: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live...

What You Will Achieve

- Explain the core principles and current good practice in Customer Experience and Service Recovery Excellence
- Apply practical tools and techniques for Customer Experience and Service Recovery Excellence in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Customer Experience and Service Recovery Excellence in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

Course Outline

1. Setting the scene: Customer Experience and Service Recovery Excellence in today's organisation
2. Key concepts and the language of Customer Experience and Service Recovery Excellence
3. Frameworks and good practice that deliver results
4. Hands-on application: workshop exercises and cases
5. Problem-solving clinic: participants' real challenges
6. Integrating Customer Experience and Service Recovery Excellence with day-to-day operations
7. Reporting, metrics and demonstrating value
8. Action planning: your first 90 days after the course

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
2 to 6 Nov 2026	Lusaka	**$1,395**
16 to 20 Nov 2026	Maputo	**$1,550**
30 Nov to 4 Dec 2026	Johannesburg	**$1,650**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.