

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...

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)
14 to 18 Sep 2026	Pretoria	\$1,650
28 Sep to 2 Oct 2026	Gaborone	\$1,395
12 to 16 Oct 2026	Kigali	\$1,395
19 to 23 Oct 2026	Cape Town	\$1,550
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

LTC Consultants

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