# Customer Relationship Management Systems for Front Office Teams

Office Administration

## Course Overview

Customer Relationship Management Systems for Front Office Teams: a 5-day professional training course from LTC Consultants, delivered in-classroom across...

## What You Will Achieve

- Explain the core principles and current good practice in Customer Relationship Management Systems for Front Office Teams
- Apply practical tools and techniques for Customer Relationship Management Systems for Front Office Teams in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Customer Relationship Management Systems for Front Office Teams 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 Relationship Management Systems for Front Office Teams in today's organisation
2. Key concepts and the language of Customer Relationship Management Systems for Front Office Teams
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 Relationship Management Systems for Front Office Teams 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 | Windhoek | **$1,650** |
| 9 to 13 Nov 2026 | Dar es Salaam | **$1,650** |

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| 23 to 27 Nov 2026 | Gaborone | **$1,650** |
| 30 Nov to 4 Dec 2026 | Kigali | **$1,550** |

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