

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)
14 to 18 Sep 2026	Lagos	\$1,550
21 to 25 Sep 2026	Online	\$800

5 to 9 Oct 2026	Pretoria	\$1,550
12 to 16 Oct 2026	Harare	\$1,395
26 to 30 Oct 2026	Cairo	\$1,650
2 to 6 Nov 2026	Windhoek	\$1,650
9 to 13 Nov 2026	Dar es Salaam	\$1,650
23 to 27 Nov 2026	Gaborone	\$1,650
30 Nov to 4 Dec 2026	Kigali	\$1,550

LTC Consultants

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