

Customer Service for Technical and Field Support Teams

Customer Service Management

Course Overview

Customer Service for Technical and Field Support Teams: 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 Service for Technical and Field Support Teams
- Apply practical tools and techniques for Customer Service for Technical and Field Support Teams in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Customer Service for Technical and Field Support 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 Service for Technical and Field Support Teams in today's organisation
2. Key concepts and the language of Customer Service for Technical and Field Support 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 Service for Technical and Field Support 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)
21 to 25 Sep 2026	Online	\$750
5 to 9 Oct 2026	Pretoria	\$1,650
12 to 16 Oct 2026	Gaborone	\$1,550
26 to 30 Oct 2026	Kigali	\$1,550
9 to 13 Nov 2026	Cape Town	\$1,450
16 to 20 Nov 2026	Lusaka	\$1,550

30 Nov to 4 Dec 2026

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\$1,650

LTC Consultants

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