Front Office and Client Reception Management

Office Administration

Course Overview

Front Office and Client Reception Management: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live online.

What You Will Achieve

- Explain the core principles and current good practice in Front Office and Client Reception Management
- Apply practical tools and techniques for Front Office and Client Reception Management in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Front Office and Client Reception Management 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: Front Office and Client Reception Management in today's organisation
2. Key concepts and the language of Front Office and Client Reception Management
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 Front Office and Client Reception Management 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)
9 to 13 Nov 2026	Online	**$700**
16 to 20 Nov 2026	Pretoria	**$1,395**
23 to 27 Nov 2026	Harare	**$1,395**
30 Nov to 4 Dec 2026	Cairo	**$1,395**

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