

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)
12 to 16 Oct 2026	Johannesburg	\$1,395
19 to 23 Oct 2026	Durban	\$1,650
26 to 30 Oct 2026	Lagos	\$1,395
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

LTC Consultants

Suite 601, Block 2, Monument Office Park, 79 Steenbok Ave, Monument Park, Pretoria, 0181, South Africa
+27 68 403 2806 | info@ltcconsultants.net | ltcconsultant.co.za

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