

Frontline Customer Service Excellence

Customer Service Management

Course Overview

Frontline Customer Service Excellence: 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 Frontline Customer Service Excellence
- Apply practical tools and techniques for Frontline Customer Service Excellence in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Frontline Customer Service Excellence 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. Foundations of Frontline Customer Service Excellence: principles, terminology and context
2. The business case: why Frontline Customer Service Excellence matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
21 to 25 Sep 2026	Online	\$750
28 Sep to 2 Oct 2026	Cape Town	\$1,450
12 to 16 Oct 2026	Lusaka	\$1,395
26 to 30 Oct 2026	Maputo	\$1,450
2 to 6 Nov 2026	Johannesburg	\$1,450
16 to 20 Nov 2026	Nairobi	\$1,650
23 to 27 Nov 2026	Kampala	\$1,395
7 to 11 Dec 2026	Durban	\$1,650

LTC Consultants

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