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)
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**

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