HR for Retail, Hospitality and Frontline Service Environments

Human Resource (HR) Management

Course Overview

HR for Retail, Hospitality and Frontline Service Environments: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa...

What You Will Achieve

- Explain the core principles and current good practice in HR for Retail, Hospitality and Frontline Service Environments
- Apply practical tools and techniques for HR for Retail, Hospitality and Frontline Service Environments in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine HR for Retail, Hospitality and Frontline Service Environments 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: HR for Retail, Hospitality and Frontline Service Environments in today's organisation
2. Key concepts and the language of HR for Retail, Hospitality and Frontline Service Environments
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 HR for Retail, Hospitality and Frontline Service Environments 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)
2 to 6 Nov 2026	Cairo	**$1,550**
9 to 13 Nov 2026	Online	**$750**
16 to 20 Nov 2026	Pretoria	**$1,550**
23 to 27 Nov 2026	Windhoek	**$1,395**

30 Nov to 4 Dec 2026	Dar es Salaam	**$1,450**

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.