Municipal Customer Call Centre and Service Request Management

Public Sector Management & Public Affairs

Course Overview

Municipal Customer Call Centre and Service Request Management: 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 Municipal Customer Call Centre and Service Request Management
- Apply practical tools and techniques for Municipal Customer Call Centre and Service Request Management in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Municipal Customer Call Centre and Service Request 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: Municipal Customer Call Centre and Service Request Management in today's organisation
2. Key concepts and the language of Municipal Customer Call Centre and Service Request 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 Municipal Customer Call Centre and Service Request 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)
2 to 6 Nov 2026	Johannesburg	**$1,650**
16 to 20 Nov 2026	Nairobi	**$1,450**

30 Nov to 4 Dec 2026	Kampala	**$1,550**

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