Mystery Shopping and Service Standards Auditing

Sales and Marketing

Course Overview

Mystery Shopping and Service Standards Auditing: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live...

What You Will Achieve

- Explain the core principles and current good practice in Mystery Shopping and Service Standards Auditing
- Apply practical tools and techniques for Mystery Shopping and Service Standards Auditing in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Mystery Shopping and Service Standards Auditing in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Finance managers, accountants, analysts, budget holders and professionals responsible for financial planning, control or reporting.

Course Outline

1. Foundations of Mystery Shopping and Service Standards Auditing: principles, terminology and context
2. The business case: why Mystery Shopping and Service Standards Auditing 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)
23 to 27 Nov 2026	Cape Town	**$1,650**
30 Nov to 4 Dec 2026	Lusaka	**$1,395**
7 to 11 Dec 2026	Maputo	**$1,650**

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