# Office Helpdesk and Service Request Coordination

Office Administration

## Course Overview

Office Helpdesk and Service Request Coordination: 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 Office Helpdesk and Service Request Coordination
- Apply practical tools and techniques for Office Helpdesk and Service Request Coordination in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Office Helpdesk and Service Request Coordination in practice
- Build a personal action plan to implement what you have learned

## Who Should Attend

Executive assistants, office managers, administrators, coordinators and support professionals who keep organisations running.

## Course Outline

1. Foundations of Office Helpdesk and Service Request Coordination: principles, terminology and context
2. The business case: why Office Helpdesk and Service Request Coordination 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 | Online | **$750** |
| 16 to 20 Nov 2026 | Pretoria | **$1,650** |
| 23 to 27 Nov 2026 | Windhoek | **$1,650** |
| 30 Nov to 4 Dec 2026 | Dar es Salaam | **$1,395** |
| 7 to 11 Dec 2026 | Gaborone | **$1,395** |

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