

Passenger Care and Service Excellence for Transport Operators

Traffic Management & Road Safety

Course Overview

Passenger Care and Service Excellence for Transport Operators: a 5-day professional training course from LTC Consultants, delivered in-classroom across...

What You Will Achieve

- Explain the core principles and current good practice in Passenger Care and Service Excellence for Transport Operators
- Apply practical tools and techniques for Passenger Care and Service Excellence for Transport Operators in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Passenger Care and Service Excellence for Transport Operators 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 Passenger Care and Service Excellence for Transport Operators: principles, terminology and context
2. The business case: why Passenger Care and Service Excellence for Transport Operators 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)
26 to 30 Oct 2026	Kampala	\$1,395
2 to 6 Nov 2026	Johannesburg	\$1,650
9 to 13 Nov 2026	Durban	\$1,450

16 to 20 Nov 2026	Accra	\$1,550
23 to 27 Nov 2026	Online	\$700
30 Nov to 4 Dec 2026	Lagos	\$1,650
7 to 11 Dec 2026	Pretoria	\$1,450

LTC Consultants

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