

Providing World Class Customer Experience Service Satisfaction

Customer Service Management

Course Overview

Providing World Class Customer Experience Service Satisfaction: 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 Providing World Class Customer Experience Service Satisfaction
- Apply practical tools and techniques for Providing World Class Customer Experience Service Satisfaction in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Providing World Class Customer Experience Service Satisfaction 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 Providing World Class Customer Experience Service Satisfaction: principles, terminology and context
2. The business case: why Providing World Class Customer Experience Service Satisfaction 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)
14 to 18 Sep 2026	Cape Town	\$1,550
28 Sep to 2 Oct 2026	Lusaka	\$1,395
5 to 9 Oct 2026	Maputo	\$1,550

19 to 23 Oct 2026	Johannesburg	\$1,450
2 to 6 Nov 2026	Nairobi	\$1,395
16 to 20 Nov 2026	Kampala	\$1,395
23 to 27 Nov 2026	Durban	\$1,395
7 to 11 Dec 2026	Accra	\$1,650

LTC Consultants

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