

Reception Rostering and Front Desk Shift Coverage Management

Office Administration

Course Overview

Reception Rostering and Front Desk Shift Coverage Management: 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 Reception Rostering and Front Desk Shift Coverage Management
- Apply practical tools and techniques for Reception Rostering and Front Desk Shift Coverage Management in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Reception Rostering and Front Desk Shift Coverage 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. Foundations of Reception Rostering and Front Desk Shift Coverage Management: principles, terminology and context
2. The business case: why Reception Rostering and Front Desk Shift Coverage Management 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)
12 to 16 Oct 2026	Harare	\$1,550
19 to 23 Oct 2026	Cairo	\$1,550
26 to 30 Oct 2026	Online	\$700

2 to 6 Nov 2026	Pretoria	\$1,550
9 to 13 Nov 2026	Windhoek	\$1,650
16 to 20 Nov 2026	Dar es Salaam	\$1,550
23 to 27 Nov 2026	Gaborone	\$1,550
30 Nov to 4 Dec 2026	Kigali	\$1,650
7 to 11 Dec 2026	Cape Town	\$1,395

LTC Consultants

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