Retail Store Operations and Customer Flow Management

Customer Service Management

Course Overview

Retail Store Operations and Customer Flow Management: 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 Retail Store Operations and Customer Flow Management
- Apply practical tools and techniques for Retail Store Operations and Customer Flow Management in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Retail Store Operations and Customer Flow 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. Setting the scene: Retail Store Operations and Customer Flow Management in today's organisation
2. Key concepts and the language of Retail Store Operations and Customer Flow Management
3. Frameworks and good practice that deliver results
4. Hands-on application: workshop exercises and cases
5. Problem-solving clinic: participants' real challenges
6. Integrating Retail Store Operations and Customer Flow Management with day-to-day operations
7. Reporting, metrics and demonstrating value
8. Action planning: your first 90 days after the course

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
2 to 6 Nov 2026	Dar es Salaam	**$1,650**
16 to 20 Nov 2026	Gaborone	**$1,650**
30 Nov to 4 Dec 2026	Kigali	**$1,650**

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