Security Guarding Customer Service and Public Interaction Skills

Security Management

Course Overview

Security Guarding Customer Service and Public Interaction Skills: 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 Security Guarding Customer Service and Public Interaction Skills
- Apply practical tools and techniques for Security Guarding Customer Service and Public Interaction Skills in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Security Guarding Customer Service and Public Interaction Skills 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: Security Guarding Customer Service and Public Interaction Skills in today's organisation
2. Key concepts and the language of Security Guarding Customer Service and Public Interaction Skills
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 Security Guarding Customer Service and Public Interaction Skills 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	Nairobi	**$1,450**
9 to 13 Nov 2026	Kampala	**$1,450**
16 to 20 Nov 2026	Durban	**$1,450**

23 to 27 Nov 2026	Accra	**$1,450**
30 Nov to 4 Dec 2026	Online	**$750**

LTC Consultants
Suite 601, Block 2, Monument Office Park, 79 Steenbok Ave, Monument Park, Pretoria, 0181, South Africa
+27 68 403 2806 | info@ltcconsultants.net | ltcconsultant.co.za
Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.