Service Quality and Excellence

Customer Service Management

Course Overview

Service Quality and Excellence: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live online.

What You Will Achieve

- Explain the core principles and current good practice in Service Quality and Excellence
- Apply practical tools and techniques for Service Quality and Excellence in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Service Quality and Excellence 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: Service Quality and Excellence in today's organisation
2. Key concepts and the language of Service Quality and Excellence
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 Service Quality and Excellence 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)
23 to 27 Nov 2026	Accra	**$1,450**
30 Nov to 4 Dec 2026	Online	**$800**

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