

CUSTOMER SERVICE TRAINING · COURSE GUIDE

Choose the right customer service course

Live, practical training for every customer-facing role. Pick the focus that matches the job, then the level that suits your team: Essentials, Foundations or PRO.

Step 1: choose your level

LEVEL	LENGTH	PRICE	AVAILABILITY	BEST FOR
Essentials	1 × 3-hour session live online or onsite	\$315	Public or private	New starters, or a fast refresh for experienced staff
Foundations	2 × 3-hour sessions or a half day onsite	\$485	Public or private	Teams who want skills to stick through practice
PRO	3 × 3-hour sessions or a full day onsite	\$645	Private only	Teams who want to master customer service

The same three levels run for every focus below. Prices per person, AUD ex GST. Private training (minimum 5 participants) is priced after a quick chat.

Step 2: choose your focus

Phone customer service

Clear, confident call handling that resolves more on the first call and lifts customer satisfaction.

cxskills.com.au/phone-customer-service-training

Help desk & technical support

For IT, HR and any support line: structured calls that find the real issue faster and keep frustrated callers calm.

cxskills.com.au/technical-support-customer-service-training

Reception & front desk

Warm, confident first impressions in person, on the phone and by email, for admin and front-of-house teams.

cxskills.com.au/reception-customer-service-training

Frontline (face to face)

Face-to-face service for retail, hospitality and service counters: great first impressions and smooth complaint handling.

cxskills.com.au/frontline-customer-service-training

Councils, departments and government agencies: our public sector customer service training is a separate program built for government teams. See cxskills.com.au/public-sector-customer-service-training.

Specialist courses with Daniel Ord · 50,000+ people trained in 40+ countries · public or private

COURSE	LENGTH	PRICE	WHAT IT'S ABOUT
Mastering Great Phone Conversations View course	2 × 4 hours live online	\$550	A proven 4-step pattern for every customer call (Greet, Listen, Control and Solve), with a focus on sounding natural and human.
Managing Difficult Customers Training View course	2 × 4 hours live online	\$747	De-escalation, boundaries and recovery skills for heated conversations, on the phone, in writing and face to face.
Email Customer Service Training View course	2 × 4 hours live online	\$747	Clear, human emails that resolve issues the first time, with fewer back-and-forth threads.
Live Chat Customer Service Training View course	2 × 4 hours live online	\$747	A four-step structure for fast, friendly chat conversations that solve problems first time.

Pricing and options

- ✓ Save 15% when you book 3 or more tickets in one transaction
- ✓ ACXPA members save 25% on live public courses
- ✓ Pay by card or request an invoice at checkout
- ✓ Private training for your team (minimum 5 participants)
- ✓ Certificate for everyone who completes

Why CX Skills

- ✓ Trainers who've worked the phones and led teams
- ✓ Role plays, demonstrations and live coaching
- ✓ Official training partner of ACXPA
- ✓ Rated 4.9/5 by participants across our courses
- ✓ Trusted by 400+ organisations

Next steps

1

Pick your focus and level

Choose the focus that matches the role, then Essentials, Foundations or PRO.

2

Book public course tickets

Book one ticket or several online, by card or invoice. 15% off 3 or more tickets.

3

Or train your whole team

Talk to us about private training, live online or onsite, on dates that suit you.

Want a lower-cost option, or resources to improve service all year?**ACXPA membership**

Built for anyone who looks after customers, on the phone, at the front desk or face to face.



Scan to see
membership

- ✓ 25% off every CX Skills live public course
- ✓ Self-paced courses on phone skills, service excellence, difficult customers and complaints
- ✓ A Customer Service Health Check across 17 dimensions
- ✓ Live expert access every fortnight

Individual \$197 a year • Business from \$497 for a team of five (ex GST) • acxpa.com.au/membership

Self-paced online training

Our lowest-cost option. Use it instead of live training, or alongside it to cover more topics, in short lessons that fit around shifts.



Scan to explore

- ✓ From \$9.15 per person a month
- ✓ 400+ lessons: customer service, leadership, conflict, AI and more
- ✓ Manager dashboards and custom pathways
- ✓ Certificates for every course

cxskills.com.au/self-paced-online-training

Talk to us about your team

Book a call or send us a message and we'll help you choose the right course and format. Every course page also has a two-page fact sheet with the outcomes, modules and format.

cxskills.com.au/customer-service-training-courses • +61 3 9008 7287



Scan to talk to us