

CUSTOMER SERVICE TRAINING

Email Customer Service

Email training that teaches your team to write clear, human replies that resolve issues the first time, with fewer back-and-forth threads and complaints.

\$747

per person, ex GST

**PUBLIC OR
PRIVATE****DURATION****2 × 4 hours****DELIVERY****Live online via Zoom (public or private)****PRICE****\$747 per person, ex GST****OPTIONS****Public course ticket or private team training****CERTIFICATE****For everyone who completes****RATING****4.9/5 from verified reviews**

What you'll be able to do

Use a clear framework

A 9-step email framework that brings structure and speed to every reply.

Read between the lines

Work out what the customer really wants, and how they really feel.

Show empathy in writing

The service skills that work in writing, and how they differ from calls.

Write concise replies

The inverted pyramid, fewer wordy phrases and better word choices.

Sound like a human

Drop the stock phrases so emails don't read like they came from a machine.

Say no in writing

Deliver bad news clearly and positively, without starting an argument.

What's covered

1

Using an Email Framework · A 9-step framework for writing emails, practised on real examples.

2

Interpreting Customer Emails · Become a detective: what does the customer want, and how do they feel?

3

Service Skills for Email · The service skills that matter in writing, including empathy.

4

Addressing Tone and Content · Concise, human emails that meet the customer's needs clearly.

Led by Daniel Ord, who has trained 50,000+ people in 40+ countries. A clear framework for human, concise email replies that resolve issues the first time.

What's included

- ✓ 2 × 4 hours of live training, two live sessions on separate days
- ✓ Demonstrations, discussion and practical exercises
- ✓ Certificate for everyone who completes
- ✓ Public course tickets, or a private course for your team

Prices are per person in AUD, excluding GST. See the course page for the latest dates and prices.

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) is priced after a quick chat

Your trainer



Daniel Ord

50,000+ people trained in 40+ countries.
Certified Customer Experience Professional (CCXP), ICMI Certified Associate and Net Promoter Certified.

Who it's for

Customer service teams, complaints teams, back office and admin, technical support, billing and collections, and team leaders.

Why CX Skills

- ✓ Led by a globally recognised customer service expert
- ✓ Practical frameworks, not scripts
- ✓ Official training partner of ACXPA
- ✓ Rated 4.9/5 by participants across our courses
- ✓ Trusted by 400+ organisations

Next steps

See upcoming dates and book online by card or invoice (15% off 3 or more tickets), or talk to us about private training for your team on dates that suit you.

cxskills.com.au/email-customer-service-course · +61 3 9008 7287 · hello@cxskills.com.au



Scan for dates