

CUSTOMER SERVICE TRAINING · ACXPA CERTIFIED

Frontline Customer Service Essentials

A 3-hour live course that gives retail, hospitality and counter staff a proven structure for face-to-face service, so every customer feels welcome, understood and well looked after.

\$315

per person, ex GST

**PUBLIC OR
PRIVATE****DURATION****1 × 3 hours****DELIVERY****Live online (public) · online or onsite (private)****PRICE****\$315 per person, ex GST****OPTIONS****Public course ticket or private team training****CERTIFICATE****For everyone who completes****RATING****4.9/5 across our courses**

What you'll be able to do

Engage warmly

A welcoming greeting and a genuine desire to help.

Find the need

Meaningful conversations and active listening.

Educate and assist

Tailored, personalised information for each customer.

Voice and body language

Posture, breathing and voice that build confidence.

Close well

Gratitude, warmth and smooth, professional farewells.

Handle difficult customers

A two-step method, including irate customers.

What's covered

1

How to Engage · A strong first impression that builds trust.

2

Discover & Educate · Find the need, then tailor the help.

3

Body Language & Voice Projection · Confident posture, breathing and voice.

4

How to Close · Leave a lasting positive impression.

5

Dealing with Difficult Customers · A simple two-step method for challenging interactions.

ACXPA certified, and built on practical techniques rather than rigid scripts. Ideal for new starters, experienced staff who need a refresh, and teams who have never had formal service training.



How it compares

COURSE	LENGTH	PRICE EX GST	AVAILABILITY	BEST FOR
Essentials (this course)	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	anyone who wants skills to stick through practice
PRO	3 × 3-hour sessions or a full day onsite	\$645	Private only	teams who want to master face-to-face service

All three courses are ACXPA certified and teach the same proven approach. 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



Simon Blair

30+ years in training and consulting, 50,000+ customer interactions assessed, and rated 4.9/5 from 140+ verified reviews.

Who it's for

Retail staff, hospitality teams, event staff, service counters, healthcare and allied services, and transport and travel.

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



ACXPA membership

Built for anyone who serves customers in person, in retail, hospitality or at any service counter.



Scan to see membership

- ✓ 25% off every CX Skills live public course
- ✓ Self-paced courses on 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

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



Scan for dates

