CX Skills

COURSE FACT SHEET

CUSTOMER SERVICE TRAINING · ACXPA CERTIFIED

Phone Customer Service Essentials

A 3-hour live course that gives your team a proven structure for every call, so they sound confident, stay in control and resolve more at the first contact.

$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

Know what customers want
What customers want and need from a call, based on decades of research.

Start every call well
Ownership, intent and clear expectations that build trust from the first words.

Find the need fast
Three discovery techniques that uncover what the customer actually needs.

Explain clearly
Present information simply, with checks for questions and understanding.

Close with confidence
Final checks and clear next steps that avoid clunky finishes and repeat calls.

Handle difficult callers
A simple two-step method to calm frustrated customers and de-escalate.

What's covered

1. **The Psychology of Customer Service** · What customers want and need, based on decades of research.
2. **How to Engage** · Strong first impressions that build trust and control.
3. **How to Educate and Inform** · Uncover needs quickly, then explain clearly.
4. **How to Close** · End every call professionally, with no clunky finishes.
5. **Energy, Empathy and Objections** · Sound fresh and confident, and calm difficult callers.

ACXPA certified, and drawing on 50,000+ assessed calls. Ideal for new starters, experienced staff who need a refresh, and anyone who has never had formal phone training.

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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 phone 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

Customer service teams, reception and office staff, call centre agents, small business teams, healthcare and professional services, and retail and ecommerce support.

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

ACXPA membership

Built for anyone who looks after customers on the phone.

Scan to see membership

- ✓ 25% off every CX Skills live public course
- ✓ Self-paced courses on phone skills, service excellence, difficult customers and complaints
- ✓ The 7-Step Complaints Handling Framework
- ✓ 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/phone-customer-service-essentials · +61 3 9008 7287 · hello@cxskills.com.au

Scan for dates