

CUSTOMER SERVICE TRAINING · ACXPA CERTIFIED

Phone Customer Service PRO

Our most complete phone training: nine hours of live training that turns a proven call framework into everyday habits. Private training for your team only.

\$645per person, ex GST
(guide)

PRIVATE ONLY

DURATION**3 × 3 hours (or a full day onsite)****DELIVERY****Live online (Zoom or Teams) or onsite****PRICE****Priced for your team, based on \$645 per person, ex GST****OPTIONS****Private team training only****CERTIFICATE****For everyone who completes****RATING****4.9/5 across our courses**

What your team will be able to do

Know what customers want

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

Find the need fast

Three discovery techniques that uncover what the customer actually needs.

Close with confidence

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

Start every call well

Ownership, intent and clear expectations that build trust from the first words.

Explain clearly

Present information simply, with checks for questions and understanding.

Handle difficult callers

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

What's covered

SESSION 1

- 1 The Psychology of Customer Service** · What customers want and need, and why every call matters.
- 2 The ACXPA Global Contact Centre CX Standards** · The five core competencies behind great calls.
- 3 How to Engage** · A strong first impression and customer focus from the start.

SESSION 2

- 4 How to Discover Needs** · Three discovery techniques, as used by the FBI.
- 5 How to Educate** · Inform customers in a way that maximises first contact resolution.
- 6 How to Close** · Transform the end of every call.

SESSION 3

- 7 Energy and Empathy** · Not just what to say, but how to say it.
- 8 Dealing with Difficult Customers** · The science of emotions, and a two-step method to calm them.
- 9 End-to-End Simulations** · Full-call role plays with each other and the trainer.

Tailored to your systems, culture and the calls your team handles. For leaders, PRO creates a shared language for quality that makes coaching, onboarding and consistency easier long after the training.



How it compares

COURSE	LENGTH	PRICE EX GST	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	anyone who wants skills to stick through practice
PRO (this course)	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

- ✓ Priced for your team, based on \$645 per person ex GST
- ✓ Discounts for larger teams and ACXPA members
- ✓ Onsite delivery may include trainer travel
- ✓ Only one or two people? Book public Essentials or Foundations

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

Book a call from the course page, or call +61 3 9008 7287, and we'll work out the best format and dates for your team.

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



Scan to talk to us

