

CUSTOMER SERVICE TRAINING · ACXPA CERTIFIED

Reception Customer Service Essentials

A 3-hour live course that gives receptionists, front desk and admin staff a proven structure for every enquiry, so they make a great first impression and handle visitors, calls and emails with confidence.

\$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 visitors and callers want and need, based on decades of research.

**Voice and body
language**

Posture, breathing and vocal delivery that build confidence.

**Handle difficult
customers**

A two-step method to calm frustration and keep the conversation moving.

**Engage with
confidence**

Ownership and clear expectations, from the first hello to a warm farewell.

**Find the need, then
inform**

Three discovery techniques, then clear, helpful information.

**Write clear emails
and chats**

Friendly, well-structured written replies that answer the question first time.

What's covered

- 1 Service Psychology and Standards** · What customers want and need, based on decades of research.
- 2 How to Engage** · A strong first impression that builds trust and confidence.
- 3 Body Language & Voice Projection** · Posture, breathing and vocal delivery for in-person and phone.
- 4 How to Discover & Educate** · Find the real need, then inform clearly.
- 5 How to Close** · End every interaction professionally, with no clunky finishes.
- 6 Handling Difficult Customers** · A two-step method for challenging customers and situations.
- 7 Email & Chat Essentials** · Clear, engaging written replies to customer enquiries.

ACXPA certified, and aligned to the standards used to assess customer service. Ideal for new receptionists, experienced staff who need a refresh, and anyone who has never had formal reception 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 front desk 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

Medical and allied health, education and school admin, corporate and office reception, executive assistants, hospitality and concierge, and community and recreation centres.

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



ACXPA membership

Built for anyone who runs a front desk or answers the phone for a business.



Scan to see membership

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



Scan for dates



ACXPA certified course

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