

CUSTOMER SERVICE TRAINING · ACXPA CERTIFIED

Reception Customer Service Foundations

Six hours of live training that lifts reception, front desk and concierge service across face-to-face, phone and email, plus the confidence to handle challenging customers.

\$485

per person, ex GST

**PUBLIC OR
PRIVATE****DURATION****2 × 3 hours (or a half day onsite)****DELIVERY****Live online (public) · online or onsite (private)****PRICE****\$485 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, and the core service competencies.

Find the real need

Three discovery techniques, in person or over the phone.

Handle the most difficult customers

Empathy and vocal techniques that calm heightened emotions.

Engage with confidence

Ownership, intent and clear expectations that build trust.

Educate clearly

Checks of understanding, comfort and suitability.

Write better emails

Structure and style for enquiries and complaints.

What's covered

SESSION 1

- 1 Customer 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 How to Discover** · Three discovery techniques, in person or on the phone.
- 4 How to Educate** · Proactively inform customers with the right checks.

SESSION 2

- 5 Closing Conversations with Impact** · Avoid clunky finishes with a simple, warm close.
- 6 Body Language & Voice Projection** · Posture, breathing and vocal delivery that build confidence.
- 7 Handling the Most Difficult Customers** · Empathy and vocal techniques to calm heightened emotions.
- 8 Email Structure and Writing Style** · Clear, engaging email replies to enquiries and complaints.

Everything in Essentials, with more time to polish key skills, a full session on handling challenges, and better emails. Two sessions give people time to use the skills in between, so the habits stick.



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 (this course)	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/reception-customer-service-foundations · +61 3 9008 7287 · hello@cxskills.com.au



Scan for dates



ACXPA certified course

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