

CUSTOMER SERVICE TRAINING · ACXPA CERTIFIED

Reception Customer Service PRO

Our most complete reception training, for teams who want to master every interaction: nine hours of live training across face-to-face, phone and email.

\$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

Understand the role

Why reception is the face of your business and brand.

Uncover needs faster

Discovery techniques that confirm details and reduce handoffs.

Defuse difficult situations

A two-step method, plus body language and vocal techniques.

Voice and body language

Dynamic vocal techniques and body language for every channel.

Inform with confidence

Clarity, pacing and checks so customers know the next steps.

Write with impact

Clear, calm emails and chat replies aligned with your brand.

What's covered

SESSION 1

- 1 The Psychology of Customer Service** · What customers want, and why reception is the face of your brand.
- 2 Body Language & Voice Projection** · How first impressions are shaped by body language and voice.
- 3 How to Engage** · Warmth, intent and clear expectations from the first second.

SESSION 2

- 4 How to Discover Customer Needs** · Three discovery techniques, as used by the FBI.
- 5 How to Educate & Inform** · Explain products, services and processes clearly.
- 6 How to Close** · Close any interaction well, including transfers.

SESSION 3

- 7 Dealing with Difficult Customers** · The science of emotions, and a two-step method to calm them.
- 8 End-to-End Simulations** · Extensive role plays of every new reception skill.
- 9 Email & Online Chat Best Practices** · Clear, concise and engaging written replies.

Tailored to your front desk, systems and customers. For leaders, PRO creates a shared standard for reception service that makes onboarding, coaching 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	teams who want 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 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

- ✓ 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

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

Tools, templates, training and live expert access for customer-facing teams, all year.



Scan to see membership

- ✓ 25% off every CX Skills live public course
- ✓ 50+ hours of live expert access a year
- ✓ 65+ tools, templates and resources, and 18 calculators
- ✓ Selected self-paced courses included

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



Scan to talk to us

