

# Customer Service Intelligence Online



## Increase your practice's client base

Did you know that customer service is one of the most effective marketing tools for your practice?

Word of mouth is a powerful thing! The level of customer service delivered by your team can make or break your practice. Ensure your team have the knowledge and skills to build quality relationships with your clients and deliver the very best service to not only keep them coming back time and again, but ensure that they recommend your practice to their friends too!

Relevant for all members of the practice team, our online Customer Service Intelligence Program is designed to give your team an understanding of the fundamental skills needed to deliver an exceptional client experience.

### Program modules

1. Introduction to Customer Service
2. First Impressions and Building Relationships
3. Professional Telephone Techniques
4. Presenting Products and Services
5. Handling Difficult Situations
6. Farewells and Follow Ups

Check out the full program online:  
[www.provetccg.com.au/CSI](http://www.provetccg.com.au/CSI)

### Course includes:

- Downloadable course notes for each module
- Online lessons, activities and self-assessments
- Certificate of Completion
- CPD points for Veterinary Nurses

### Course duration:

- Enrolment valid for 9 months
- Nominal course duration of 18 hours

### Continuing Education Points

The National Industry Advisory Group for Veterinary Nursing has allocated 18 CPD points to this continuing education activity.



"The team took away not only a better understanding and appreciation of customer service but more importantly how they can improve on this. I would have no hesitation in recommending this to practices wishing to improve the customer service aspect of their business."

Terry Butler,  
Yass Veterinary Hospital



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Practice:

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Please indicate the items you would like additional information on:

## Team Development

- ProSkills Online Short Courses
- Customer Service Intelligence
- Leadership Intelligence
- In-practice training
- Practice Management School
- Customer Service Roadshow
- Healthy Pets, Healthy Practice
- Certificate level veterinary nurse and management courses (via AIRC)

## Business Development

- Practice Health Check
- Business Coaching Programs
- Personal Coaching Programs
- Financial Solutions Package
- Strategic Planning and Partner Alignment

## Resources

- Team Profiling Tools: DISC and Motivators
- Mystery Shopping Program
- Client and Staff Surveys
- Workplace Health and Safety Manual
- Individual Policies and Procedures
- Human Resource Tools and Templates
- Pet Protector Online Course

Please email to: [ccgenquiries@provet.com.au](mailto:ccgenquiries@provet.com.au) or fax to +61 7 3621 6006

Our team will be in contact with you soon with additional information. In the meantime, please check out our website: [www.provetccg.com.au](http://www.provetccg.com.au)