

Customer Service Roadshow

MAY - JULY 2017

CRAMPTON



Consulting Group

PROVET

A HENRY SCHEIN COMPANY

Register today!

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W: www.provetccg.com.au

The Program

"The team took away not only a better understanding and appreciation of customer service but more importantly how can they 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

Day 1

Understanding Your Clients and Customers

- Discovering your role in the pet-owner bond
- Client considerations when choosing a veterinarian
- Uncovering client expectations

Creating the Right Impression

- The impact of image: you and your practice
- Establishing rapport with clients
- The importance of professional telephone skills
- Building beneficial relationships

Essential Sales Skills

- Your role as patient advocate & client educator
- Uncovering needs through questioning techniques
- Understanding features & benefits
- Managing client objections
- Handling price shoppers
- The basics of merchandising

Day 2

Working with Difficult Clients

- Why do clients complain?
- Understanding your response to angry clients
- Strategies for dealing with difficult clients
- Prevention through being proactive
- Difficult situations in practice: pet loss, payment and prescriptions

Leaving a Lasting Impression

- Professional client handovers
- Presenting invoices and estimates
- Farewells and follow ups: demonstrating care, even after the consult

Customer Service Standards

- The importance of consistency
- Customer service policies and procedures: where to start
- Setting the standard in your practice

Locations

Hobart 3rd - 4th May

Brisbane 9th - 10th May

Auckland 24th - 25th May

Melbourne 30th - 31st May

Christchurch 31th May - 1st June

Perth 14th - 15th June

Sydney 20th-21st June

Adelaide 28th - 29th June

What past attendees have said...



"The delivery and content of the course was outstanding, the presenter had the ability to engage ALL staff regardless of their position within the hospital and helped pin-point areas within the workplace that needed streamlining."

Louisa Hughes,
Coreen Avenue Veterinary Clinic

"It's always exciting when you hear CCG's new ideas, challenging when you implement them and so rewarding when you reap the benefits."

Sylvia Daniels,
Veterinary Specialist Services

"All staff that participated in the course feel that they have also gained personally and have made progress in their abilities and confidence to work at an increasingly high standard."

Katharine Bowen,
The Vet Centre

"Excellent ideas on how to improve the hospital. Learnt a lot to go back and teach and implement in clinic."

Lisa Farrelly,
Bondi Vet Hospital

"The whole 2 days were great, I learnt a lot. Was a great refresher and gave me lots of ideas to take back to work."

Angela Fawdry,
Gordon Veterinary Hospital

"Gives us a good indication of what we're already doing well and what we can improve on. Gives us more ideas on what on other clinics are already doing."

Arin Collins,
Adelaide Animal Hospitals

What is included in the enrolment fee?

Course includes: Course notes, activities and a Certificate of Attendance.

Meet your facilitator



DEB RENDER

Deb has almost 30 years experience in the veterinary industry, having worked in a variety of roles during that time. Deb is passionate about delivering outstanding customer service and helping others to do the same. She has presented numerous seminars for Crampton Consulting on customer service topics.



JAN BEDFORD

Jan Bedford is an experienced and qualified veterinary nurse and trainer who has been involved in the veterinary industry for over 20 years. She is a dynamic and engaging trainer, who brings a wealth knowledge and passion for the industry.

Please note: Speakers are subject to change without notice.

2017 Customer Service Roadshow Registration Form

Registrant 1

Surname:
Given name:
Position:
Email :
Mobile:
Dietary requirements:

Registrant 2

Surname:
Given name:
Position:
Email :
Mobile:
Dietary requirements:

Practice Details

Practice name and address:
.....
Practice Manager/Owner Email :
Phone :

Your investment: AU\$625 per person

Tick location you wish to attend:

- | | | |
|---|---|--|
| <input type="checkbox"/> Hobart 3 rd - 4 th May | <input type="checkbox"/> Melbourne 30 th - 31 st May | <input type="checkbox"/> Sydney 20 th -21 st June |
| <input type="checkbox"/> Brisbane 9 th - 10 th May | <input type="checkbox"/> Christchurch 31 st May - 1 st June | <input type="checkbox"/> Adelaide 28 th - 29 th June |
| <input type="checkbox"/> Auckland 24 th - 25 th May | <input type="checkbox"/> Perth 14 th - 15 th June | |

Paying by Provet Plus Points?

I, _____ Account Number: _____ authorise for Provet Plus Points to be deducted from my account for the above programs. I have confirmed with my Provet branch that my account has the required points.

Paying by Credit Card?

Credit card type () Visa () Mastercard Card #
Name on card Expiry date /
Amount deducted Cardholder signature
Invoice to be made out to

Payment is required at the time of registration and receipts will be issued.

YOUR PRIVACY. The information you provide is collected for the purpose of processing your registration or for use in a CCG product or service. It may also be used for the related purpose of keeping you informed of upcoming CCG events and assisting us in improving and marketing our services to you. As part of the arrangement between CCG and supporting companies, CCG will issue each partnering or sponsoring company with the name of all participants and their participating practice. By submitting the registration form, your details will be added to the CCG database and used to address specific promotional material to your attention. If you do not wish to receive further information from the CCG please tick here _____. CCG acknowledges and respects your privacy and the confidentiality of the personal information you have provided.

Important Information

To ensure the experience for each participant is optimised, positions at our Customer Service Roadshow are limited. Prices and speakers are subject to change without notice. Prices listed include GST.

Cancellation Policy

Cancellations received up to five working days before the Customer Service Roadshow are refundable— minus a AU\$65 service charge. Cancellations received less than five days prior to the Customer Service Roadshow and non-attendance will be considered as non-refundable.



Fax +61 7 3621 6006 or email to ccgenquiries@provet.com.au