

# Customer Service Intelligence Program



## Are your clients receiving a 5 star service?

It's said that a satisfied customer is the best business strategy of them all. 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. Keep your clients coming back time and again and ensure that they recommend your practice to their friends too!

### Benefits of customer service training:

- ✓ Improved customer service skills for team members
- ✓ Increased team motivation
- ✓ Increased revenue
- ✓ Increased customer satisfaction
- ✓ Decreased customer complaints

### Why choose CCG?

With over 20 years in the Australasian veterinary industry, we know Australian practices best! Benefit from the support of our experienced Trainers and Consultants and enjoy our professional service.



+61 07 3621 6005



CCGEnquiries@provet.com.au



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# Customer Service Intelligence - Want to know more?

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 inclusions:



### 6 x Online training modules

We include six modules covering the key principles of customer service. Participants will be guided through online learning and provided with activities and workplace implementation exercises facilitating direct application of the principles to the practice.



### Downloadable notes and tools

Participants will have access to downloadable Learning Guides and implementation tools to support their ongoing learning and application to their role in the practice.



### Certificate of achievement

At the completion of the program, participants will receive a Certificate of Achievement to acknowledge their accomplishment.



### Optional coaching and support program

See faster results with a personalised coaching program to maintain momentum and team motivation. Your mentor will support your team leader with problem solving and implementation strategies throughout the program. BONUS Mystery Shopper Snapshot to measure customer service standards.



### CPD points for veterinary nurses

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



## 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



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