



NEW Program for 2018!

Best for your Clients

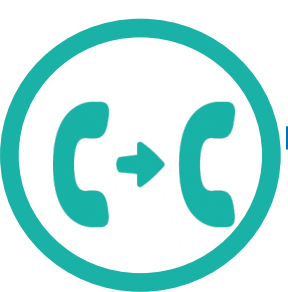
Annual customer service training program incorporating:



Face-to-Face Workshops



Online Training Programs



Mystery Shopping



Coaching & Support

Why choose CCG?

With **over 20 years' experience in the Australasian veterinary industry**, we know your practice best! Benefit from our **professional and experienced trainers and coaches**, who are passionate about seeing your practice thrive through delivering excellence in client care.



Face-to-Face Workshops

Intensive and interactive learning opportunities

Providing attendees with highly interactive and hands on learning experience, these 3 x 1 day workshops are specifically designed for those on the front line of customer service in your practice.

Workshop 1: Telephone techniques, first impressions and establishing relationships

Workshop 2: Presenting products and services, consumer behaviour, merchandising and in-clinic marketing and promotions

Workshop 3: Difficult situations, farewells and follow ups

Visit our website for more information on workshop dates near you. www.ProvetCCG.com.au/bestforclients



Online Training Programs

Separate vet and support team programs providing training to the whole team

Incorporating our popular 6-module Customer Service Intelligence Program, and brand new 6 module Consultation Communication Intelligence Program for vets, our Best for Your Clients Program explores the crucial skills for delivering outstanding customer service, ensuring your team have the ability to build lasting relationships with your clients, and increase client loyalty.

For course content, please go to:

Customer Service Intelligence

www.ProvetCCG.com.au/CSI

Consultation Communication Intelligence Program

www.ProvetCCG.com.au/CCI



Mystery Shopping

Regular calls to check learning and implementation progress

Providing meaningful feedback and data on the key metrics of customer service in your practice, our regular mystery shopping program will further guide and support your team. This comprehensive feedback will ensure a superior level of service for what is often a client's first contact with your practice.

Practice specific results will be provided to the designated team leader, and recommendations for continuous improvement discussed during the regular coaching and support calls.



Coaching & Support

Designated coach to guide, support and inspire team leaders

Incorporating regular coaching calls with our professional coaches for your designated team leader, our Best for your Clients Program provides the support your practice needs to achieve success and implement lasting change.

Benefit from the knowledge and advice of industry experienced coaches who are passionate about seeing practices thrive through exceptional customer service, and helping your team to be the very best they can be!

Annual Program Inclusions

Face-to-Face Workshops

Program includes one attendee at each one day workshops:

- Workshop 1: Telephone techniques, first impressions and establishing relationships
- Workshop 2: Presenting products and services, consumer behaviour, merchandising and in-clinic marketing and promotions
- Workshop 3: Difficult situations, farewells and follow ups

Online Training Programs

Program includes:

- Up to six enrolments into Customer Service Intelligence Program for veterinary nursing and reception team members
- Up to five enrolments into Consultation Communication Intelligence Program for Veterinarian team members

Total Program Investment
AU\$4495

Total Savings \$1470
off RRP

Mystery Shopping

Three telephone mystery shopper programs to check implementation of learning. Four calls will be undertaken per focus.

- Focus 1: First impressions focus
- Focus 2: Presenting products and services focus
- Focus 3: Comprehensive complete customer service experience focus

Coaching and Support

Program includes:

- Four x one hour group coaching and implementation calls for your team leader
- Additional team leader resources and online support throughout the year

Why Choose this Program?

- ✓ A comprehensive and well-supported program ensuring **implementation of knowledge and consistent customer service standards**
- ✓ Excellent customer service **drives sales** and gives your practice a strong competitive advantage
- ✓ **Educate your team** on how to deliver exceptional service to your clients
- ✓ **Increased client compliance** leading to **improved profits**
- ✓ **Boost confidence** and morale amongst your team
- ✓ **Improve your reputation** in your community as a quality service provider
- ✓ Improved customer service levels leads to increased customer satisfaction and **higher client retention levels**
- ✓ Implementation of customer service standards ensures a **consistently high level of service** is provided
- ✓ A **more efficient and better equipped team** to deal effectively with your customers
- ✓ **Ensure your client's satisfaction** with a consistently high level of service and care
- ✓ **Improved levels of patient care**



2018 Best For Your Clients Program Order Form

Practice Information

Practice:

Address:

Phone:

Team Leader's Name:.....

Team Leader's Email Address:

*The nominated team leader will receive team login information and specific program details.

Yes, I would also like this email to receive special offers and promotions.

Please select workshop location:

- | | |
|------------------------------------|---------------------------------------|
| <input type="checkbox"/> Brisbane | <input type="checkbox"/> Perth |
| <input type="checkbox"/> Sydney | <input type="checkbox"/> Auckland |
| <input type="checkbox"/> Melbourne | <input type="checkbox"/> Christchurch |
| <input type="checkbox"/> Adelaide | |

Payment Information

Paying by Credit Card?

Credit card type Visa Mastercard

Card #

Name on card

Expiry date / Amount to be deducted Cardholder signature.....

Invoice to be made out to

Paying by Provet Plus Points?

I, _____ authorise for Provet Plus Points to be deducted from my practice account number _____ for the above program. I have confirmed with my Provet branch that my account has the required points.

Terms and Conditions

By signing these terms and conditions, I authorise AIRC/CCG to sign up our practice for the 2018 Best for your Clients Program. I acknowledge that if I have chosen to pay using Provet Plus Points it is my responsibility to ensure I have enough points to pay my account.

Refund Policy - No refunds will be offered for cancellations received after program commencement, or for non-attendance at workshops or coaching calls.

Program Dates - Occasionally, unforeseen circumstances may require a workshop to be cancelled or postponed. Should this occur, we will contact you to inform you of refund procedures.

Online Course Enrolment - After online course enrolment has occurred, transfer of the enrolment to other team members will not be available.


Signature..... **Date**.....

Return this form to CCG:

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

Want more info?

 CCGEnquiries@provet.com.au

 +61 07 3621 6005

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