

Mystery Shopping Program



See your practice through your client's eyes

Research shows that it is the quality of employee interaction which has the greatest effect on your customer's perceptions.

CCG's Mystery Shopping Program is specifically designed to identify your team's strengths, weaknesses and opportunities when dealing with clients. Its purpose is to improve customer service performance in the veterinary practice. As a component of the program, trained personnel will conduct multiple contacts with your practice. These contacts are conducted with total anonymity and confidentiality.

Benefits to your business include:

- Improved competitive edge through customer service and sales techniques
- Increased product sales and profitability
- Better use of training dollars with targeted sessions based on report outcomes

Find out more online:

www.provetccg.com.au/mysteryshopping

There are a number of scenarios available for you to choose from, or you may like to tailor a scenario to your practice. Our most popular scenarios include:

- New puppy
- New kitten
- Flea enquiry
- Heartworm enquiry
- Worming enquiry
- Vaccination enquiry

A comprehensive colour report will be provided to you that will enable you to review your customer service and benefit from the results.

You will be able to see what you do well, what areas you can improve on and what clients really think about the services you offer. This valuable information will enable you to streamline and focus on quality customer service for your valued clients as well as ensuring the practice develops and grows.

Add value to your Mystery Shopping Program with a Customer Service Intelligence program!

Find out more: ccgenquiries@provet.com.au



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Name:

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Position:

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Practice:

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Preferred contact method:

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Contact details:

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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 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