

Client and Staff Surveys



What's important to your clients and staff?

Business success depends on knowing what is most important to your team and clients. After all, acquiring new clients and employees is a great deal more difficult and expensive than retaining existing ones.

CCG offers a unique client and staff survey program which will assist your practice in pursuing greatness and increasing feedback frequency. We strongly believe that all performance, perceptions, and employee and customer information can and should be measured.

Designed with the large or small business in mind, our online surveys allow for complete customisation of questions and data collection, allowing you to analyse your performance against your business goals.

Format

- Online survey completion
- Full colour report and phone debrief

Find out more online:

www.provetccg.com.au/surveys

Benefits to your practice:

- Understand your staff and clients better
- Seeking feedback sends a positive business message to your team and clients
- Effectively implement targeted strategies for change and growth

Quick facts:

- Easy online completion
- Design your own questions to get meaningful data
- Detailed recommendation report upon completion
- Telephone debrief and coaching with an experienced consultant

Add value to your client survey by booking in Customer Service Training to complement the results!

Find out more: ccgenquiries@provet.com.au



Crampton Consulting Group

Offering professional business solutions since 1996

Find out more about our range of products and services today by registering your interest...

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