

# Customer Care Coach Program 2025



# Our Promise to You

Through our Customer Care Coach Program, we commit to delivering a transformative learning experience that provides your team with practical skills, confidence, and a deeper understanding of exceptional client service. Here's what you can expect:



## Real-World Skills

Each module, workshop, and coaching session is designed with real veterinary practice scenarios in mind, ensuring your team gains relevant skills they can apply immediately.



## Interactive Learning

We promise an engaging approach with live workshops and engaging coaching that encourages questions, feedback, and practice—so every participant feels supported as they develop their abilities.



## Measurable Improvement

With structured mystery shopping and hands-on guidance, your team will see tangible progress, enabling them to build stronger client relationships, increase retention, and contribute to your practice's reputation.



## Consistent Excellence

Our program supports lasting change, helping your team implement service standards that ensure every client interaction is consistently positive, professional, and memorable.



## Unmatched Support

Throughout the program, our experienced coach provides individual attention and tailored guidance to address your team's unique challenges and strengths, giving them the tools they need to succeed and thrive.

With a focus on practical implementation and continuous support, we promise a course that not only enhances skills but drives real, positive change in your practice's client service approach



# Program Highlights

At Crampton Consulting Group, we're committed to helping your practice deliver exceptional client experiences that set you apart. With our Customer Care Coach Program, we provide your team with the skills, insights, and support they need to excel in every client interaction. This comprehensive program combines practical training, hands-on coaching, and real-time feedback to ensure long-lasting, positive results for your practice.

## Live Digital Workshops

Our interactive digital workshops are tailored for front-line team members dedicated to customer service. Each workshop offers practical tools for real-world scenarios.

### Program includes:

- Workshop 1: Promoting Value – helping clients understand and appreciate your service
- Workshop 2: Dealing with Difficult Situations – navigating client challenges with confidence and professionalism

## 6 Module Online Training Program

Incorporating our popular Customer Service Intelligence Program, this six-module course covers all aspects of creating memorable client experiences, strengthening team communication, and building client loyalty. Your team will gain access to essential strategies to build lasting relationships and elevate client satisfaction.

**Program Includes:** 1 x enrolment into our Customer Service Intelligence Program

## Mystery Shopping

Our mystery shopping calls offer insightful feedback on your practice's client service, providing valuable benchmarks to enhance learning implementation. Each team member receives guidance to refine and elevate their client interactions—especially during that crucial first contact.

**Program includes:** 2 x Telephone mystery shopping calls

## Coaching & Support

Our seasoned coaches are dedicated to helping your team achieve exceptional service standards through four structured one-hour coaching calls. Each session provides participants with the opportunity to ask questions, receive expert advice, and solidify new techniques with confidence.

**Program includes:** 4 x one-hour group coaching support and implementation calls

# Frequently Asked Questions

## **Who is the Customer Care Coach Program relevant for?**

Our program is designed for team members in veterinary practices who are on the front line of client service. It's ideal for receptionists, client care coordinators, and anyone involved in client interactions who wants to elevate their skills and make a positive impact.

## **How long does the program take to complete?**

The program schedule spans 7 months, allowing participants to build and refine their skills through a balanced pace of workshops, online modules, and coaching sessions.

## **What support is available to participants?**

Participants have access to group coaching calls with our dedicated coach, who provides ongoing guidance and support. The program also includes feedback from mystery shopping calls, allowing participants to see where they excel and where they can improve.

## **What makes this program different from other customer service training?**

The Customer Care Coach Program is tailored specifically for veterinary practices, combining real-world examples, practical exercises, and ongoing support. Our focus on implementation ensures your team can consistently provide the highest level of client service.

## **Is this program eligible for CPD points?**

Yes! The Customer Care Coach Program is eligible for 24 AVNAT points, contributing to your team's continuing professional development and helping them stay at the forefront of client service excellence.



## **MORE QUESTIONS?**

Contact our friendly team on  
07 3621 6005 or  
[ccgenquiries@provet.com.au](mailto:ccgenquiries@provet.com.au)

# Customer Care Coach 2025 Program Registration

## Registrant 1

Surname:   
Given name:   
Position:   
Email:   
Mobile:

## Registrant 2

Surname:   
Given name:   
Position:   
Email:   
Mobile:

## Registrant 3

Surname:   
Given name:   
Position:   
Email:   
Mobile:

## Registrant 4

Surname:   
Given name:   
Position:   
Email:   
Mobile:

## Practice Details

Practice name and address:   
Phone:   
Team Leader's Name:   
Team Leader's Email Address:

## Please select your intake choice:

- Intake 1: March - August 2025 | AU\$1330 (Early bird AU\$1230. Offer expires 18th Feb)  
 Intake 2: Sept 2025 - March 2026 | AU\$1330 (Early bird AU\$1230. Offer expires 1st Aug)

## Paying by Provet Plus Points?

I,  Account Number:   
ABN:  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.  
Signature:

## 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

Email to [ccgenquiries@provet.com.au](mailto:ccgenquiries@provet.com.au)

**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 (as applicable) 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.

**PLEASE NOTE OUR CANCELLATION POLICY:** Cancellations received up to five working days before the Program commencement are refundable - minus a AU\$300 service charge. Cancellations received less than five days prior to the Program and non-attendance will be considered as non-refundable.

Program proudly  
delivered by:

**CRAMPTON**



Consulting Group



A covetrus Company



## Find out more:



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