



# Customer Care Coach Program

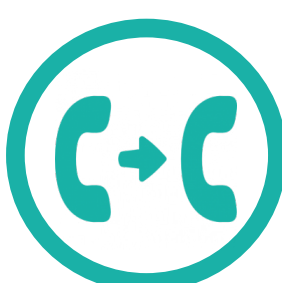
**Premier customer service training program incorporating:**



Live Digital Workshops



6-Module Online Training Program



Mystery Shopping



Coaching & Support

Together, we look forward to supporting your team to deliver exceptional customer service and seeing your practice reap the many rewards!

**Intake 1 - April - September 2024**

**Intake 2 - October 2024 - March 2025**

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## Live Digital Workshops

Intensive and interactive learning opportunities

Providing attendees with a highly interactive learning experience, our digital workshops are specifically designed for those on the front line of customer service in your practice.

Workshop 1: Promoting Value

Workshop 2: Dealing with Difficult Situations



## 6-Module Online Training Program

Understand the key areas of customer service

Incorporating our popular 6-module Customer Service Intelligence Program, our Customer Care Coach 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](http://www.ProvetCCG.com.au/CSI)



## Mystery Shopping

Guidance and support on customer service delivery

Providing meaningful feedback and data on the key metrics of customer service, our mystery shopping calls will further guide and support your team on their quest for excellence. Participants will receive feedback to help them provide a superior level of service for what is often a client's first contact with your practice.



## Coaching & Support

Designated coach to guide, support and inspire

Incorporating regular coaching calls with our professional coaches, our Customer Care Coach Program provides the support participants need to achieve success and implement lasting change. Benefit from the knowledge and advice of industry experienced coaches who are passionate about helping your team to be the very best they can be!

# Program Inclusions

## Live Digital Workshops

Program includes one attendee at each digital workshop:

- Workshop 1: Promoting Value
- Workshop 2: Dealing with Difficult Situations

## Online Training Program

Program includes one enrolment into our comprehensive, 6-module, online Customer Service Intelligence Program.

## Mystery Shopping

2 x Telephone mystery shopper calls to benchmark and check implementation of learning.

**Total Program Investment**  
**AU\$1145**

**Total Savings of over**  
**\$200 off RRP**

## Coaching and Support

Program includes 4 x one hour group coaching support and implementation calls with CCG's experienced coaches.

# 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



# Customer Care Coach Order Form 2024

## Participant Information:

Participant's Name:.....

Practice: .....

Address: .....

Phone: ..... Participants Email address: .....

Team Leader's Name: .....

Team Leader's Email Address: .....

\* Team Leader will be offered a program debrief.

## Please select intake:

Intake 1: April -September 2024

Intake 2: October 2024 - March 2025



## 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 CCG to enrol the above participant for the Customer Care Coach 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 reschedule / refund procedures. Online Course Enrolment - After online course enrolment has occurred, transfer of the enrolment to another team member will not be available.

I have read, understood and accept AIRC/CCG Terms and Conditions.

Signature ..... Date .....

Return this form to CCG:  
ccgenquiries@provet.com.au

## Want more info?

 CCGEnquiries@provet.com.au

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