



Blackadder Veterinary Group

Smalltown Branch

June 09

Our caller's overall experience



How we take the call



Things we did well

Having a line available to take the call
Not having to put the client on hold
Telling the caller our name
Asking "How can I help"

Things we need to improve

Answering within 6 rings
Telling the caller our Practice name and branch

Dealing with the caller's enquiry



Things we did well

Keeping background noise to a minimum

Things we need to improve

Confirming our understanding
Asking the caller's name
Asking the caller for their contact details
Confirming the caller's contact details
Explaining the benefits of our proposals

Promoting our practice's services



Things we did well

Offering the client an appointment

Things we need to improve

Discussing other products or services
Asking if there is anything else we can help with
Talking about the next interaction
Thanking the caller for their enquiry

Creating a positive impression



Things we did well

Helping the client with their enquiry
Being knowledgeable about our services
Using appropriate and professional language
Giving the client our full attention

Things we need to improve

Showing an interest in the client's pet