

Mystery Shopping Calls from Vets in Business Limited



Vets in Business has teamed up with a leading UK mystery shopping provider to bring a new, high value for money mystery shopping experience to veterinary practices.

Using ViB's extensive knowledge and experience of customer service training for veterinary front line staff, together with MarketChecker's mystery shopping expertise and highly efficient operating systems, we have developed a mystery shopper telephone programme designed to take the strain out of mystery shopping without putting pressure on the practice's wallet.

Callchecker -Lite provides for 3 mystery shopper calls to a site.

All calls are made by ordinary pet owners drawn from MarketChecker's database of over 25,000 shoppers, and are recorded and independently reviewed and scored to ensure consistency. The results are collated into a simple and effective one page report, that reflects the key needs of veterinary practice, that you can immediately review and publish to your staff showing where you have done well and where there is room for improvement.

Callchecker is our more extensive offering which provides for 6 mystery shopper calls to a site

Checkout our fees

Callchecker-Lite starts from £80 for the first site, and £70 for each additional branch

Callchecker starts from £135 for the first site, and £125 for each additional site

We have done everything we can to make the investment in mystery shopping as valuable as possible.

The prices shown are based on calls using our standard call template developed using our extensive knowledge and experience, assume all reports and dealings are conducted electronically, and include our payment with order discount. We can provide prices for bespoke questioning, paper reports or invoice terms if required.

All prices exclude vat

In addition we can provide more detailed analysis, including providing you with the recordings of the calls for training and development purposes and guidance on how to use them. We are also able to provide our highly regarded in-house client care training courses, tailored to your performance issues.

We have also developed a complementary range of mystery shopper visits, at equally competitive prices and would be happy to provide details if required.