



Waggy Dog

"Connect for Success"

Veterinary Telemarketing and Client Retention Services

*Keep your clients coming back and grow
your practice with outbound calling*

*Appointment Setting • Promotions • Client
Satisfaction Surveys • Mystery Shopping •
and more!*

Tailored solutions for your practice

Call us today and let's start talking!
9405 8163

www.waggydog.com.au



ABOUT US

Donna Robson has over 15 years sales and marketing experience in the veterinary and pet care sectors. As a previous wholesale rep in the veterinary industry, Donna understands the challenges faced by veterinarians wanting to not only attract new customers in a highly competitive market, but to keep them coming back.

In recent years she set up and managed a successful dedicated multi-practice outbound call centre for a major veterinary corporate group in Perth.

In its first year of implementation the call centre improved the reminder response rate by 30%.

Donna is experienced in converting clients for routine wellness and monthly promotions in a manner that is genuine and sensitive to clients.

OUR SERVICES

Appointment Setting

- vaccination and proheart reminders • pentosan reminders
- desexing • puppy pre-school • dental estimate follow ups

Promotional Campaigns

Membership Renewals

Client Satisfaction Surveys

Mystery Shopping

Administrative Calls

- returned mail • product recalls • pricing changes

LET US DO THE TALKING FOR YOU

- Keep your costs down by outsourcing to a trusted industry professional who understands your business, your clients and their pets
- Free up your veterinary nurses to provide the care and service your patients require
- Grow your team without increasing your wages budget
- Receive comprehensive campaign reports including call statistics, trends, insights and recommendations
- Written guarantee of confidentiality and Police Clearance

Let's start talking! Call us today on 9405 8163