

# VET Advisory Group Scores 93.27% for Customer Satisfaction

*VET Advisory Group achieves 93.27% customer satisfaction, showcasing our commitment to excellence in vocational education and training solutions.*

DEER PARK, VIC, AUSTRALIA, June 22, 2024

/EINPresswire.com/ -- (Date) – Melbourne, Australia –

The VET Advisory Group is pleased to share that, in the 2024 [Australian Achiever Awards](#), they achieved an outstanding customer satisfaction score of 93.27%. The company's dedication to providing excellent consulting, training, and employment services is demonstrated by this distinction.

The Australian Achiever Awards are well known for recognising companies that provide exceptional customer service. The VET Advisory Group's rating was established after a thorough assessment procedure. Time-related service, attending to client needs, value, attitude, communication, overall perception, and referral were among the factors used to score customer service.

The CEO of VET Advisory Group, Ben Thakkar, expressed his appreciation for this noteworthy accomplishment, saying, "We are incredibly honoured to be given such a high customer satisfaction score from the Australian Achiever Awards. This award is an indication of the dedication and tireless effort of our entire team. We aim to deliver the highest standard of service to our clients, and it is fulfilling to see our work being represented in such favourable responses."

Thakkar continued, "Customer satisfaction is at the core of everything we do. This award motivates us to keep pushing the boundaries of excellence in our industry."

The 93.27% score reaffirms VET Advisory Group's reputation as a leader in their field, demonstrating their unwavering dedication to delivering value and quality service to their



Australian Achiever Awards  
Certificate - VET Advisory Group

clients. This award acts as a standard for the business as it keeps enhancing its client connections and service offerings.

For more information about VET Advisory Group and their services, please visit [VET Advisory Group Website](#).

About VET Advisory Group:

VET Advisory Group provides simpler, smoother, and cost-effective ways to ensure that RTOs are compliant for the future. Their dedicated team of professionals works tirelessly to ensure the highest standards of service and support when it comes to [internal audits](#), staff professional management and overall business strategy that will help an RTO become successful.

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May 2024

**MEDIA RELEASE**

**VET ADVISORY GROUP SCORES 93.27% FOR CUSTOMER SATISFACTION**

The Judging process for the 2024 Australian Achiever Awards for Australia's Consultancy, Training & Employment Services category was completed on 6th May.

Vet Advisory Group scored a highly recommended 93.27%.

Now in its twenty-seventh year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a business's own customers. The awards provide an indication of a well-run business where satisfied customers are a sign that a business is healthy, worthy of praise and increased custom.

The award system focuses on eight criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication, Overall Perception and Referral. The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service. A complete list of all businesses that have achieved award status over the last few years can be viewed at [www.achiever.com.au](http://www.achiever.com.au).

Some of the comments Australian Achiever received from VET Advisory Group clients are:

*I am a long-term customer and enjoy dealing with Ben and his team. They are happy to help us with our problems and act and resolve urgent issues quickly. We really like working with Vet Advisory Group.*

*Vet Advisory Group are very professional. Ben and the team focus on delivering on promises on time. They are very attentive, and I am very satisfied overall.*

*Ben at Vet Advisory Group is highly professional. He takes me very seriously and is happy to follow up on any of my issues.*

- ENDS -  
For verification of this report, please contact:  
Jody Harwood, Director, Australian Achiever Awards  
0402 045 971 | [award@achiever.com.au](mailto:award@achiever.com.au)

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6 May 2024

Mr B Thakkar  
Vet Advisory Group  
Unit 13/ 19 Radnor Drive  
DEER PARK VIC 3029

Dear Mr Ben Thakkar,

**RE: 2024 AWARD RESULTS REPORT**

Following the judging of Australia's CONSULTANCY, TRAINING & EMPLOYMENT SERVICES category, in the 2024 Australian Achiever Awards we are pleased to report that Vet Advisory Group achieved a score of **93.27%\*** for customer relations and service. This is an excellent result and shows that your customer service approach is one of the highest standards.

 Well done, VET Advisory Group has achieved and is awarded the 2024 Australian Achiever Highly Recommended status.

**REVIEW & RESULTS NOTIFICATION:**

**2024 Overall Score: 93.27%\***

The following analysis of your score across all customer and trade references provides an indication of how your business rates over eight customer service values:

Customer Service Value	Score
Time Related Service – phone calls/appointments/delivery	88.00%
Client Needs – is the customer getting/given what they want	91.67%
Care and Attention – all dealings handled with expected care	97.50%
Value – does customer satisfaction outweigh the cost	96.67%
Attitude – politeness/friendliness/handling problems	98.89%
Communication – clarity/courtesy	84.09%
Referral – word of mouth recommendation	94.79%
Overall Perception – consistency/standard of work/presentation	93.70%

(\*Please note that your overall score of 93.27% is not an average of the above scores. Please call our office if you need further clarification.)

We asked your customer references to provide feedback and comment on your areas of strength as well as areas they thought could be improved.

**STRENGTHS**

- Compliance (x2)
- Good & up-to-date service
- Training

**SUGGESTED AREAS FOR IMPROVEMENT OR IDEAS FOR EXPANSION**

- Give us constructive feedback
- Delivery & follow-up?
- Update website?

Australian Achiever Pty Ltd. ABN 15 092 437 422

**2024 Award Result Report - VET Advisory Group**

This press release can be viewed online at: <https://www.einpresswire.com/article/721493416>

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