

**Here's what other  
practices said  
about their UVG  
Business Coaching  
experience.**



Berol Goede  
**CHERRY COURT  
VET CLINIC**

My year on the UVG Business Coaching Program with my one-on-one mentor and business coach Clive has been the best year of my practice-owner life. Changed my outlook, mindset, beliefs and clinic radically.

**The program helped train my staff, achieve goals previously thought of as impossible and saved me from being overworked, over-stressed and depressed.**

Thank you thank you. The only person holding you back is you. Join, implement and do all they say and recommend, and you won't look back!



Steve Cooper  
**WANNEROO  
VET CLINIC**

We have been fortunate to have used the services of Clive and Katherine as a Business Coaching team over the last 12 months. In that time, through close analysis of our practice KPI's, we have identified many areas of strength (Yay!) and other areas of weakness (Boo!). Fortunately, with the aspects of our business where we were coming up short, there was always an easy (though not always obvious to us) remedy which has turned those shortcomings into areas of strength.

**Our staff are motivated, engaged and busy and the practice's net profit has improved steadily.**

We have found the Business Coaching relationship very beneficial and supportive, and it represents great value.



Scott, Lauren and Amy  
**HAMILTON  
VETCARE**

We have been working with John Gemmell from UVG Business Coaching for over two years now, and haven't looked back. As vets we are time poor, and often have little experience in HR and managing the various different personalities within a team. John has been invaluable to us in these areas. John completely runs team training on various different predetermined topics from customer service to dentals to emotional intelligence – and has been priceless to us in managing work related and personal issues we have had with a new graduate veterinarian.

**The whole team likes and trusts John, and we all feel very comfortable with him both in a group, and one-on-one situations.**

We would highly recommend John and the UVG Business Coaching to any Veterinary Clinic without hesitation, and have done so.

**Let's Talk about how UVG Advantage can work with you and your business. Schedule your free 15-minute 'discovery' call to see if UVG Advantage is a good fit for you and your business.**



Liz O'Connor  
**AVOCA DRIVE  
ANIMAL HOSPITAL**

Clive has been great to work with, always quick to respond to my questions and positively pushing me forward. Yet still able to give me a clear view when my past programming was blinding me. He didn't mind picking me up on this whenever I needed it!

**I can now confidently say that working with him over the last 6 months I have been finally able to turn things around in my practice and nearly doubled the turn over in a very short period of time.**

Knowing this... I am so keen to keep working with him and see how far I can go. I love discussing philosophy with him, and cant wait to celebrate with him in person at bootcamp this year! Thanks so much Clive, wonderful!



Nigel McMahon  
**DENILQUIN  
VET CLINIC**

John Gemmell's support to the leadership group and clinic as a whole over the past 12 months has been invaluable in a time of significant change. His understanding manner earned trust from all team members.

**As a direct result of John's mentoring we have improved work flow, communication, missed charges, consult process, team work and team morale.**

We are all much better at selling the value of our services and products with confidence. In terms of revenue we have just completed one of our biggest months ever, which I doubt we could have achieved without input from John.



Jodie Swan  
**STONES CORNER  
VETERINARY  
SURGERY**

Stones Corner Vet Surgery has been a UVG member since August 2016. In that time we have taken advantage of the great partnership deals that have been set up for us with wholesalers and manufacturers. We have also enjoyed the mentoring that we receive from UVG coaches.

**We feel that our stock control, customer service and team management have all benefited. UVG put simply, allows us to be practice owners without the hassle.**

**Speak to our Membership Support Coordinator**

**Katrina on 1300 897 797**

# Our 1:1 Business Coaching Results

<b>CLINIC ONE</b>	<b>PRE UVG BUSINESS COACHING</b>	<b>POST UVG BUSINESS COACHING</b>	
Revenue	8 months \$527,964	8 months \$627,918 increase of \$99,954 / 19%	↑
Wages %	42%	42%	→
COG %	31.80%	24.10%	↓
Overheads %	29.70%	19.80%	↓
Profitability %	-3%	13.80%	↑
\$ Amount	-\$8,000	\$86,775	↑
<b>Change in Profit</b>		<b>Increase of \$94,775 Average of \$11,800 pcm</b>	↑

<b>CLINIC TWO</b>	<b>PRE UVG BUSINESS COACHING</b>	<b>POST UVG BUSINESS COACHING</b>	
Revenue	8 months \$ 752,692	8 months \$935,279 increase of \$182,587 / 24.5%	↑
Wages %	54.30%	41.90%	↓
COG %	25.90%	23%	↓
Overheads %	30.60%	30.10%	↓
Profitability %	-11%	4.20%	↑
\$ Amount	-\$81399	\$39,450	↑
<b>Change in Profit</b>		<b>Increase of \$120,789 Average of \$15,098 pcm</b>	↑

<b>CLINIC THREE</b>	<b>PRE UVG BUSINESS COACHING</b>	<b>POST UVG BUSINESS COACHING</b>	
Revenue	12 months \$1,950,000	12 Months \$2,150,450 increase of 10.3%	↑
Wages %	44%	39.5%	↓
COG %	25.5%	23.5%	↓
Overheads %	21.0%	18.8%	↓
Profitability %	9.5%	18.2%	↑
\$ Amount	\$185,250	\$391,381	↑
<b>Change in Profit</b>		<b>Increase of \$206,131</b>	↑

<b>CLINIC FOUR</b>	<b>PRE UVG BUSINESS COACHING</b>	<b>POST UVG BUSINESS COACHING</b>	
Revenue	10 months \$1,074,783	10 months \$1,216,919 increase of \$142,136 / 13.2%	↑
Wages %	41.2%	36.75%	↓
COG %	29.8%	26.4%	↓
Overheads %	23.1%	18.4%	↓
Profitability %	5.90%	17.70%	↑
\$ Amount	\$63,412	\$215,394	↑
<b>Change in Profit</b>		<b>Increase of \$151,982</b>	↑



**A veterinary community,  
together, achieving more.**