

Crocodile Implementation Club

Coaching FAQ

Implementation Club members often have questions about what they need to do or who they can get assistance from. These FAQ contain the answers to the most common questions we get asked.

Q1. When is my coaching time?

A. Coaching is held every fortnight on Tuesday afternoons and Wednesday mornings. When you join as an Implementation Club member, you will receive your own coaching calendar which outlines your coaching day and time. At times this may change due to David being away visiting clients interstate or whilst he is on holidays. You will be notified by as early as possible about any changes to your coaching day and/or time. If you are unsure of your coaching time/day, please contact the office on 07 5630 1155 or email - Customers@CrocodileMarketing.com and we will be able to advise you of these details.

Q2. How does daylight saving affect my coaching time?

A. All coaching calls are booked according to David's (the Coach) local time which is Gold Coast Queensland. Please be aware that Queensland currently does not observe daylight savings, so please ensure that you adjust your coaching call in your own personal calendar according to Queensland time so that your call with David is at the correct time.

Q3. Who calls who for the coaching calls?

A. For your regular fortnightly coaching, please call the coaching line on 07 5667 7522. This is not a general office number so please only call the coaching line on your coaching day at your appointed time. This number is not answered outside of the coaching days and times. If David is travelling or on holidays during the coaching period, he will call you on your specified number at the pre-arranged time to ensure your coaching is the same personalised high quality coaching that you would get on your regular calls.

Q4. I need to send an email to David.

A. As a Crocodile Marketing Implementation Club member, you have direct access to David via email. You can email him at - David@CrocodileMarketing.com and he will get back to you within 2 business days. When David is travelling or on holidays (quite often in remote areas with limited internet access) he only checks his emails periodically, so if you do not receive a response within this time frame, please call the office on 07 5630 1155 or email Customers@CrocodileMarketing.com and we will endeavour to assist you further.

Q5. I have finished my tasks earlier than anticipated, what do I do now?

A. Please contact David by email - David@CrocodileMarketing.com, and he will get back to you within 2 business days. If David is away on holidays or you do not receive a response within this time frame, please call the office on 07 5630 115 or email - Customers@CrocodileMarketing.com and we will endeavour to assist you further.

Q6. I need to speak to David earlier than my coaching time; can I call him?

A. As David has a very full calendar during working hours, it is preferable that you email David with your query, please email him at - David@CrocodileMarketing.com and he will get back to you within 2 business days

Q7. Can I have David's mobile number to call him?

A. David only hands his mobile number out to a select number of people that he trusts so it is preferred that you call the office with any questions you may have. If you already have David's mobile number and he is away on holidays, please keep in mind that he is there to spend time with his family so it would be appreciated if you could respect this personal time by not calling him on his mobile unless you have pre-arranged this with him. Our office is open Monday to Friday for any questions you may have, so please call the office on 07 5630 1155 or email - Customers@CrocodileMarketing.com and we will endeavour to assist you with your enquiry.

Q8. What happens if I have a question?

A. If your question relates to your coaching, please contact David at the office on 1300 887 865 (07 5630 1155) or email - David@CrocodileMarketing.com, and he will get back to you within 2 business days. If David is away on holidays and/or you do not receive a response within this time frame, please call the office or email – Customers@CrocodileMarketing.com and we will endeavour to assist you further.

Q9. I want to update my account and payment details

A. For general enquiry or you want to update your details or have a payment related enquiry, please contact the office on 07 5630 1155 or email us at - Customers@CrocodileMarketing.com and we will be able to assist you.

Q10. I have an urgent question/problem and I need to speak to David ASAP.

A. If your matter is urgent and will have a vast impact on your business, please contact the office on 1300 887 865 (07 5630 1155) and give the office staff a brief outline of your question/problem and if possible, they will connect you through to David.

Q11. What happens if David does not respond to my email?

A. The aim is to answer all members' emails within 2 working days. If do you not get a response within the 2 days please call our office on 07 5630 1155. It maybe because your email got caught up in our spam filter and David did not get it or David is travelling in a remote area where email is not working. By calling the office our staff can follow up for you quickly.

Q12. Can I suspend my membership?

A. Memberships cannot be suspended for holidays or short terms as David and staff are still working on your business and conducting research and background tasks for you even when he is not coaching you. If you are unable to make your regular coaching call we can reschedule your call to a more suitable time. However, if you are experiencing extreme hardship or long-term illness, memberships can be suspended in these cases but are considered on a case by case basis after consultation with David.

Office hours - Monday to Friday 09.00am – 1.00pm (QLD time)

You can still contact the office outside of these hours simply by leaving a message with the answering service or sending us an email. The office staff will then get back to you on the next business day.

Thank you!

From The Crocodile Crew