

CUSTOMER CASE STUDY

Hillcrest Christian College, Victoria

Wendy Tucker, Booklist Coordinator



Hillcrest Christian College has been in existence for more than 40 years. We are a Christian school delivering excellent education with a Christian world-view. Student learning is at the forefront of what we do and we try to give parents value for money.

I have been coordinating the booklists at Hillcrest for six years and have always found **Campion's service outstanding**. If we have any queries, **the staff at Campion are always quick to find a resolution**. **Nothing is too difficult for them and we have come to rely on this excellent service**.

Our teachers find the Resource List Builder easy to use. Sometimes teachers may require a new resource due to a change in curriculum or study designs or have been told about a better resource for their particular subject that meets the standards better. Teachers are able to easily find these resources within this new system by putting in a few descriptors in the search function and finding the resource that they need. Then, it is just a matter of clicking, adding or deleting to change the lists for our requirements. The system is extremely easy to use. If we cannot find a required resource in the Resource List Builder system, **Campion are always helpful and can find them for us and then add them into the system very quickly**, even for our difficult to find language textbooks that need to be sourced from overseas.

Our parents are also happy with the service provided by Campion. We have moved away from parents collecting books from the College and we now offer parents the home delivery option, which is very convenient for our parents. If parents order their books by the due date they are guaranteed a delivery time and a low fee for the service. Parents also have the option of going into the store and buying the books and taking the available books home immediately. I used this option when my children were students at Hillcrest due to my limited available time and the fact that I wouldn't be home when we had our previous book collection day. We bulk order our Primary booklist requirements which proves to be more economical for our parents and all of the resources are delivered to the school ready for the start of the new school year.

I have been part of Hillcrest for 17 years and Campion has been our booklist provider for all of this time. **The service is excellent and the staff are friendly and helpful, especially our wonderful school rep**. **Nothing is too hard for them and any questions we have are always answered**. **Whatever we need, Campion is there providing excellent service and value for money for our parents**.

It's a one-stop shop. We love Campion.



Wendy Tucker
Booklist Coordinator

Contact the Campion team
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