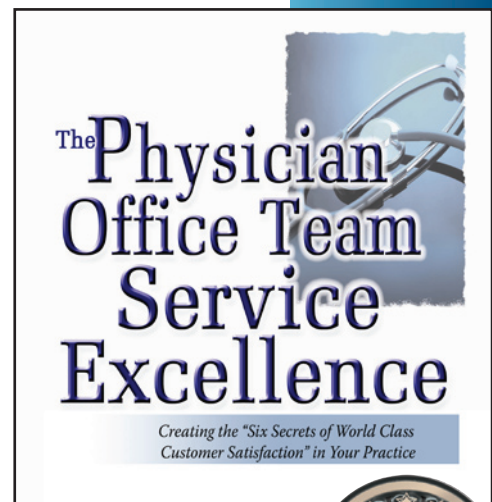


The Physician Office Team Service Excellence Seminar™



MISSION:

Creating the “Six Secrets of World-Class Customer Satisfaction” in Your Practice

YOU WILL LEARN HOW TO:

- ▶ Identify your patients’ expectations and satisfy them create lifetime customer loyalty.
- ▶ Read your customers’ hidden needs through the power of non-verbal communication.
- ▶ Understand the real reasons patients complain and leave; as well as 5 proven techniques to keep them for life.
- ▶ Know what to do when you make a mistake to win back the customer.
- ▶ Reduce the stress and frustration of patient wait times through proven “line management” techniques.
- ▶ Empower co-workers to provide exceptional customer service using the “Greatest Management Principle in the World.”
- ▶ Enhance service, improve efficiency, and utilize powerful telephone techniques.

SEMINAR ATTENDEES SAY IT BEST:

“Motivational and inspiring. Made my day brighter with a light that I can share.”
– Delia Sierra

“The Service Excellence seminar can be applied to this and any job you may enter – I personally plan to utilize these ideas and discover if perhaps my value to the office increases.”
– Kelly Krauss

“The ‘Six Secrets of Service Excellence’ – read them, memorize them, use them. It would make everyone much happier.”
– Lavisha James