

## Develop The Practice You've Always Wanted With Our Consulting Services

Let us diagnose opportunities to improve your practice. During an on-site consultation, we evaluate client service, identify opportunities for practice growth and train your team. Choose a consultation for one, two or three days, or a yearlong consulting program with an initial three-day consult followed by quarterly one-day consults and monthly conference calls.

### Our Consulting Services Include:

#### → Consultation Report

Specific recommendations to increase your client service and revenue

#### → Implementation Plan

A monthly action plan to achieve your goals

#### → Training Workbooks

Select from nearly 60 topics in our seminar catalog. Team members receive workbooks with training topics you choose. Your consulting report includes a master set of training materials to use for new employees as well as a refresher for existing staff.

We offer a complimentary one-hour discovery call to discuss your specific needs and what level of consulting will deliver the solutions you desire.

Meet Your Consultant



Wendy S. Myers owns Communication Solutions for Veterinarians and consults with veterinarians and industry on client service, marketing and hospital management. She is the author *The Veterinary Practice Management Resource Book & CD* (Communication Solutions, 2007) and *Your High-Performance Practice* (Merial, 2002).

### Wendy has produced five videos, including:

- *Twice-a-Year Wellness Exams & Vaccination Solutions* Fort Dodge Animal Health, 2005
- *Excelling at Client Service & Conflict Resolution* A three-video series, Pfizer Animal Health, 2004-2006
- *Protecting Pets, Protecting People: Your Resource Guide to the Prevention of Zoonotic Disease* Merial, 2002

For five years, Wendy served as editor in chief of *Veterinary Economics*, an award-winning monthly business magazine for veterinarians. She is a past national president of the Society of Professional Journalists.

### Communication Solutions for Veterinarians Inc.

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We help  
**veterinary**  
professionals  
enhance  
client  
relationships.

Consulting Services → Seminars → Compliance Strategies → Marketing



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## Books Packed With Expert Advice

### Mystery Phone Shopper Training Package

Do your receptionists WOW! phone shoppers every call or are they turning potential clients away with poor service? Find out with our Mystery Shopper Training Package. We will mystery phone shop your staff, giving you real-life feedback on what they did well and opportunities for improvement. Our Mystery Phone Shopper Training Package includes:

- ➔ Audio CD recording of the call
- ➔ Transcript of the call
- ➔ Evaluation and specific recommendations
- ➔ Action plan for phone-skill development

For information, call **720-344-2347** or visit [www.csvets.com](http://www.csvets.com) for a sample report.



### The Veterinary Practice Management Resource Book & CD

Our book and CD with Microsoft Word documents lets you edit and personalize forms. Forms include job descriptions, interview questions, training checklists, performance reviews, reminder templates, client surveys and letters, boarding and grooming forms and exam report cards. Visit [www.csvets.com](http://www.csvets.com) for an order form.

### Your High-Performance Practice

Features real-life advice on enhancing client service, practice image, leveraging your healthcare team, pricing strategies, inventory management and more. Visit [www.csvets.com](http://www.csvets.com) to download our featured chapter.



## Professional Marketing to Win Clients

We help general, specialty and emergency practices educate clients about their services. View our gallery of marketing samples at [www.csvets.com](http://www.csvets.com) for ideas on how we can deliver a professional image for your hospital.

### Our marketing services include:

- ➔ Logo development
- ➔ Brochures
- ➔ Stationery and business cards
- ➔ Magnets and magnet postcard mailers
- ➔ New client welcome folders
- ➔ Yellow pages ads
- ➔ Reminder postcards with your logo

For our catalog of marketing services and fees, visit [www.csvets.com](http://www.csvets.com).



## Captivating Audiences With Practical Advice

Communication Solutions for Veterinarians offers training on client service, hospital management, communication skills, personnel development, marketing, client compliance and growing medical services. Choose from nearly 60 topics created especially for veterinarians and staff. Our seminar catalog is organized into categories with complementary topics grouped together. Each seminar description includes the length and target audience so you can mix and match sessions to fit your training needs. For our seminar catalog and speaking engagements, visit [www.csvets.com](http://www.csvets.com).

You had the highest evaluations of any speaker at our conference!

Thank you for an informative and motivating seminar! We've already implemented three of your suggestions.

The best practice-management seminar I have ever attended.

My client services supervisor greatly benefited from your lectures. We put a lot of the information to use right away.