



Team Training: Essential Telephone and Client Service Skills

3 HOURS OF CE CREDIT  \$199 FOR UP TO 4 STAFF

Essential Telephone and Client Service Skills is organized into two half-day sessions with a morning session that repeats in the afternoon so you may avoid short-staffing at your clinic. A boxed lunch is included. Morning registration is 7:30 to 8:00 a.m. with the program from 8:00 a.m. to 12:00 p.m. Afternoon registration is 12:30 to 1:00 p.m. with the program repeating from 1:00 to 5:00 p.m.

10 Phone Skills Every Receptionist Should Know

Learn how to answer calls with a smile, place callers on hold, juggle multiple lines, engage callers, connect callers to the medical team, take messages or manage voicemail, and confirm exams and surgeries.

Own the Phone: How to Lead Conversations

Callers form an impression of your hospital within 7 seconds. Discover techniques to lead the pace of calls when scheduling exams and procedures. Get tips to be professional when callers become demanding.

Phone Scripts That Gain New Clients

Loaded with scripts, this training program will teach your client-care team how to convert callers into clients. Find out the four steps to turn inquires into booked appointments.

When: Wednesday, February 27, 2019

Where: Renaissance Hotel at St. Louis Airport, 9801 Natural Bridge Rd, Berkeley, MO 63134

Enroll online: www.csvets.com/forms/seminar2.html **Hurry!** Registration closes February 20, 2019.

Questions? Contact Beth Matz of Zoetis at beth.matz@zoetis.com or 574-904-9302.



Meet your consultant

Wendy S. Myers, CVJ, has been training veterinary teams for more than 22 years as owner of Communication Solutions for Veterinarians in Castle Pines, Colo. She helps healthcare teams improve telephone and communication skills that result in getting more pets the medical care they need. Wendy shares her expertise through conferences, online courses, and monthly CE credit webinars. Wendy is a certified veterinary journalist and author of five books.



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