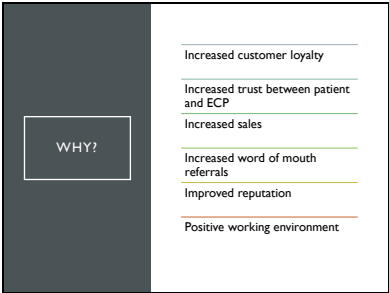


Fourteen Service Behaviors Every Practice Needs

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#3 – OFFER ASSISTANCE TO PATIENTS

- Don't wait – act first
- What are some things you can do?
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.



#4 - LISTEN

- Connect, Discover, Respond
 - Listen through both verbal and non-verbal channels
 - Seek an understanding of the customer's wants and desires
 - Take action on what you hear

CONNECT, DISCOVER, RESPOND

- What are some conversation starters you can use to connect with your customers?
- What are some ways you can discover what they want and need?
- How can you respond?

#10 – BE AN AMBASSADOR FOR YOUR PRACTICE

Employee morale is three times higher in businesses where community involvement occurs

Buils leadership skills

What can you do?


EXPERT

#11 – BE KNOWLEDGEABLE

- Gain preferred dispenser status!
- Customers don't buy the unknown
- How can you become more knowledgeable?
- Can you help them tell the story?
- What are the SOPs for your office?

#12 – PROPER TELEPHONE ETIQUETTE

- Use a mirror
- Answer within three rings
- Connect, Discover, Respond
- Are you interested in them or just their insurance?
- Why are they coming to see you?
- Do they need a specific time?
- Do they know where you're located?



#12 – PROPER TELEPHONE ETIQUETTE

- Ask permission to put the caller on hold
- Never leave someone on hold for more than one minute
- Eliminate transfers when possible

#13 – MAINTAIN THE CLEANLINESS OF THE ENVIRONMENT

- It's the responsibility of every employee
- What needs attention in your office?
 - 1.
 - 2.
 - 3.
 - 4.
 - 5.

#14 – MAINTAIN A PROFESSIONAL IMAGE

- Look the part of a professional
 - Success is in the details
- What do your patients hear?
 - Music
 - Conversation
- Wear the product!
 - Everyone in the office
 - Why?
