

7 ingredients for **WOW** SERVICE!



Transform your dental practice
front desk into patient pros.

Especially when you use Patient Prism.

1

CUSTOMER OBSESSION!

Be obsessed with providing an amazing experience and making a difference with **every call**.



2

USE THE CALLER'S NAME!

A caller should hear their name at least **three times** during your call.

3

TAKE EVERY OPPORTUNITY AVAILABLE TO LIFT A CALLER'S SPIRITS.

When you lift others, you will find that it will lift you too! **Positivity** will make a significant impact on the caller. Remember kindness throughout the entire call.



4

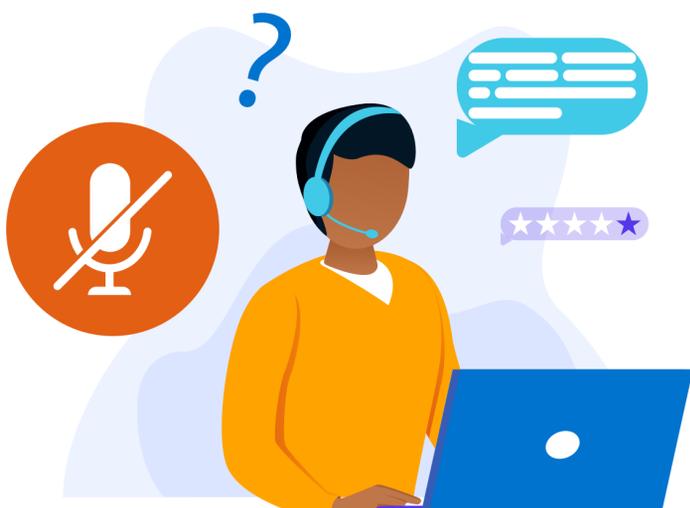
LISTEN FOR A PERSONAL COMMENT

This will further the **connection** between you and the caller.

5

LISTEN MORE THAN YOU SPEAK!

The goal is to learn the **caller's needs** and share their concern!



6

UNDER PROMISE, OVER DELIVER!

Finding an answer/solution, persistence (go above & beyond every time) **Keep your promises!** If you tell a caller you will follow-up, return a call, escalate a concern, etc... be sure you do it!

7

REMEMBER, THE LAST IMPRESSION IS NOW JUST AS IMPORTANT IF NOT MORE AS THE FIRST IMPRESSION!



Keep your practice healthy by knowing your numbers, enhancing your team's customer service skills, and turning more callers into happy and healthy patients.



For more information, call Patient Prism at **(800) 381-3638** or visit us at www.PatientPrism.com