

**3
HOURS CPD
VERIFIABLE**

3 hours that will change your practice

Evening Training Course

6.00pm - 9.00pm

Wednesday 28th March 2012, Edinburgh

Wednesday 25th April 2012, London

£55.00 +VAT per person

Places are limited to 40 so please book early.



designerdental

TRAINING

This evening course is aimed at all members of the dental Team. Delegates will learn how to handle all new enquiries into the practice via phone and email and turn them into new patients. Delegates will also learn how to make the most of the new patient assessment, how to turn treatment plans into actual planned treatments and the important role of the Treatment Co-ordinator.

How many patients do you lose through lack of team training?

Tracy Stuart, Director & Trainer at Designer Dental Training recently carried out a survey across the UK to see how Dental Receptionists performed and here are the results-

- 87% never gave their name
- 62% never gave the practice name
- 34% engaged tone = lost business
- 89% only gave the cost and no payment options
- 54% gave the number for NHS direct as they only see private patients
- 63% never informed me of their membership plan

Could you imagine Mercedes Benz putting a new employee on the front desk, allowing them to just quote fees or give out the number for the Ford Fiesta? They would never sit back and watch their team turn away business, so why do dentists?

Bring the whole team along to this evening course so you are all singing from the same song sheet.

Call Tracy Stuart on 07782 220038 to book your place/s