

# THE SUPER-GLUE OF PRACTICE SUCCESS

*Customer Service, Communication  
and Online Reviews*



**Online readers are willing to pay 20% more for 5-star rated companies as compared to 4-star rated companies.**  
- Commodore (Nov 2007)

Customer service can be your strongest competitive advantage. This presentation teaches the entire team how to communicate with care and warmth and show patients that you are truly listening. Sandy provides the ten fundamental rules of customer service, and how to apply them in your practice to create five-star online ratings.

## **PARTICIPANTS WILL LEARN:**

- How your dental team can communicate care and warmth to your patients
- Five-star telephone skills
- Ten fundamental rules of customer service and how to apply the rules to your practice
- How to create five-star online ratings for your practice.

Presentation Length: Up to half day

Suggested Audience: All Team Members

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