

[PDF] At Your Service: 5-Star Customer Care For A Successful Dental Practice

Ann Marie Gorczyca - pdf download free book



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Author: Ann Marie Gorczyca

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Description:

CULTURE

Customers will never love your dental practice until your team members love it first. A winning culture starts with leadership and is expressed through vision, mission, actions, expression of core values, and teamwork. Through positive communication, create and preserve a unique culture

focused on the customer. Differentiate your office from other dental practices by nurturing a culture of service.

CARE

Focus and dedicate time and attention to your customer service experience. Maximize your opportunity to create delighted, fulfilled, and happy patients. Through friendliness, appreciation, service, and surprises, optimize team engagement in providing outstanding patient care. Delivering amazing service consistently elevates your practice to a level of excellence.

CLIMATE

By creating a climate of team empowerment, customer service management systems are implemented to eliminate mistakes, rework, breakdowns, inefficiencies, and unwanted variations in the delivery of patient care. By prioritizing your customer service areas of improvement, service consistency is created. Five-star customer service is more than a business strategy; it is a philosophy that touches the human spirit.

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