

Delivering W.O.W. Service!

People Will Forget Everything Except How You Made Them Feel!

Judy Kay Mausolf

W.O.W. – PHILOSOPHY

- Weed Out Weeds
 - Weeds
 - Uncomfortable
 - Unwelcome
 - Destroys Relationship
- Decision Strategy
 - WIIFTP&P
 - Supports Vision & Mission – The Why
 - Practical - Realistic
 - Service Triangle
 - Money/People/Time
 - Precedence
 - Passionate

W.O.W. IMPRESSIONS

- First Impressions
 - Sensory
- Lasting Impression
 - Brand – Your Reputation
 - Consistent & Congruent
 - People
 - Service
 - Office
 - Website
 - Social Media
 - Marketing
- Touch Points – Ongoing Representation
 - Any time you connect with a patient or a potential patient
 - Reinforces Why You & Your Office

W.O.W. SERVICE STANDARDS

- Happy to Serve
 - Warm Greeting
 - Introductions

- 5 P's
 - Positive
 - Prepared
 - Professional
 - Polite
 - Patient Oriented
 - Build Relationship
- Consistency
 - 5 Out of 5
 - Under Promise – Over Deliver
 - Attention to Details
 - Timely
 - Likeable Team
 - Practice
- WIIFTP
 - Focus on Patient's Experience
 - Care & Concern
 - Open & Respectful
 - Address Complications
 - Show Appreciation
- Work Together
 - Be Professional
 - Good Conduct
 - Clear Expectations
 - Support Each Other
 - Protect the privacy of patients, employees & company
 - No gossip
 - Own It
 - Legal, Ethical, Within Licensure
 - Have Fun
- Awesome Ambiance
 - 5 Senses
 - Aesthetic & inviting décor
 - Comfortable
 - Sparkling clean environment
 - Tidy & fresh
 - Organized - everything has its place

Business Name: _____

Name / Position: _____

Address: _____

City: _____

State: _____

Zip: _____

Phone: _____

Fax: _____

Website: _____

Yes! I would like to receive the positive & powerful practice management tips in your complimentary monthly e-zine "Show Your Shine"!

E-mail me at:

E-mail address: _____

I would like more information regarding:

- ☐ Performance Coaching Programs
- ☐ On-site Workshops
- ☐ Telephone/Webcam Coaching
- ☐ Keynote
- ☐ Booking Judy Kay at our next meeting/conference
- ☐ Judy Kay's Books: *Rise & Shine* and *TA-DAH!*
- ☐ Other _____



612-701-4922

Judy Kay Mausolf

JudyKay@PracticeSolutionsInc.net
www.PracticeSolutionsInc.net