



# Energize your whole team with a single class.

The most powerful change opportunity happens when everyone in the practice is inspired by the same message. This one-day course is taught on two consecutive days so you can send half your team one day and half the other.

- Learn the importance of communication and service as differentiators
- Develop communication skills that advance team and client relationships
- Develop a plan to serve clients at each phase of the cycle of service
- Learn to strengthen the client-hospital bond with every client interaction
- Learn how to impact a client's perception of value
- Become more comfortable handling client objections or complaints
- Put the PVU exclusive tools provided to work in your practice

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# COMMUNICATION AND SERVICE

## DATES

Tuesday, December 11, 2018

or

Wednesday, December 12, 2018

## LOCATION

Patterson Veterinary  
21111 N. 9th Place  
Phoenix, AZ 85024

## TIME

Breakfast: 7:30 a.m.

Class: 8:00 a.m. – 5:00 p.m.

*Breakfast, lunch and  
snacks will be provided.*

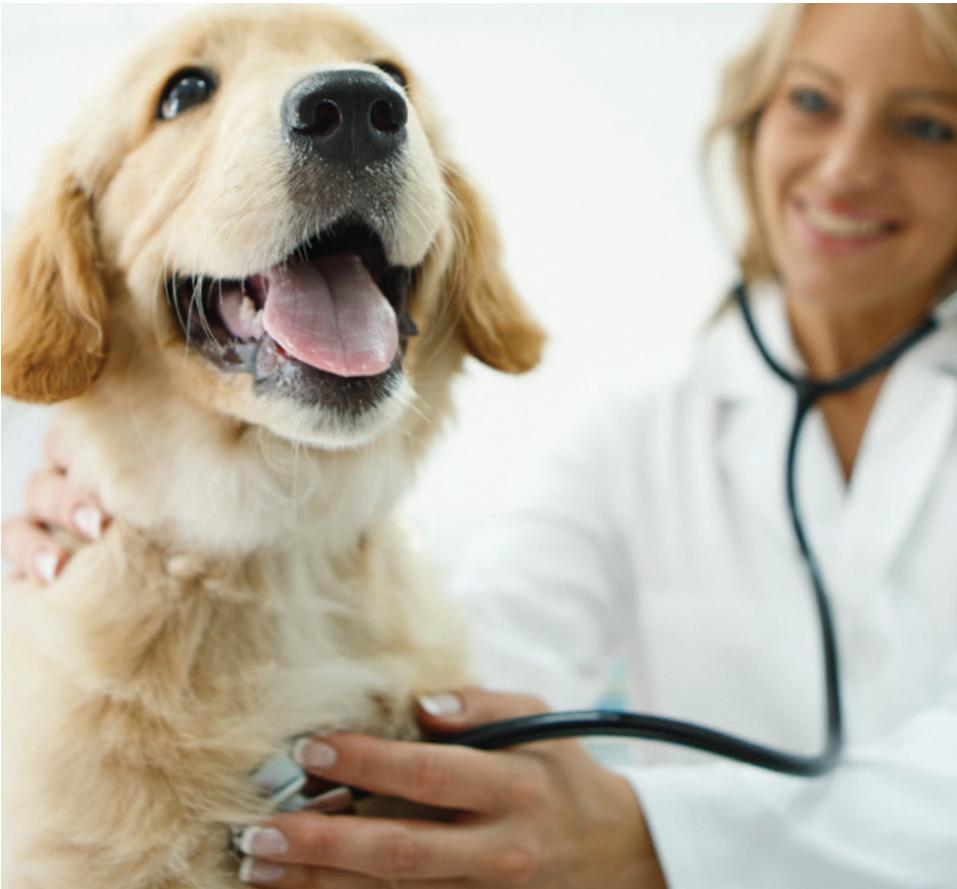
## CREDITS

8 CE

## PAYMENT

\$185 per attendee

\$160 per attendee, for two or more participants from the same hospital.  
Includes all course materials.



## MORE INFORMATION

Contact Terri Tang at [terri.tang@pattersonvet.com](mailto:terri.tang@pattersonvet.com)

Nearby lodging options are available; however, overnight accommodations are not included in course fee.

## SPEAKER

Debbie K. Hill, CVPM, SPHR, CCFP

Debbie entered the profession at the front desk of a one-doctor practice in Denver and has worked in 10 hospitals varying in size from four to 45 employees, often with multiple practice locations. Realizing she has been privileged with a wealth of exposure to experience and education, Debbie has a strong desire to share with others ways to advance themselves as professionals while also advancing their practice.



RACE provider #203, programs are pending approval.

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