

THE SOUTH FLORIDA DISTRICT DENTAL ASSOCIATION
IS PROUD TO PRESENT A TERRIFIC PROGRAM FOR
YOUR FRONT OFFICE STAFF!

Sponsored
in part by
Jose Laurel



In this day and age where most customer care needs are handled through an automated system and the idea of customer service seems to be a thing of the past, it has become apparent that everyone including your patients is looking for that personal touch, that means so much and can make a difference in how your practice is perceived.

Remember, the patient experience begins at the front desk!

Date/Time: November 3, 2007
Check in - 8:30am
Seminar - 9:00am
Lunch - 12-1:00pm
Q&A - 1-2:00pm

Location: SFDDA
420 South Dixie Hwy,
Suite 2E
Coral Gables, FL 33146

Instructor: Mayra Vide-Perez
of MVP Consultants

One-day seminar, covers:

- ✓ How to create and work in a stress free environment
- ✓ Ethics, protocol and manners in the dental office
- ✓ Working together as a team
- ✓ Tips on cutting the turn around time on your claims
- ✓ And treating your patients like guests, by being the "hostess with the mostest!"

SFDDA Members Staff: \$35

All others: \$60

Registration includes Breakfast & Lunch

Seating is limited to 30 attendees

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PLEASE USE A SEPERATE FORM FOR EACH PERSON REGISTERING
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Doctors Name: _____

Staff Members Name: _____

Address: _____ City _____ Zip _____

Phone: (____) _____ Fax: (____) _____ E-mail: _____

Please check one:

SFDDA Members Staff \$ 35 All others: \$ 60

If paying by Credit Card you may fax this form along with Credit Card information to: (305) 665-7059

Please charge \$_____ To: Visa MasterCard Discover

Card # _____ Expiration Date on Card: _____

Authorized Signature: _____

OR

SFDDA,
420 South Dixie Hwy, # 2E,
Coral Gables, FL 33146

You can mail this form along with your check or credit card information to:

Enclosed is my check in the amount of \$_____ made payable to the SFDDA