



Judy Kay Mausolf

“Delivering W.O.W. Service: People Will Forget Everything – Except How You Made Them Feel”

Friday, March 8, 2019

Falls Church Marriott Fairview Park 3111 Fairview Park Dr, Falls Church, VA 22042

Registration: 8:00 a.m. - 8:30 a.m. Program: 8:30 a.m. - 4:00 p.m.

6 CE Credit Lecture Hours - Business Attire

Synopsis:

Research shows that practices that build their office environment around serving the patient own and dominate the market. Customer service is often confusing, complex and vague! "I'm satisfied" means nothing in today's world. Set yourself apart from your colleagues: differentiate why you and your office and not the office down the street!

Learn principles for strengthening communication skills, practice brand, and service standards. Illuminate the patient decision making processes to create lasting impressions and exceptional experiences. Inspire the entire team to deliver W.O.W. service with more passion and focus!

Course Objectives:

- Understand W.O.W. Patient Philosophy
• Illuminate a W.O.W. Decision Making Process
• Learn techniques to make W.O.W. Impressions
• Recognize essentials of W.O.W. Branding
• Identify how to spot opportunities that create W.O.W. Touch Points
• Understand W.O.W. Service Standards Concepts

Supporting Exhibitors:

Table with 3 columns: Computerware, Inc., FOTONA, Procter & Gamble; Protech Dental Studio, Sandy Spring Bank, TD Bank; VOCO America, Inc., Wells Fargo

PROGRAM REGISTRATION FORM – Friday, March 8, 2019 – Judy Kay Mausolf

Dentist Name(s): Staff Member(s):

Phone: Fax Number: Email:

Credit Card Number: Expiration Date: Verification Code:

Name on card:

Billing Address: Billing City/State/Zip code:

Registrations are confirmed by email.

Please make check payable to: Northern Virginia Dental Society 4330 Evergreen Lane, Suite N, Annandale, VA 22003

Register online www.nvds.org Phone: (703)642-5298 Fax Number: (703)750-2261 Email address: ematlock@nvds.org

Table with 4 columns: NVDS Dentist Member (\$105.00), Member's Auxiliary/Office Staff (\$100.00), Late Fee (\$25.00), VDA/ADA Member (\$250.00), Non ADA Member (\$650.00), Dental Laboratory Staff (\$175.00)

Registration Fees are per person and include breakfast, lunch and breaks TOTAL \$

50218

Reservations must be received in writing by close of business Friday, March 1, 2019. Registrations submitted after 3/1/19 may not be accepted.

Telephone reservations will not be accepted. Reservation fees must be received at the NVDS office before a reservation can be guaranteed. All reservations will receive a confirmation email. All cancellations must be received in writing 7 days prior to scheduled program. No refunds are made for cancellations made beyond this time. Members who attend without a reservation will be charged an additional late registration fee of \$25.00. Registration preference will be given to NVDS members and their staff.

Northern Virginia Dental Society is an ADA CERP recognized provider approved by Virginia Dental Association. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. NVDS designates the above activities for the number of continuing education credits listed above. Concerns or complaints about a CE provider may be directed to the provider or to ADA CERP at www.ada.org/cerp. Approved PACE Program Provider FAGD/MAGD Credit 4/1/2015 to 3/31/2019 ID#212489. The above course does not have any commercial sponsorship.

Judy Kay Mausolf has no financial relations relevant to this course to disclose.

Please feel free to contact NVDS, Erin Matlock with any questions at (703)642-5298 or ematlock@nvds.org.

CE meeting