Our Paw-sitive Action = PETS-Love

INDIAN TRAIL ANIMAL HOSPITAL

PREPARE:

1. I provide easy access to appointments and respond quickly to client questions
2. I help create a professional environment – in language, appearance, and behavior
3. I reinforce hospital healthcare messages to benefit client and patient
4. I anticipate client and patient arrivals so I can greet them by name

ENGAGE:

5. I demonstrate through my actions and words that we are PARTNERING with clients to provide best care for their pets
6. I make eye contact, smile, and use client and pet names in conversation
7. I approach every interaction thinking –
   - How can I make this client feel cared about?
   - How can I let this client know that I care about their pet?
8. I use open-ended questions to build rapport and trust
9. I remember to focus on client concerns in each interaction

Teach

Serve

Prepare

Learn

ENGAGE
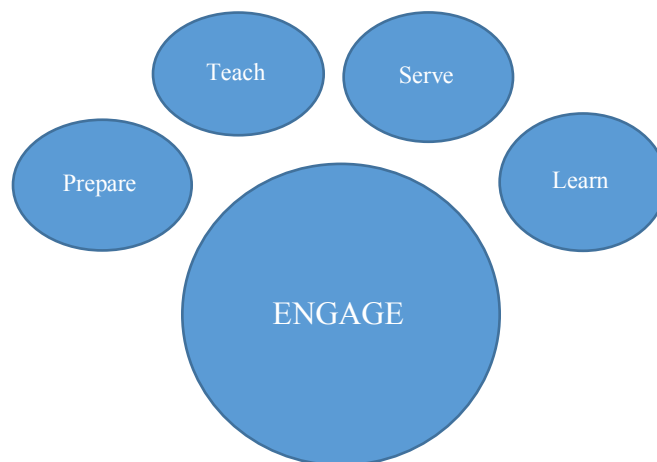
Teach:

10. I discuss features and benefits of services to communicate value to our clients
11. I use visual aids as often as possible
12. I explain all actions that take place with a pet (including physical exam findings)
13. I avoid assumptions about a client's level of knowledge about preventative care and look for opportunities to educate at every turn

Serve:

14. I provide uncompromising levels of cleanliness and safe and accident free work environment
15. I provide quick resolution when service recovery is needed
16. I create a work environment of teamwork and lateral service so that the needs of our guests and each other are met
17. I protect the privacy of our clients, their pets, my fellow employees and the company's confidential information and assets

Learn:

18. I have the opportunity to continuously learn and grow
19. I learn about our clients and pets so I know best how to help support the bond between them
20. I continue to learn ways that I can make a more powerful and more positive impact on clients, pets, and my team