

Internal Marketing and Customer Service Skills

Time Frame: 3 hours

Topics:

- Internal Marketing Checklist
- Care to Share Card
- How to ask for reviews comfortably
- When and how to ask for a referral
- How to build trust and rapport with your patients
- Nordstorm, Ritz Carlton and Chik-fil-a customer service verbal skills
- How to handle difficult patients
- Active listening to our patients
- New Patient Marketing Tracker