



Veterinary Hospital Managers, Client Service Representatives & Veterinary Support Team
Presented By:



&



Registration Form

When: Sunday, August 27, 2023 • 8:00 AM - 4:00 PM

Where: Platt College • 1400 S. Douglass Rd. Ste 125 Anaheim, CA 92806

• \$85 for registration SPACE IS LIMITED • Parking is Included

- Check-in at 7:30 AM • Lectures from 8:00 AM to 3:45 PM • Raffle drawing will be held at 3:45 PM
- Continental breakfast during check-in and taco truck lunch will be provided

Manager Track Topics

- Handling Euthanasia Discussions with clients
- DEI in the Practice Panel Discussion
- KPIs in the practice
- Creative Solutions for Chaos Workshop-how to problem solve, delegate, and handle hard things
- Staff Retention Ideas
- Social Media Safety for the Practice

CSR & Support Staff Track Topics

- Professionalism and Standards of Care
- Phone Skills-Handling Spicy Clients
- How to talk about Money when clients say 'No'
- Toxicity in the workplace
- De-escalation Techniques for Spicy Situations

Attendee/Student Name: _____ (Mgr or CSR)

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*Any dietary needs or disability accommodations PLEASE email michelle@FurPaws.us with Attendee name and restrictions or needs

Hospital Name: _____

Name as it appears on credit card: _____

Credit Card #: _____ Exp: ____/____ CVV #: _____

Zip: _____ Phone #: _____

Email: _____

TOTAL: \$ _____

For more information & to send this form:

michelle@furpaws.us

or **REGISTER ONLINE:** www.furpawsconsulting.com/symposiums
Accepting Online Payments (PayPal, Venmo and all major Credit Cards)

* You will receive confirmation of registration within 24 to 48 hours. *