



# If Disney Ran Your Hospital: 9 ½ Things You Would Do Differently

Approved for 2 CE hours by the Arizona Academy of Veterinary Practice.

<b>WHEN:</b> Wednesday, March 13, 2019 From 11:30 am - 2:00 pm → LUNCH & REGISTRATION: 11:30 am - 12:00 pm → LECTURE: 12:00 - 2:00 pm	<b>WHERE:</b> AZ Pet Vet Training Center 13834 N 51st Ave Glendale, AZ 85306	<b>PRESENTER:</b> Janet E. Woods Hospital Administrator & Management Consultant
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<b>DISCUSSION:</b> <ul style="list-style-type: none"><li>▶ Learn how to provide customer service Disney style, both internally and externally.</li><li>▶ Learn the Disney approach to management, quality service, and loyalty.</li><li>▶ Learn how to understand the difference between a satisfied client and a loyal client.</li><li>▶ Learn how to increase client referrals through loyalty.</li><li>▶ Gain new ways to treat clients and team members with genuine empathy and courtesy to increase loyalty.</li><li>▶ Learn how to create and maintain a working environment where staff members feel like they are working with peers who share a common dream of making clients in the community their loyal fans!</li><li>▶ Learn how your hospital can gain a competitive edge by learning how to be seen as the best.</li></ul>
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## If Disney Ran Your Hospital: 9 ½ Things You Would Do Differently March 13, 2019

- VHCTAz Member:** \$40       **Non-VHCTAz Member:** \$76 (includes 1-year VHCTAz membership for veterinary staff)  
    \_\_\_ I would like to waive the 1-year VHCTAz membership and pay the non-member fee.

Name: \_\_\_\_\_ Hospital: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Credit Card #: \_\_\_\_\_ V-code: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ Amount: \$ \_\_\_\_\_

Card Holder: \_\_\_\_\_ Signature: \_\_\_\_\_

Dietary Restriction:  Gluten Free  Dairy Free  Vegetarian  Other: \_\_\_\_\_

Fax registration with Visa, Discover, AMEX or MasterCard information to AzVMA, 602.249.3828  
or mail with check to: AzVMA, 100 W. Coolidge St., Phoenix, AZ 85013, Phone 602.242.7936.

Cancellations received before 2-27-19 will receive refunds in full. No-shows or cancellations received after 2-27-19 will be charged the full amount.  
Registrations received on or after March 10, 2019 will be charged a \$10 late registration processing fee.