



## UPbook SESSION 1 – Make your 1<sup>st</sup> Impression Amazing!

In ELITE the first “E” stands for? \_\_\_\_\_

In call A: Did how did the client felt on the phone? Welcome? \_\_\_\_\_

In call B: Did the client feel cared for or connected with? \_\_\_\_\_

What did you notice about the 2nd scenario that you could start using today?\_\_\_\_

### Engagement Table

Client Says	Don't Say	Do Say
“My lab is 2 years old.”	What color is he?	
“My kitten is 6 months old and needs to be spayed”	What’s her name?	
“My cat is losing fur on her back”	When would you like to come in?	

In ELITE the “I” stands for? \_\_\_\_\_

With Inviting to Schedule an Appointment what are 2 strategies that were discussed?

- 1.
- 2.

Name one thing you can offer or share with the new client to draw them to your practice?

\_\_\_\_\_ -

Talk value with price - What does this mean? \_\_\_\_\_

What does the last E stand for in “ELITE?” \_\_\_\_\_