



What is a missed opportunity in the UPbook Dashboard?

What are 3 strategies to recover a missed opportunity?

1.

2.

3.

Copy down a few sentences from the recovery script example that will help you with your own calls.

Circle the \$\$ average a new client will spend annually in an independent veterinary practice.

\$45 \$150 \$450

How Many Stars Did the Front Desk Team Member get in the 3rd call?

- ☐ Engage Personally
- ☐ Look to Offer a Special
- ☐ Invite to Schedule
- ☐ Talk value with price (or no \$\$)
- ☐ Ensure the Appointment is Scheduled

How Many Stars Did the Front Desk Team Member get in the 4th call?

- ☐ Engage Personally
- ☐ Look to Offer a Special
- ☐ Invite to Schedule
- ☐ Talk value with price (or no \$\$)
- ☐ Ensure the Appointment is Scheduled