



Zaterdag 17 maart 2018
Koninklijke Burgers' Zoo - Arnhem

8:30 u Ontvangst en registratie

PLENAIR PROGRAMMA - 9:10 uur opening door voorzitter René van den Bos

9:20 **Why measuring the practice experience (both customer and team) really matters ...**
...and how it affects your bottom line!

Alison Lambert

10:00 **Zie jij jouw klanten wel vaak genoeg?**

Gerco Bosch

10:40 Pauze

11:10 **Face it ... [facebook](#). it is! Why your practice needs social media**

Alison Lambert

11:50 **Why being cat friendly is important and how to achieve this in your clinic**

Sarah Caney

12:30 Lunch

13:30 **Success in veterinary practice: do satisfied customers spend more?**

Alison Lambert

CUSTOMER

Cat friendly handling and sample collection from cats

Sarah Caney

CAT

Focus op persoonlijkheid bij het aannemen van nieuw personeel

Sofean Loulidi

CLINIC

14:20 Zaalwisseling

14:30 **Tips voor deskundig balieadvies en klantvriendelijk telefoongebruik**

Sofean Loulidi

CUSTOMER

Preventative health care screening in older cats: what is recommended and why?

Sarah Caney

CAT

The power of a positive team - how a motivated team can boost your practice

Alison Lambert

CLINIC

15:20 Pauze

16:00 **The consulting room: make more of your time and still do great medicine**

Alison Lambert

CUSTOMER

My Cat Friendly Cases

Sarah Caney

CAT

"Haka workshop" - ervaar de kracht en energie van teamwork

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CLINIC

16:50 Zaalwisseling

17:00 **My most valuable tips in making your practice CUSTOMER, CAT & CLINIC friendly!**

moderator: René van den Bos

Alison Lambert, Sarah Caney & Sofean Loulidi

17:30 Afsluiting

Co-producer:



zichtbaar anders

Partners:

