



"How much do you charge for a crown?"
 "Are you on my insurance plan?"
 "Can't I just schedule a cleaning?"

meanwhile...

Three lines are ringing.
 Two patients are being dismissed.
 And your head's about to explode!

We can help!

Have Them at Hello: Exceptional Phone Skills for Dental & Healthcare Practices

Our all-time BEST-SELLING training product is now BETTER THAN EVER! Totally *updated & revised!*

- Learn our easy "4-Steps to a Great Phone Call" Process
- Customize & utilize our VIP Intake Form
- Get & stay in control of your call
- Promote your practice & your doctor with ease
- Handle potential cancellations confidently
- Connect quickly & build rapport
- Track your results
- Convert more calls to appointments
- Learn the best ways to handle:
 - Shoppers
 - Cleaning Only
 - Emergencies
 - Insurance-Driven
- Improve outgoing calls:
 - Confirmation
 - Reactivation
 - Pending Treatment

The telephone is the gateway to your practice. Make sure yours is expertly handled starting first thing tomorrow morning!



KatherineEitel.com
 info@katherineeitel.com
 800-595-7060

Our newest feature: Live Phone Call Scenarios with Katherine!

Using the simple "4-Steps to a Great Phone Call" system, Katherine expertly handles these callers so your team can hear how conversational, professional, & effective they can be on the phone:

- "I only want a cleaning."
- "How much do you charge for crowns?"
- "Do you accept my insurance?"
- "I have a toothache!"
- "I need to cancel my appointment...again."
- And much, much more!

3 Ways to Get Better FAST!

Audio Program

Purchase our MP3 audio download and start your training program immediately! Only **\$249**

Audio Upgrade

Already own a previous version of HTAH? Upgrade your training products with our new download for only **\$179!**

Premium Training Package

Best Value! Purchased separately for \$4,500... packaged together for only **\$1,795!**
 Package contains the revised training guide with customizable forms, 3 Special Training Webinars with Katherine, & 3 Mystery Shopper Calls with Results Reports showing "Wins" & "Opportunities" for improvements