



2-DAY ADVANCED FRONT DESK ADMINISTRATIVE PROGRAM

Transform Your New Hire. Fast.

PRESENTER: PADDY BRIGGS

Course Description

This intensive 2-day workshop is designed to fast-track new front desk hires and sharpen the skills of existing staff. Through interactive breakout sessions, scripts, and practical handouts, participants follow the complete patient journey — from the first phone call through check-in and check-out — emerging with real-world systems they can apply on day one. No long ramp-up. No disruption to senior staff. Just a confident, capable front desk team member from the start.

THE REAL PROBLEM (AND WHY IT PERSISTS)

Every new front desk hire costs your practice more than you think. Without a structured foundation, the hidden costs add up quickly:

- ☐ New hires consume senior staff time — pulling them away from patients and production
- ☐ Mistakes in scheduling, insurance, and billing increase daily stress and rework
- ☐ Inconsistent patient communication damages the first impression your practice makes
- ☐ Informal on-the-job training leaves critical gaps that show up weeks later
- ☐ High early turnover (within 3–6 months) costs an average of \$5,000–\$8,000 per replacement

The issue isn't effort — it's structure. Most practices rely on informal, on-the-job training because there is no standardized foundation for front desk roles.

THE SOLUTION: 2 DAYS THAT CHANGE EVERYTHING

This course provides a clear, repeatable introduction framework that compresses months of fragmented learning into two focused days. Your new hire arrives uncertain — and leaves with:

- Confidence in their role and daily responsibilities
 - Consistent, professional communication skills for phone and in-person interactions
 - Practical scripts and systems they can use immediately
 - A structured understanding of the full patient journey
 - Clear protocols that reduce mistakes and reliance on senior staff
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TOPICS COVERED

- Patient Communication & Phone Skills
- New Patient Protocol (first call to accepted treatment)
- Recare & Hygiene Retention Systems
- Heart-Centered & Patient-Focused Communication
- Professional Feedback & Listening Skills
- Scheduling: Ideal Day, Pre-booking & Block Booking
- Cancellation & No-Show Policies with Scripts
- Insurance Communication & Predetermination Tracking
- Accounts Receivable, Collections & Financial Scripts
- Patient Check-in, Check-out & Dismissal Procedures

WHY THIS INVESTMENT PAYS FOR ITSELF

Replacing a single front desk team member costs an average of **\$5,000–\$8,000** in lost production, recruitment, and retraining. Beyond turnover, every week a new hire isn't fully functional is revenue your practice doesn't recover.

At \$1,999 + GST, this program delivers:

- Faster onboarding — weeks, not months
- Fewer front desk errors and insurance miscommunications
- Reduced training burden on your senior staff
- More confident team members who stay longer
- A professional patient experience from their very first day

COURSE DETAILS

Date	Time	Tuition	Instructor
October 23–24, 2026	9:30 am – 3:30 pm	\$1,999 + GST	Paddy Briggs

Suite 403 Mesa Room, 1025 Johnson St., Victoria, BC V8V 0G7
info@dentalprecisioninstitute.com | (778) 775-8777 | [dentalprecisioninstitute.com](https://www.dentalprecisioninstitute.com)

REGISTER TODAY — SPACE IS LIMITED

Cancellation Policy: Cancellations in writing 2 weeks prior to course start receive a refund less a \$300 administration fee. No refund within 2 weeks of the course.

Online Payment

<https://www.dentalprecisioninstitute.com/programs/tuition-and-payment>