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

TOPICS COVERED

• Patient Communication & Phone Skills	• Scheduling: Ideal Day, Pre-booking & Block Booking
• New Patient Protocol (first call to accepted treatment)	• Cancellation & No-Show Policies with Scripts
• Recare & Hygiene Retention Systems	• Insurance Communication & Predetermination Tracking
• Heart-Centered & Patient-Focused Communication	• Accounts Receivable, Collections & Financial Scripts
• Professional Feedback & Listening Skills	• 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 October 23–24, 2026	**Time** 9:30 am – 3:30 pm	**Tuition** $1,999 + GST	**Instructor** Paddy Briggs

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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