

Pet Points Chart

Points may be earned by all non DVM staff by doing things above and beyond the normal realm of their job duties. Staff and doctors may award points to managers by telling the administrator, managers and doctors may award points to staff. Fellow staff members may nominate each other for points awards by telling their manager but may not nominate themselves. Client compliments are also good for points.

Points Earned

- 500 Saving a patient's life
- 100 Complement from a client (must be heard by another person)
- 100 Volunteering to work a holiday
- 100 Coming in to help when not scheduled
- 50 1 month perfect attendance (must not be more than 5 minutes late for your shift)
- 25 Learning a new task
- 25 Helping a fellow staff member without having to be asked
- 50 Creating a time saving method
- 50 Creating a new or improved customer service idea
- 1 Point for every \$ of fee missed - Catching a billing mistake before it gets to the client
- 25 Promoting extra services in your department (example: wellness, playtime, product sales)
- 25 Teaching a team member a new task
- 50 Creating a team building idea
- 50 Creating a means or method of improving patient care
- 10 Answering a vet. medicine trivia question correctly from your manager or a DVM

Every 400 points is good for \$5.00 in free pet care with the usual exclusions. Also the top points earners from each department every month will be placed in a drawing for a \$50.00 gift certificate to the store of their choice. The 5 top point's earners for the year will be placed in a drawing for a \$500.00 gift certificate to be awarded at the next full staff meeting one year from now.