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 complements 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.